



I. Welcome and Introductions

II. DPCI Highlights

- U.S. News & World Reports/NCQA Ranking
- Enrollment
- 2009 Provider Orientation Summary

III. Prior Authorization Requirements/Process Changes

- a. Overview
- b. Introduce Prior Authorization requirement tool

IV. Electronic Solutions

- a. Secure Provider Web Portal
 1. Prior Authorization Requirement Tool
 2. Submit Authorizations with Attachments
 3. View and Print RA's
 4. Free CME courses
 5. Secure Web Portal Registration
- b. Static Web Site (www.delawarephysicianscare.com)
 1. Newsletters
 2. Prevention and wellness information and brochures
 3. Web links to state and national information/resources
- c. Electronic Data Interchange (EDI)
 - Claim Resubmissions via EDI
- d. Electronic Funds Transfer (EFT)

V. DPCI Updates and Initiatives

- a. Emergency Room Utilization
- b. Member Advocates
- c. HEDIS
- d. Behavioral Health

VI. Claim Updates

- a. 2010 Codes and Fee Schedule
- b. DME Edits
- c. H1N1 Billing
- d. Appeals and Resubmissions

VII. Provider Satisfaction Survey

- 2009 Survey Results

VIII. Closing - Questions & Answers