



# THE MAGNET™



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## Risk Management Tips

### A Risk Management Check-up – How Does Your Office Fare?

In this day and age, it's hard to imagine that you don't need the latest upgrade or gadget to ensure your patients' safety, but it is possible. If you can answer a definite "yes" to the following questions, you're doing a great job in controlling your risk and achieving a positive outcome for your patients without investing heavily in technology.

- Are your medical record summaries of each patient's office visit easy to read and clearly state what was done during that visit?
- Do your follow-up instructions include specific information about prescriptions, specialty care and at-home treatments?
- Do you train your patient in the use of devices for use at home?
- Do you have a reliable system in place to learn of any new essential information about a patient from other physicians such as new prescriptions, any change in patient's condition or plan of care?
- Have you established procedures to accurately track and monitor patients' medication use and outcomes?
- Do you deliver patients' test results in a timely manner?
- Do you have a system for scheduling important follow-up appointments?
- Do you consistently and reliably transfer key information to other treating physicians and/or referral physicians?
- Do you promote patient understanding and accountability?
- Does your appointment scheduling system allow for timely accessibility to medical care?

*(Continued on page 2)*

### Congress Stops 2007 Medicare Payment Cuts

Congress put a halt to the scheduled 5 percent cut in 2007 Medicare physician payments, freezing the rates for another year. Approximately 1 million patients and physicians contacted Congress to urge members to take action on HR 6111, The Tax Relief and Healthcare Improvement Act of 2006, which kept the rates at 2006 levels.

The legislation also sets aside funds to offset a projected payment cut in 2008. It includes a 1.5 percent bonus for physicians participating in the Physician Voluntary Reporting Program, which begins July 2007; an extension of the geographic adjustment for physician services; a one-year extension of the therapy cap exceptions; a 1.6 percent increase in dialysis payments; and a continuation of independent laboratory billing for technical component of medical services.●

### Federal Legislation Introduced To End Medical Lawsuit Abuse

Sens. John Ensign of Nevada and Judd Gregg of New Hampshire recently introduced the Medical Care Access Protection Act of 2007 and the Healthy Mothers and Healthy Babies Access to Care Act of 2007 into the 110th Congress. Modeled on successful reforms in Texas, the two pieces of legislation attempt to end abuse in the medical lawsuit arena and to make healthcare more accessible to patients on a national level.

Included in the legislation are reasonable limits on non-economic damages. In Texas, the reforms have turned around the state's healthcare system, improving residents' access to medical care.

The bills were previously introduced in the 109th Congress. To get involved this time around, contact your senators and urge them to support the bills and, therefore, extend medical care to patients nationwide and put an end to medical lawsuit abuse.●

## In Practice. In Life.

### Billing and Collection Success — Guaranteed!

What you earn and what you collect makes a huge difference in the financial health of your practice. MAG Mutual Healthcare Solutions, Inc. (MMHSI) uses the latest technology for its billing services, allowing medical practices like yours to monitor results and improve revenue streams. After we review your contracted fee schedules, we'll guarantee an annual net collection rate of **95% or better**. If you don't see these results, we'll give you a 5 percent credit on your annual fees.\*

Some physicians estimate receiving 100 percent of what they are due from their insurance payers. Most think they get at least 80 percent of what they are owed and then leave contractually owed reimbursements on the table. But do you really know how your practice is doing? Why not take a look at your practices billing process?

No one can evaluate your practice's billing process better than our MMHSI team. If you find that you're not receiving what you should, give our 95% Guarantee a try. For more information, please call our billing services department at **1-888-249-7876**.

\*The annual net collection rate is the total amount paid to the practice, plus contractual adjustments, divided by the total gross charges billed for one year. A fee credit, if due, will be applied to your MMHSI billing invoice upon completion of 12 months of service. Please call for details. Guarantee effective for new billing service clients through Dec. 31, 2007, upon receipt and evaluation of the practice's contracted fee schedules.

(A Risk Management Check-up – How Does Your Office Fare?, continued from page 1)

Other quick risk management self-test questions and resources may be found on the MAG Mutual Web site at:

[www.magmutual.com/risk/resource-new.html](http://www.magmutual.com/risk/resource-new.html). You may also call the Risk Management Department at **1-800-282-4882**.

\*MAG Mutual does not presume to establish any standard of care or establish rules for the practice of medicine. The particular patient-care strategies or range of patient-care strategies mentioned in this article should be tempered by the physician's judgement.

## HR Help for Medical Employers Is Just a Phone Call, Click Away!

MAG Mutual Insurance Agency recently debuted a helpline for Employment Practices Liability (EPL) and/or Workers' Compensation policy customers. The service includes a toll-free telephone or e-mail consultation with employment law attorneys from a nationally recognized law firm. These premium advice and counsel services combine state-of-the-art technology and content with professional customer support to help you, as employers, meet today's workplace challenges.

Because all consultations are protected by attorney-client privilege, EPL customers must be registered with a secure user name and password. To retrieve your user name and password, call the HR Helpline toll free at **1-877-568-6655** to get started.

EPL and Workers' Compensation policyholders also have access to the HR Helpline Web site, which contains resources intended to assist physicians and managers of medical organizations with employment challenges. Log on at [www.hrhelpline.com/magmutual/](http://www.hrhelpline.com/magmutual/).

Workers' Compensation customers can log on to [www.magmutual.com/mmia](http://www.magmutual.com/mmia). You'll need your MAG Mutual Insurance Company Workers' Compensation policy number. If you don't know your policy number, phone **1-800-282-4882** and select option 3.

For more information about MAG Mutual's EPL or Workers' Compensation insurance, please call MAG Mutual Insurance Agency, LLC at **1-800-282-4882**, or e-mail us at [info@magmutual.com](mailto:info@magmutual.com).

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