

# NEWS&NOTES

The Newsletter for EmblemHealth, GHI and HIP Providers

**SPRING 2012**  
**In This Issue:**

## Administrative

- [Medicare and Medicaid Updates](#)
- [Introducing Care360](#)
- [EmblemHealth Injectable Drug Utilization Management Program Begins](#)
- [Claims Corner](#)
- [Utilization Review Criteria Update](#)
- [Medical Director Availability After an Adverse Determination](#)
- [Member Rights and Responsibilities](#)
- [Provider Advisory Webinars a Success](#)
- [CAHPS Member Satisfaction Surveys Are in the Field!](#)
- [Behind the Scenes](#)

**Keep Your Directory  
 Information Current**

## Clinical

- [Colorectal Cancer Screening](#)
- [Medication Adherence for Chronic Conditions](#)
- [Medical Management of COPD](#)
- [Dental Hygiene Is Important](#)
- [How to Help Your Patient With ADHD](#)
- [Your Role in Slowing the Obesity Epidemic](#)
- [Health and Wellness Programs](#)
- [What Is a Health Outcome Survey?](#)
- [Clinical Corner](#)
- [News&Notes Archive](#)

## Introducing Care360

EmblemHealth is pleased to announce [Care360®](#), a new tool to order lab tests and obtain results from Quest Diagnostics, EmblemHealth's preferred lab for diagnostic testing. To get started, you may enroll at the "[Care360](#)" Web site. (Select Quest Diagnostics.) To use this feature, once enrolled, sign in to [www.emblemhealth.com](http://www.emblemhealth.com) and select the "Lab Ordering/Results" link located on the left hand side of the Web page. This link will direct you to [Care360's Web site](#) where you can order lab tests through Quest Diagnostics and receive lab results electronically, at any time. This service is free of charge.



A few of the many benefits of Care360 include:

- Electronic lab ordering and results that eliminate paper documents.
- Automated features that reduce the risk of human error and simplify routine tasks, such as filing ABNs, checking medical necessity or searching for diagnosis codes.
- Reports that can be sorted automatically, marked as reviewed, annotated and even shared with outside physicians and patients.
- Automatic e-mail reminders.
- 24/7 accessibility through your PC, laptop, iPhone — anywhere you are.