



# NEWS BRIEFS

Informational Newsletter for Wyoming Hospitals

Volume 50, Number 20

June 7, 2019

## Blue Cross/Blue Shield of Wyoming Claim Issues

The Wyoming Hospital Association has working with Blue Cross Blue Shield of Wyoming to address the delayed payments in claims and other issues. Many of the hospitals have received the following notice.

**Blue Cross Blue Shield of Wyoming moved our operations to a new systems platform in January 2019, to replace an aging system that could no longer meet the needs of our providers or our members. As with any project of this magnitude in a company like ours, we have encountered far more issues than expected. Unfortunately, some of those issues have directly affected our provider partners -- most significantly in areas of prior authorizations and now with timely claims payments.**

**We are working through those issues, but we know that any delay in claims payments affects you significantly. We're continuing to get claims through the system as quickly as we can, and have added additional staff to work on these priority claims.**

**We truly regret the negative financial impacts we've created for you and understand the pressures facing our provider partners. Please accept our apologies and our pledge to resolve these outstanding issues as quickly as possible and return to a timely and accurate claims payment process.**

Blue Cross Blue Shield of Wyoming is offering the following outreach and assistance:

1. You may email Kris Urbanek with a reasonable listing (10 – 20 per week) of your most problematic claims at **307-2432-2947 or e-mail at [kris.urbanek@bcbswy.com](mailto:kris.urbanek@bcbswy.com)**. It would be helpful to submit claims that have been narrowed down to specific issues or problems so that we can work to resolve the entire list at the same time. For example, FEP claims or high dollar claims.

2. They would like to hear from you about any “problem” claims issues that we may not be aware of – claims that are processing, denying or holding for reasons that are not customary or that are unusual in the claims processing process.
3. They will work with your staff to identify and correct any coding/ submission problems that are the result of new system requirements.

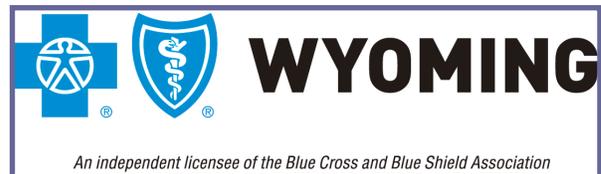
If requested, Blue Cross Blue Shield of Wyoming is happy to schedule a bi-weekly phone call to review status updates on claims payments and system improvements.

You may also contact **Wendy Curran at 307-432-2703 or [Wendy.curran@bcbswy.com](mailto:Wendy.curran@bcbswy.com)** for additional help or with questions.

WHA Calendar	
WHA Golf Tournament Cheyenne	9/3
WHA Annual Meeting & Convention Little America, Cheyenne	9/4-9/5

**2019 PAC Contributions**

Barry Burkart  
Bren Lowe  
Margie Molitor  
Doug Faus  
Andy Fitzgerald  
Maureen Cadwell





*Don't forget to send us a story about your hospital so we can feature you in our Member Spotlight*

## CCH Named in Top 150 Places to Work in Healthcare

Campbell County Health (CCH) has been named one of the Top 150 Places to Work in in Healthcare 2019, by Becker's Healthcare, a leading source of business and legal information for the healthcare industry.

The list highlights hospitals, health systems and healthcare companies that promote diversity within the workforce, employee engagement and professional growth. CCH was also featured in Becker's Top 150 Places to Work in Healthcare in 2018.

In the Becker's Healthcare article, CCH is described in

the following paragraph: Campbell County Health serves the people of northeastern Wyoming across 20 specialty clinics, a long-term care facility, an ASC and a 90-bed acute care hospital. Committed to employee development and continuing education, CCH offers tuition reimbursement and carries an annual budget of \$116,700 for on-site employee education programs and a \$248,600 budget to support off-site educational opportunities. In 2015, the Wyo-

oming Council for Women's Issues awarded Campbell County Health the Wyoming Employer of Choice Award. CCH earned the recognition because of its commitment to family-friendly practices that support women and children in Wyoming.

The list was developed based on nominations and editorial research.

Learn more at <https://www.beckershospitalreview.com/lists/150-top-places-to-work-in-healthcare-2020.html>.



Cheri Willard

## Cheri Willard Named CEO at Evanston Regional Hospital

Cheri Willard, MSN, MBA, RN has been named CEO and CNO of Evanston Regional Hospital. She took the reins as interim CEO in November 2018.

Cheri has made a positive impact on ERH ever since she started working there. Before her role as Interim CEO, Cheri served in progressive clinical roles at ERH including the roles of chief quality

officer, chief nursing officer, case manager, quality director, and registered nurse.

Prior to re-joining ERH I 2008, she opened a local Home Health and Hospice agency in Evanston to meet a critical community need.

According to a press release, "She's already hit the ground running as the leader of our hospital. She knows

our staff, physicians and community so well and has a unique understanding of ERH and the community. We are confident that with Cheri at the helm of our organization, we will continue to build on and improve access to quality care, close to home."



## Powell Hospital Earns High Marks from CMS

The Centers for Medicare and Medicaid have awarded Powell Valley Healthcare an overall rating of four stars, putting it in the top 20 percent of hospitals in the nation.

"This 4-star rating is a reflection of the efforts of our staff and providers to ensure that PVH is continuously improving the quality of care we provide to patients," said Sara

Welling, director of quality improvement.

Surveys of patient satisfaction—one of several measures contributing to a hospital's overall score—contains 10 topics, including factors such as how well hospital staff communicated with the patient, the cleanliness

of rooms and restrooms and if the patient would recommend the hospital.

For more information about PVHC's Quality Improvement Program, call Welling at 307-754-1201 or visit the "patient satisfaction" page at [www.pvhc.org](http://www.pvhc.org).

