



"IN UNITY THERE IS STRENGTH"

Have you talked to a nonmember today?

Building membership is our number one priority. We need your help!

CAN YOU RECRUIT ONE NEW PRACTICING physician, one resident and one student?

Please take a few minutes to talk with colleagues about CMS membership. Think of it as a way to strengthen your medical society.

Whether you're walking down the hospital corridor or through the clinic, the simplest and most effective approach to recruiting members is personal dialogue.

But, you might say, busy physicians don't want to talk to me about membership. Not to worry. Here's how you can respond when your colleague counters with:

"THAT'S JUST TOO MUCH TIME"

● CMS can structure activities into smaller, less time-consuming segments so a member can handle one or two activities. CMS understands that time commitments vary from physician to physician and that your free time is precious. For some, attending meet-

ings six times a year is manageable; for others even several hours is a lot of time.

● CMS recognizes that some people will not volunteer for a specific amount of time, but they will gladly offer to perform a specific task. We know that each physician has a different set of talents and we match those strengths with the work that needs to be done. Some of you can write letters to Congress and the legislature, others can review an article, teach a course, volunteer at a school, serve on a committee or represent CMS to another group.

"IT COSTS TOO MUCH"

● While dues in multiple organizations can be costly—each group has a role in advocating for a stronger profession. Your county and state medical societies can speak on behalf of all physicians.

● The total cost of CMS/ISMS membership is \$790, about the same amount you would spend for a few evenings out on the town. That's a small price to pay for a voice in Cook County and Springfield.

(continued on next page)

FROM THE OFFICE OF THE CMS REIMBURSEMENT OMBUDSMAN

"Oops, you owe us money"

Know your rights when an insurer charges you for overpayment!

ACCORDING TO THE DEPARTMENT OF Insurance, a physician has every right to request clarification when asked to make a re-

imbursement. In fact, asking for information lets insurance companies know that physicians will not be intimidated into writing checks to insurers without making sure they do indeed owe money.

Why is this a problem? A growing number of Chicago-area physician offices are noticing a new pattern—insurance companies that request repayment for claims paid years earlier. The insurer typ-

(continued on next page)

TALKED TO A NONMEMBER? (continued from page 1)

“I DISAGREE WITH THE POLICIES OR ACTIVITIES OF CMS/ISMS/AMA”

● CMS is a democratic organization. We may not all agree with some policies from time to time, but the way to change a policy is to work within an organization. By joining a CMS committee or the Council, a physician can help shape policy for consideration by the Illinois State Medical Society and the American Medical Association.

● Where would you be without medical organizations advocating for you? Your specialty society cannot do it all and when it comes to reimbursement, different specialties have different viewpoints and work toward different goals. Congress wants to hear a unified voice from medicine.

For member benefit talking points and applications, please call Silvia in the Membership Department (312) 670-2550, ext. 331. New members can also join by completing an application on our website www.cmsdocs.org.

“I’D BE WILLING TO HELP, BUT I WOULDN’T KNOW WHAT TO DO”

● Offer to talk about why you became a member, explaining why it was a good decision. CMS can provide you with support materials such as lists of member benefit “talking points.” We can also provide you with names of dropped members to contact.

● When making phone calls to your colleagues concerning patients, take a moment to recruit someone. Whether in person or on the phone, arrange to spend a few minutes with each prospective member you target. *Personal contact is the key!*

● We have many committees—from Professional Liability Insurance to Managed Care to Physician Stress—to join.

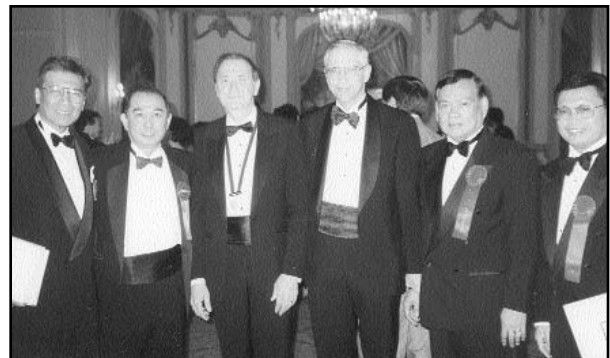
“OOPS” (continued from page 1)

ically states that a review showed an overpayment ranging from a few dollars to thousands of dollars. They then demand prompt repayment of these sums. Many of these requests are accompanied by information that is difficult, if not impossible, to decipher, making it hard to compare information with the physician’s billing files.

If, in fact, a physician has been overpaid, the physician would be responsible for returning the money. However, just because an insurer has demanded payment doesn’t mean an office must immediately send it without knowing exactly which patient and what services the “overpayment” relates to.

