



# THE MAGNET™



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## Risk Management Tips

### Be Careful When Issuing Telephone or Verbal Drug Orders

Telephone or verbal drug orders present special problems. They can easily be misheard or misinterpreted, transcribed incorrectly, or not recorded in a patient's chart. They may also be incomplete and confusing. Ideally, telephone orders should be confirmed by drug prescribers and staff. Prescribers should issue verbal orders to staff only in emergency situations.

Physician's offices should institute a firm policy for regulating telephone orders. Include the following in the policy:

- Properly identify the caller as the individual's physician or other authorized prescriber. Some facilities may use a password/code system to authorize prescribers.
- Identify the patient.
- Ensure that the prescriber is available by phone or other means to confirm or clarify an order if questions arise.
- Record the order in the chart immediately, and later authenticate it with the authorized prescriber's signature within a reasonable amount of time.
- Verify the order with the recipient (pharmacy) by reading it back as it is written. The patient's record should document that the order was "repeated and confirmed."
- Spell out all drug names, however simple, and specify doses carefully.

For more information, please call Georgette Samaritan, Senior Risk Management Consultant, at 1-800-282-4882, ext. 5686 or 404-842-5686.●

\*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.

### Are You Ready for the National Provider Identifier (NPI)?

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandated that the Department of Health and Human Services (HHS) adopt a standard and unique health identifier for all healthcare providers. On January 23, 2004, the HHS published a Final Rule adopting the NPI as this identifier. The NPI will eventually replace all other provider identification numbers currently in use, including the Unique Provider Identification Number (UPIN).

Effective June 1, 2006, providers have been required to include their NPI number on any 855 Medicare enrollment form, along with a copy of the notification confirming the NPI assignment (received from the NPI Enumerator).

All healthcare providers will be required to include the NPI number for all billing, rendering, ordering and referring providers reported on electronic and paper claims submitted to state Medicare and Medicaid carriers (or intermediaries) as of

*(Continued on page 2)*

### Identity Theft and Fraud – Are you covered?

**Identity theft is a crime.** Identity theft and identity fraud are terms used to refer to all types of crime in which someone's personal data is used by another in a fraud or deception, typically for economic gain.

Identity theft victims are not responsible for the debts incurred by their impostors, but they are stuck cleaning up the credit mess. Restoring your credit and name is a slow, painstaking process. It means countless phone calls, letters and time away from work. There is also significant expense incurred in the cleanup process.

Most insurance companies now include Identity Fraud coverage. Chubb, Traveler's and Atlantic Mutual, all offered by MAG Mutual

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*(Identity Theft and Fraud—Are You Covered?, continued from page 1)*

Insurance Agency (MMIA), include this coverage for their homeowner customers. The coverage is limited in dollar amount—\$15,000 to \$25,000—depending on your policy.

If you become a victim, you must file a police report and sign the Federal Trade Commission's Identity Theft Affidavit to be accepted as a new victim account. For more information about the identity fraud coverage MMIA can offer in our homeowners' policy, please call Donna Freeman, toll-free, at 1-800-295-5120. You can't totally prevent identity theft from happening, but you can reduce your risk.●

*(Are You Ready for the National Provider Identifier [NPI]?, continued from page 1)*

May 23, 2007. At that time, no other legacy provider identifiers should be used for these claims.

If you haven't already obtained your NPI number, you may do so in one of the following ways:

- 1 Apply on-line by going to <https://nppes.cms.hhs.gov>
- 2 Obtain a hardcopy application at <https://nppes.cms.hhs.gov> and return it by mail
- 3 Designate another entity (such as your employer, office manager, professional affiliate representative, billing service representative, health-care consultant, etc.) to obtain the number on your behalf

Please note that "small health plans" have until May 23, 2008, to accept the NPI in place of their legacy identifiers. You should watch for further information from other insurance plans to determine when to begin using the NPI number on submitted claims.●

**Fall 2006 Publication Catalog**

The new fall catalog was mailed in late August and is loaded with extras. In addition to the informative and useful publications we've offered in the past, the fall 2006 MAG Mutual Healthcare Solutions, Inc. catalog offers an expanded Coders' Library, more coding and revenue management software and the 2007 Physicians' Fee and Coding Guides.



Place your order today and receive a FREE Farmer Codey! Supplies are limited, one bear per order. Call toll free at **1-888-738-7495** to order or request a copy if your office hasn't received one. You can also view the catalog and order online (with special savings), at [www.coderscentral.com/books](http://www.coderscentral.com/books).●

**It's Tax Time! Do You Need Help?**

Trained in the business of medicine as well as tax law and accounting, MAG Mutual Healthcare Solutions, Inc. can help you prepare tax forms and perform accounting services. And, physicians and their practices are our only clients! Call David Huff at **678-226-0016** or toll-free **1-888-624-6474**.●

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