

# UPMC PRACTICE SOLUTIONS



**UPMC** LIFE  
CHANGING  
MEDICINE



**UPMC Physician  
Services Division**

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Dear Valued Provider:

I am pleased to introduce UPMC Practice Solutions, a program designed to strengthen the partnership between UPMC and your independent practice by offering support and assistance. Our mission is to work with you to provide world-class service in support of your operations and patient care.

UPMC Practice Solutions is designed to meet your specific practice needs by offering a menu of services that include the following:

- **UPMC MedChart EpicCare Solution** — Electronic Health Record (EHR) subsidized through the Stark Law exception and Anti-Kickback Safe Harbor for EHR donations
- **UPMC MedLink** — Electronic connectivity between your office and UPMC hospitals, labs, and facilities to streamline the exchange of patient information, orders, and test results
- **Answering Service**
- **Continuing Medical Education**
- **UPMC Health Plan Insurance Options**
- **Malpractice Insurance**
- **Management Services** — Revenue Cycle Management
- **UPMC MedCall** — concierge physician consult, referral, transfer, and patient transport services
- **UPMC MedTrak** — access to outpatient appointments/schedules and clinical consultation services
- **Patient Education Materials**
- **Physician Recruitment Assistance**
- **Special Purchasing Opportunities**

To learn more about the benefits available through participation in UPMC Practice Solutions please visit our website at [UPMC.com/PracticeSolutions](http://UPMC.com/PracticeSolutions) or call me directly at 412-864-2106.

I look forward to speaking with you.

Sincerely,

**Natasa Sokolovich, JD, MSHCPM**  
*Senior Director, Affiliated Physician Services EMR*  
*Executive Director, Telemedicine Services*

UPMC Practice Solutions provides access to UPMC resources and services on an à la carte basis. The program has several levels of participation and benefits. Program components are available to private physicians and groups that meet certain qualifying criteria.

## Services in Detail

### HEALTH INFORMATION EXCHANGE SOLUTIONS

#### UPMC MedChart EpicCare Solution

For private practices that have no EHR in place, UPMC Medchart EpicCare Solution provides varying levels of connectivity and support to meet the needs of both large and small practices. This fully hosted solution offers your practice the ability to adopt a top-rated ambulatory EHR.

UPMC MedChart EpicCare Solution benefits:

- **Cost subsidized by UPMC** — \$499 per month, per provider, regardless of option selected, through the Stark Law exception and Anti-Kickback Safe Harbor for EHR donations
- **UPMC technical support** — assistance with implementation, training, and support
- **Assisting you in attaining meaningful use** — support to meet the 25 U.S. Department of Health and Human Services meaningful use criteria required to qualify for Medicare or Medicaid incentives: for example, the electronic prescribing criteria
- **Successful integration of EHR** — assistance with process redesign as necessary for successful integration into practice work flow
- **Comprehensive EHR solutions** that automate scheduling, registration, billing, and claims
- **Connectivity with UPMC hospitals and specialty practices** — optional levels of connectivity for the treating physician to access patient information, streamlined referrals, and simplified diagnostic test orders and results



## ADDITIONAL À LA CARTE SERVICES

### UPMC MedLink

If your practice already maintains its own EHR solution, MedLink is a cost-free means of access to:

- Hospital discharge summaries
- Operative reports
- Patient test results — lab, radiology, cardiology, and other test results

### Answering Service

UPMC Practice Solutions Answering Service efficiently contacts you or someone you designate from your private practice during non-business hours.

- **After-hours and holiday coverage** — 5 p.m. to 8 a.m. coverage and 24-hour holiday coverage to private practice physicians.
- **Experienced health care customer service representatives** — Can address the typical questions patients have after-hours, and relay that information according to your instructions.
- **Documentation** — Calls are documented and sent to the practice via daily emails.

- **Schedule utilization** — The answering service utilizes schedules in UPMC MedTrak to reach providers, offering an efficient way for practices to communicate with on-call providers.

### Continuing Medical Education

UPMC Practice Solutions offers many opportunities for continuing education, particularly for self-directed learning according to your schedule and pace. All courses offer **Category 1 continuing medical education (CME) credits**, and include Internet and videotaped programs.