One member physician’s staff has created a very effective way of dealing with these demands. When the staff receive a “demand for payment” notice they promptly send a letter to the carrier advising that without proper and concise information regarding the exact services, dates of service, and other identifying information, they are unable to reimburse any money. This type of response may work for you, so consider discussing it with your staff.

CMS members, if you have an insurance problem that needs to be resolved, contact PJ Burns at (312) 670-2550, ext. 368; or e-mail pjburns@cmsdocs.org



Philippine event welcomes two presidential speakers

Chicago Medical Society President Charles Drueck, III, MD, and Illinois State Medical Society President M. LeRoy Sprang, MD, were guest speakers at the 40th annual dinner dance and new officer induction of the Philippine Medical Association in Chicago. Pictured from left to right are: Luis Mangubat, MD; new PMAC President Rene A. FlorCruz, MD; Dr. Sprang; Dr. Drueck; Nunilo Rubio, MD; and Leonardo Malalis, MD.

Join a committee,

Help take control of medicine in Chicago!

Take a stand on legislation and policy matters affecting you and your practice.

Share insight and ideas with your colleagues and people who make the decisions affecting your everyday life.

Each year the CMS Committee on Committees appoints members to CMS committees and recommends interested physicians to ISMS councils and committees. As in the past, we urge you to participate and invite you to volunteer right now for any committee you wish.

Every member is unique and each has a contribution to make. CMS and ISMS offer committee assignments for every interest—from professional liability insurance to public health to physician stress. Over 20 committees to choose from.

CMS forms one of the largest county medical societies in the United States. We have the numbers and the potential, but we need your active support to achieve success.

Here's the procedure...

- Complete and return the form below by March 16, 2001.
- The Committee on Committees (COC) will meet to make appointments/recommendations in April. At this time, the COC will also recommend nominees to ISMS Councils and Committees.
- Recommendations to ISMS Councils and Committees will be forwarded to ISMS in April.
- The COC will confirm appointees to CMS Committees at the May Council meeting.

I have indicated my first three committee preferences individually for CMS and ISMS committees by inserting the numbers 1, 2, and 3 in the appropriate space.

CMS Committees

- ___ 102 Emergency Medical Care
- ___ 105 Credentials
- ___ 112 Health Care Delivery
- ___ 113 By-laws/Policy Review
- ___ 114 Continuing Medical Education
- ___ 116 Election
- ___ 118 Ethical Relations
- ___ 120 International Medical Graduates (IMG)
- ___ 123 Long Range Planning
- ___ 124 Membership
- ___ 128 Physicians Review (Peer Review)
- ___ 129 Physician Stress Study
- ___ 131 Resolutions Reference
- ___ 132 Subcommittee on Fee Mediation
- ___ 133 Subcommittee on Medical Practice
- ___ 134 Subcommittee on Joint Sponsorship
- ___ 136 Professional Liability Insurance
- ___ 140 Physician Advocacy
- ___ 142 Managed Care
- ___ 143 Third Party Payment
- ___ 144 Physician Art
- ___ 145 Public Health

ISMS Councils and Committees

- ___ Council on Communications
- ___ Council on Economics
- ___ Council on Education and Health Workforce
- ___ Council on Governmental Affairs
- ___ Council on Medical Service
- ___ Council on Membership and Advocacy
- ___ Committee on CME Accreditation
- ___ Committee on CME Activities
- ___ Committee on Drugs and Therapeutics
- ___ Medical Legal Council
- ___ Peer Review Appeals Committee

Name _____

Phone _____

Please fax this form to (312) 670-3646 or mail by March 17 to: Committees, Chicago Medical Society, 515 N. Dearborn St., Chicago, IL 60610.

RECENT LEGISLATIVE HIGHLIGHTS

Reviewing the benefits of ISMS/CMS membership

In the marketplace...

Prompt Pay/Low Pay/No Pay

ISMS interceded with a variety of Illinois health plans on behalf of hundreds of members having problems with claims, de-selection, credentialing, audits, etc. In the vast majority of cases, it has resolved the issue in favor of physician members.

Rollback of Health Plan Recoupment Initiative

ISMS intervened with Blue Cross Blue Shield of Illinois to halt the health plan's recoupment of monies paid to physicians using PAs as assistants at surgery.

In the courts...

Petrovich v. Share Health Plan

Illinois' high court quoted substantially from an ISMS amicus brief in a landmark decision holding HMOs accountable for decisions that harm patient care.

Garibaldi v. Applebaum

The Illinois Supreme Court did not reach the issue of the contractual nature of the relationship between the hospital and the medical staff since it upheld the validity of the ISMS-drafted legislation requiring a hearing upon request when a physician loses privileges for economic reasons.

