



# Physician Performance

Empowering Physicians. Elevating Healthcare.

## BRIEF

Bi-monthly newsletter to keep you connected

*Outstanding Physician Colleague Award Ceremony, Input on health plan processing delays, Practice survey reminder, Governor Healey prior authorization requirements, Exclusion checking, Malpractice reminder, Medicare shared savings notification*

### Outstanding physician colleague award ceremony

Congratulations to the following recipients of the second annual Outstanding Physician Colleague Award, physicians who have gone above and beyond for their colleagues: **Khadija Chaudrey, MD; Rong Guan, MD; Amanda Livingston, MD; Debra Shapiro, MD; and Mimi Yum, MD.** All Physician Performance physicians are welcome to attend the award celebration on **Mon., June 1, 5-7 p.m.**, Shapiro 10 conference room on the BIDMC East Campus. This will be a celebration with colleague award winners from Affiliated Physicians Inc (API), MACIPA, Whittier IPA, and HMFP (with winners notified separately).



Click [here](#) to RSVP to the celebration.



### Input needed on health plan processing delays

Physician Performance staff are participating in sessions with the Division of Insurance regarding health plan provider relation systems. These sessions focus on the experiences of providers and practices when contacting carriers' provider relations departments or using carriers' online tools.

We are requesting specific examples from your practices, particularly related to phone wait times or delayed communications when submitting issues to the carrier electronically. Please do **not** include any personal health information (PHI) with your examples, but do include the specific payer, the issue you were trying to resolve, and any wait time information (how long you were on hold, how many days you waited for a response). You will need to submit one form for each example; please submit as many as you have so that we can give the DOI a well-rounded response.

To submit your examples, please use the Microsoft form linked below. The form will remain open until Thursday, May 28.

## Feedback on Health Plan Provider Relations Systems – Fill out form

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**Reminder! Please remember to have someone from your practice fill out the 2026 Practice Survey.**

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### Governor Healey announces final regulations that eliminate prior authorization requirements for routine and essential health care

Governor Maura Healey on Thursday announced that the Division of Insurance (DOI) has finalized updated regulations that eliminate prior authorization requirements for routine and essential health care, including cancer scans and medications for chronic conditions like asthma, diabetes and heart disease.

To read more about the changes and comments from other leading health care organizations, click [here](#).

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### Reminder to Practices on Required Exclusion Checking



All BILHPN providers are responsible for complying with BILHPN contracts which require you to ensure that employees and vendors, as well as any other downstream contractors, have not been excluded from participating in federal health care programs. Exclusion checking is the process of verifying that a current or potential employee or vendor is not classified as an excluded individual who is prohibited from participation in any federal healthcare program. This process should happen upon hire of an employee or before signing a new vendor contract, and then at least annually. BILHPN has created a document explaining this requirement. Click [here](#) to view the presentation under the Reference section of our website.

Please review all vendors and employees through each of these lists:

[List of Excluded Individuals/ Entities \(LEIE\)](#)

[System for Award Management \(SAM\) Exclusion Checks](#)

[MassHealth Suspended or Excluded Providers](#)

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### Mandatory reporting of malpractice cases and adverse actions

Please remember to promptly report any new medical malpractice claims, settlements, or adverse actions—including licensure or hospital privilege restrictions—taken against any providers. Timely reporting ensures we maintain compliance with both federal guidelines and the [Massachusetts](#)

[Board of Registration in Medicine \(BORIM\)](#).

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## Medicare Shared Savings notification

Per CMS regulations, Accountable Care Organizations (ACOs) are required to notify beneficiaries that their providers are participating in a Medicare Shared Savings Program ACO, or MSSP ACO. BILHPN sent notices on behalf of the BILHPN ACOs to Medicare beneficiaries through standard mailing on Tues. April 21, 2026.

Should a Medicare patient reach out to you regarding this notice, please direct them to Lizette Jaco at 978-712-1320. If you have any questions regarding the notices, please contact the BILHPN MSSP team at [bilh-medicareaco@bilhpn.org](mailto:bilh-medicareaco@bilhpn.org).

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**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](mailto:PLLCAdministration@bidmc.harvard.edu)

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



Deb Schoenthaler, Executive Director