### UPMC Health Plan — Group Medical, Dental and Vision Coverage

- Dedicated Health Plan team to assist with reviewing the most cost-effective plan options to meet your practice needs
- Prescription drug plans
- Behavioral health coverage
- *LifeSolutions* employee assistance program to enhance workplace productivity
- Award-winning employee health and wellness programs
- An all-electronic solution to manage administration of your plan online



### Malpractice Insurance

Participating physicians who qualify have the opportunity to receive malpractice insurance at competitive rates through UPMC's primary malpractice liability insurance carrier, Tri-Century Insurance Company, a licensed casualty carrier within the commonwealth of Pennsylvania and a subsidiary of UPMC.

### Management Services — Revenue Cycle Management

UPMC has extensive experience, expertise, and documented success in the financial and business practices that are an essential component of solid and effective practice management. Our physician practices consistently exceed national benchmarks, as published by the Medical Group Management Association (MGMA) and other national practice management organizations, in revenue cycle indicators and days in accounts receivable.

Management Services — Revenue Cycle Management includes:

- Registration and scheduling software, services, and support
- Billing/revenue cycle software, services, and support
- Accounts receivable management
- Accounts payable management
- Medical management services and support
- Regulatory and compliance services and support, such as HIPAA, OSHA, and CLIA
- General accounting services and support

### UPMC MedCall\* — concierge physician consult, referral, transfer, and patient transport services.

- UPMC MedCall facilitates all types of communication among physicians, institutions, and patients to provide a single source, "concierge-style" contact.
- All participating physicians, hospitals, and health facilities can access UPMC MedCall to gain efficient and effective services for urgent and nonurgent referrals, transfers, and consultations for UPMC inpatient and outpatient services, as well as follow-up patient information.
- Referral coordinators are available 24 hours a day, seven days a week. There is no fee for accessing this service. To contact a coordinator, call 412-647-7000 or 1-800-544-2500.

### UPMC MedTrak — access to outpatient appointments/schedules and clinical consultation.

UPMC MedTrak is a suite of communication products designed to keep you informed and up-to-date about your patients



when they are being treated at UPMC facilities. By using your choice of telephone, fax, or Internet connection, you can obtain access to outpatient appointments, clinical consultative services, and eRecord (our award-winning electronic health record). With UPMC MedTrak you can receive:

- **Remote access** — secure, simple remote access to the UPMC eRecord, requests for clinical documentation, and other electronic services
- **Contact information** — access to approximately 17,000 UPMC physicians and more than 400 physician/specialty on-call schedules from UPMC hospitals
- **Physician communication** — ability to communicate with other physicians who share in your patient's care
- **Patient visibility** — ability to see where your patients are within the UPMC system, request appointments, identify service sites, and be notified of any changes
- **Coordination of testing** — inpatient, outpatient, or ancillary testing coordinated through a single site

\*There is no cost associated with this service.



#### **Patient Education Materials\***

- Participating physicians can utilize patient-directed educational materials developed by UPMC.
- The materials cover hundreds of topics and are continuously reviewed and updated to ensure accuracy.
- All materials are available online and can be generated on a print-on-demand basis at no cost.

#### **Physician Recruitment Assistance\***

UPMC Practice Solutions participants can receive assistance with physician recruiting efforts. Physician opportunities with your practice can be posted on the UPMC website. There is no fee for accessing this service.

#### **Special Purchasing Opportunities**

Physicians and practices that sign up for Practice Solutions and also participate in the UPMC Health Plan may request a list of vendors with which UPMC has purchasing arrangements. The specific terms and conditions of any such purchase will be independently negotiated between vendors and participating practices and physicians.

*\*There is no cost associated with this service.*



To learn more about Practice Solutions, visit  
[UPMC.com/PracticeSolutions](http://UPMC.com/PracticeSolutions).

**CONTACT US:**

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If a physician is interested in becoming a participant in the UPMC Practice Solutions program, he or she needs to complete a simple application agreement and may need to enter into a contractual relationship with UPMC. The terms of the contract will vary depending upon the program components selected.

UPMC is an equal opportunity employer. UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.