

IPA POLICIES

The following policies are designed to support our current contracts with managed care payers so that we achieve the rewards available for the benefit of all of our IPA members and to remain competitive in the market, now focused intently on efficiency, patient safety and quality of care. These policies also support our hospital partner, Lawrence General Hospital, and all of our local physicians.

1. **Direct all appropriate inpatient care, emergency and outpatient services to Lawrence General Hospital.** By keeping care local with our hospital partner, we are better able to coordinate care and govern the quality of care.
2. **Utilize our local experts! Refer patients to IPA member physicians whenever possible.**
 - See list of IPA member physicians searchable by name, specialty and town on our participating physician's page.
 - Reference health plan participation of our physicians through the payer website links on our insurance contracts page.
3. **Primary Care Physicians** are encouraged to attend monthly quality meetings. It is expected that a good faith effort be made to achieve HEDIS measures specified in contracted incentive programs. An additional resource for physicians and office staff is the expertise and services of our Quality Coordinator.
4. **Maximize use of formularies and generic medications** unless medically contraindicated.
5. **Preferred locations for outpatient imaging:**
 - **Lawrence General Hospital, One General St., Lawrence, MA**
 - a. Services include: X-ray, digital mammography, CT scan, ultrasound
 - b. Hours of Operation:
Monday – Friday, 7:00 a.m. – 4:30 p.m. (On occasion some services may have extended hours)
 - c. Booking phone numbers: 978- 946-8103
 - d. Patients scheduled weekdays after 3:00 p.m. or weekends, need to register in Outpatient Admitting
 - **Women's Health Imaging Suite, 140 Haverhill St., Andover, MA**
 - a. Services include: Digital mammography, ultrasound, bone densitometry
 - b. Hours of Operation:
Monday 8:00 a.m. – 4:30 p.m.
Tuesday 8:00 a.m. – 7:00 p.m.
Wednesday 8:00 a.m. – 4:30 p.m.
Thursday 8:00 a.m. – 7:00 p.m.
Friday 8:00 a.m. – 4:30 p.m.
*Some Saturdays 8:00 a.m. – Noon
 - c. Booking phone number: 978-475-5213

6. Preferred Laboratories:

Lawrence General Hospital or Quest Diagnostics should be utilized for IPA patients, as supported by our major contracts including Blue Cross, Tufts and Harvard Pilgrim. Please do not send your patients to other hospital labs.

Lawrence General Hospital drawing stations:

1 General Street, Lawrence (main campus) 978-946-8105

Hours: Monday-Friday, 7:00 a.m.–6:00 p.m.; Saturday: 7:00 a.m. - Noon

140 Haverhill Street, Andover (Doctors Park) 978-946-8350

Hours: Monday, Tuesday, Thursday, And Friday: 7:00 a.m.-5:00 p.m.

Wednesday: 9:00 a.m. – 5:00 p.m.

34 Haverhill Street, Lawrence (Greater Lawrence Family Health Center)

Hours: Monday – Friday, 8:30 a.m. – 9:00 p.m.

Saturday, 9:00 a.m. – 9:00 p.m.

Sunday, 1:00 p.m. – 9:00 p.m.

Quest drawing stations: For locations in Andover, Haverhill, Methuen, and No. Andover, call: 1-800-377-8448

7. Utilize our local experts! Refer patients to IPA member physicians whenever possible.

- See list of IPA member physicians searchable by name, specialty and town on our participating physician's page.
- Reference health plan participation of our physicians through the payer website links on our insurance contracts page.

8. Membership and Credentialing Policies:

Membership is offered to all physicians who are on the medical staff of Lawrence General Hospital. IPA application packages are available from the IPA office. We accept the Massachusetts Universal Credentialing application which must be completed online through CAQH. See links to HCAS and CAQH on our Helpful Links page. Our application package also includes our Participation Agreement and payer specific contract signature pages. Please Note: Credentialing with insurance plans takes a minimum of 30 days after receipt of a complete CAQH file.

Important: IPA Membership applications are NOT the same applications as for the Lawrence General Hospital Medical Staff. For hospital affiliation information, contact the Medical Staff Office at 978-683-4000 ext. 2253.

The Choice Plus PHO (physician hospital organization) was formed with Lawrence General Hospital in July 2008 and will be the IPA's contracting entity going forward as contracts come up for renewal during 2009. Please contact the IPA Office for the PHO participation documents if you would like to join.

Physician Practice Changes: Please keep the IPA Office informed **on a timely basis** of any changes to your practice such as:

- Physician leaving the practice
- New physician joining your practice
- Office address change
- Additional office sites

- Practice entity/Tax ID change

The IPA is responsible for communicating this information to the payers with which we contract, especially those for which we have delegated credentialing. Thank you for your assistance in keeping your information current.