



BRIEF

Bi-monthly newsletter to keep you connected

Downcoding feedback, Patients First Law requirements, Town Hall self-swab as in clinic option for patients, BILHPN updates referral simplification

We are seeking to better understand the impact of health plan claim downcoding on our practices and would appreciate your input.

If your practice has experienced claim downcoding by a health plan, please share any relevant examples or concerns, including:

- The health plan involved
- Services or CPT codes that were downcoded
- The frequency or volume of occurrences
- Financial impact on your practice, if known
- Any explanations provided by the payer
- Actions your practice has taken to appeal or address the issue
- Outcomes of appeals or reconsideration requests

Our goal is to gather information that will help us assess the scope of this issue and identify potential opportunities for advocacy and support.

Please send your experiences and any supporting documentation you are comfortable sharing by July 10 [via secure email](#).

Thank you for your assistance and for helping us better understand the challenges practices are facing with payer reimbursement.

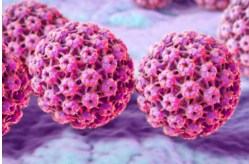


Patients First Law requirements

The Patients First Law, signed in 2021, requires health care providers to notify patients of charges and payments for proposed admissions, procedures, services, and referrals. These requirements which were originally set to be enacted in 2025 were delayed until January 1, 2027. Mass Hospital Association (MHA) has been working to delay the implementation and is

seeking information from practices as to the resources that practices will need to educate their physicians and staff on these requirements.

Please take a few minutes to fill out this quick survey to help bring some real-life situations to the forefront. This feedback will be used in aggregate; no identifiable data will be shared. Follow this [link](#) to the survey and you can read the [disclosure obligations](#) here.



Dr. Spencer Rittner, Associate CMO BILHPN, recently hosted town hall sessions to discuss self-swab testing for HPV as an in-clinic option for patients. Click below to access the materials from the meeting.

1. [PowerPoint presentation](#)
2. Patient instructions for ThinPrep (NON-BIDMC practices) in [English](#), [Spanish](#), [Chinese](#), and [Russian](#)
3. Patient instructions for SimpliSwab (BIDMC practices) in [English](#) and [Spanish](#)
4. A Clinical Guide [1 Pager](#)
5. A Clinical Guide [\(Detailed\)](#)
6. A [Patient Handout](#)

For the full town hall meeting, please reach out to pllcadministration@bidmc.harvard.edu

BILHPN updates Referral Simplification process

BILHPN has updated the Referral Simplification Grid to reflect 2026 plan participation. Click [here](#) to view the updated grid.



BILHPN offering monthly patient experience learning opportunities

Providers are invited to participate in *two monthly forums* focused on enhancing the patient experience.

1. Patient Experience Collaborative Learning Series

Join colleagues from across the system to share best practices, discuss performance trends, and learn from one another's successes and challenges in improving patient experience.

2. Medical Practice PX Office Hours with Press Ganey

Have questions about patient comments, survey response rates, or patient experience strategies? Bring your questions to this interactive session with Press Ganey experts and BILH leaders for discussion, support, and idea sharing.

For to the Press Ganey Portal, complete the [access form here](#) to receive an email for set up instructions.



[Session 1 meeting link](#)

[Session 2 meeting link](#)

Reminder: If you have an upcoming publication, presentation, award, or honor that you'd like to let us know about, please reach out to us at PLLCAdministration@bidmc.harvard.edu

Please reach out to me if you have any questions or concerns. I can be reached via email at PLLCAdministration@bidmc.harvard.edu or leave me a message at (617) 632-9728 and I will get back to you.

Deb Schoenthaler, Executive Director





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