



**Hoosier Alliance**

Hoosier Alliance Is An AmeriHealth Mercy Company

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May 16, 2011

Dear Provider:

We have received notice that some of your MDwise Hoosier Alliance patients have recently visited an emergency room. We want to make you aware that the following patients have sought medical care from an ER:

<u>Patient Name</u>	<u>DOB</u>	<u>Diagnosis</u>	<u>Date of Service</u>
[Name]	[XX/XX/XXXX]	[Description]	[XX/XX/XXXX]

We hope you find this information useful. MDwise Hoosier Alliance strives to support you in all your quality care efforts, including building patient relationships that promote your practice as both a medical home and the primary line of contact when your patients are seeking medical care.

We recommend that your staff reach out to the patient(s) named in this report. Encourage them to call your office before visiting the emergency room. Educate them about the types of medical conditions that warrant a visit to the hospital or urgent care facility. In turn, we're conducting similar educational outreach to these members through mailings and Web site postings.

If you've identified MDwise Hoosier Alliance members who are repeat visitors to the ER, please encourage them to call our Case Management Department, 888-961-3100. If you have questions about how to conduct effective patient ER utilization education, please contact your MDwise Hoosier Alliance Account Executive. Thank you for continuing to provide quality care to our members.

Sincerely,

Mark P. Rollins, M.D.  
Medical Director