Neade v. Portes

The Illinois Supreme Court accepted the ISMS position that physicians cannot be required in a separate count of a lawsuit to disclose the terms of their compensation from a managed care plan to the patient or be held to have violated a fiduciary duty. The malpractice case was found to be the place to raise these issues if any existed.

AMA & ISMS v. Shalala and the Health Care Financing Administration

ISMS and AMA have filed suit against HHS Secretary Donna Shalala for acting contrary to the intent of Congress in refusing to use her authority to correct errors in the

Praise for Governor's task force

ISMS recently applauded Gov. George Ryan and his Task Force on Patient Safety for their efforts to identify and work toward improving health care delivery services. The Task Force is following recommendations contained in the Institute of Medicine "To Err is Human" report and focusing primarily on hospital system errors.

Medicare reimbursement system. *Some \$695 million could be at stake in the case for ISMS/AMA members.*

Southern Illinoisan Newspaper v. Illinois Department of Public Health

ISMS is working to preserve confidentiality of data in the state's Cancer Registry, which is under attack by a "freedom of information" request from the Southern Illinoisan newspaper.

In the General Assembly...

ISMS SUPPORTED:

- Managed Care Reform and Patient Rights Act
- Prompt Payment
- Streamlined Credentialing
- Hospital Fairness in Medical Staff Denials
- End to Triplicate Prescription Forms
- Medicaid Rate Increases for Physicians

ISMS OPPOSED:

- Physician profiling
- Freestanding Birth Center Licensure
- Immunizations/Conscientious Objections
- State-mandated Medical Malpractice Coverage
- Medical Fraud Enforcement Act

BILLS AWAITING FURTHER LEGISLATIVE CONSIDERATION:

- Health Care Services Contract Joint Discussions Act 2001
- Ban on "All-Products" Clauses in Health Plan Contracts

Source: ISMS website. Reprinted with permission.

For more information contact the ISMS website at www.isms.org/legislative/whydfm_lately.html

MEMBER SERVICES

Physician, keep track of your stress

MEMBERS OF THE CMS PHYSICIAN STRESS Study Committee are available without charge to make presentations to groups of doctors. Discussions on physician stress have in the past been given at hospital medical staff meetings, CMS Branch events, medical school groups, residency training programs and specialty society sessions, as well as the Midwest Clinical Conference. Subject materials can be adapted to the needs of the group seeking the presentation. Dr. Mary-Jane Jensen chairs the committee.

For further information, please contact Scott Warner at CMS (312) 670-2550, ext. 336.

CMS gives patient safety a boost

CMS' AD HOC COMMITTEE ON PATIENT SAFETY is forging ahead with plans to assume a local role in the education of physicians and other health-care staff.

This year's activities began with the MCC course "Improving Patient Safety: Controversies and Future Directions." Stephen D. Small, MD, University of Chicago, served as course director and moderator. Speakers included Paul Barach, MD, MPH, University of Chicago, Paul M. Schyve, MD, JCAHO, Jay Callahan, National Patient Safety Foundation, and Rebecca Wurtz, MD, Chicago Board of Health.

The committee has planned a follow-up safety

We would like to hear from you!

In the February issue of *Chicago Medicine*, Dr. Charles Drueck III, MD, explains why he became a member of organized medicine. We would now like to hear from you. Please tell us why you joined the Chicago Medical Society.

Your responses will be considered for publication in *Chicago Medicine*.

Please call Tessa Rebmann at (312) 670-2550, ext. 325; or email trebmann@cmsdocs.org

session for spring 2001 and expects to bring a shortened version of the MCC program to local clinics and hospitals.

John F. Schneider, MD, CMS past president (1994-95), chairs the Ad Hoc Committee on Patient Safety.

The Physician Referral Service: A way to expand your practice

WOULD YOU LIKE TO INCREASE YOUR PATIENT base? If so, we invite you to list your name on the Physician Referral Service. The Physician Referral Service gives names of CMS members to Cook County residents who are looking for a doctor. The service is offered free to all CMS members. Over 1,600 of your fellow members are currently listed on Referral. For more information, call Nancy Bradley at (312) 670-2550, ext. 337.



ATTN: ISMS DELEGATES

ANNUAL HOUSE OF DELEGATES MEETING
APRIL 27-29, 2001

SAVE THE DATE:

FORMULATE POLICY- SHAPE THE FUTURE OF MEDICINE

Are you interested in being a delegate? If so, your branch may have vacancies. Contact Dick Bennett at 312/329-7323 or email rbennett@cmsdocs.org for answers to your questions.

CROWNE PLAZA HOTEL & CONVENTION CENTER
SPRINGFIELD, ILLINOIS

MEMBER SERVICES

New: The CMS Member Reference Service

THE MEMBER REFERENCE SERVICE IS THE Society's newest member service. The Member Reference Service will conduct *Chicago Medicine* article searches for you, help you find a health-related or social service agency, and provide you with the name of a colleague through our Referral Service.

For more information, call Nancy Bradley at (312) 670-2550, ext. 337.

CMS Tel-Med brochures available for your waiting room

CHICAGO-AREA RESIDENTS HAVE BEEN USING the CMS Tel-Med service to obtain health information over the telephone since 1976. Tel-Med is a library of recordings on common health-related topics. A caller dials (312) 670-3670 and a message lists the main topics, recording titles and numbers. The caller then selects the tape they want. This free ser-

vice is available 24-hours a day, seven days a week.

If you would like to order Tel-Med tape listings for your waiting room, call Cynthia Hoskin at (312) 670-2550, ext. 347.

Parking options at CMS

PHYSICIANS VISITING CMS CAN FIND PARKING at the Hilton Hotel Garden Suites across the street from the AMA. The hotel is located one block east of the CMS building on Grand Ave. The garage has entrances on Ohio and Wabash Streets. *Regular parking rates apply.*

Construction continues on the former public parking lot across the street from CMS offices. Broken earth and chunks of cement now filling the lot will give way to a soaring residential and retail complex known as Grand Plaza.

The complex will house a 1,000-car parking garage and is expected to be ready for the 2001 holiday season.

CMS Resident Branch in the works

CMS IS WORKING TOWARDS FORMING A NEW branch devoted solely to meeting the needs of resident members.

Our new branch would bring physicians in training closer to organized medicine while also connecting them to major activities and services available through CMS, ISMS and AMA. Residents themselves would determine the programs and activities they want available.

The Ad Hoc Committee on Residents is consid-

ering updating the CMS website to reflect the interests of residents, offering job and fellowship placement assistance, including seminars on the business side of medicine. The Committee would also investigate mentor programs to assist residents in learning more about day-to-day practice in a specialty. The new effort would get the word out through directors of medical residency programs. Dr. Harish Bhatia, president of the Hines/Loyola Branch, chairs the Ad Hoc Committee on Residents.

Mark your calendar for Branch and Specialty Society meetings

Thursday, March 8
North Side Branch

Tuesday, March 20
Chicago Pediatric Society

Wednesday, March 21
Chicago Gynecological Society

Wednesday, March 28
Illinois Geriatrics Society

Friday, March 30
Aux Plaines Branch

The above meeting dates, current at press time, are subject to change. Please refer to your mailed meeting notice for full details (i.e., cost, date, time, topic, location, etc.), and to confirm dates; or visit our website at www.cmsdocs.org. Detailed listings also appear in Chicago Medicine.



WANTED!

M E M B E R S

HELP CMS RECRUIT MEMBERS

People join because someone they know and respect asked them to join. Think about how many colleagues you talk with during the day. Talk about CMS and what it is doing for its members, such as:

- The information line, 1-877-cms-docs
- Insurance Ombudsperson
- MCC or other numerous educational courses
- New services to assist our members in the everyday lives and practices
- Collective Bargaining

The only way to change what's wrong with Medicine is to work from inside. Help us move forward and work better for you.
Membership recruitment begins with you.

CMS-SPONSORED PROGRAMS

OSHA 2001 Training

● OSHA Training (1.0 CME Category 1 Hour, credit pending) Tuesday, March 14, 10 AM, and Thursday, June 14, 3 PM, CMS Building

\$25 -- members and staff

\$80 -- nonmembers and staff

All health-care workers are required by the U.S. Department of Labor Occupational Safety and Health Administration to participate in annual

training on bloodborne pathogens and use of personal protective equipment. Our OSHA training is an easy and affordable update to help you and your staff comply with federal regulations.

For registration information, contact Sam Bailey at CMS, (312) 670-2550 ext. 338; or by email at sbailey@cmsdocs.org

On-Site Training—CMS will hold this program in the convenience of your own facility. Please contact Cecilia Merino at (312) 670-2550 ext. 339; or by email at cmerino@cmsdocs.org

MARK YOUR CALENDAR

GOLF/TENNIS OUTING 2001

June 27, 2001

Highland Park Golf Club

For more information, call
Tessa Rebmann at (312) 670-2550, ext. 325
e-mail trebmann@cmsdocs.org

CMS ANNUAL DINNER

June 9, 2001

East Bank Club

For more information, call
Andre Henley at (312) 670-2550, ext. 329
e-mail ahenley@cmsdocs.org

Find us online at CMS Internet address www.cmsdocs.org



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The Voice of Cook County Physicians