



# Physician Performance

Empowering Physicians. Elevating Healthcare.

## BRIEF

Bi-monthly newsletter to keep you connected

### ***Community Connect, Summary of Massachusetts \$250M investment in health insurance subsidies, BILHPN request on complaint monitoring, Opportunity to submit comments on student loans***

#### **Interested in Community Connect? Let us know!**

If you are interested in learning more about the specifics of Community Connect, please email BILH IT at [bilhcommunityconnect@bilh.org](mailto:bilhcommunityconnect@bilh.org). They will then send you a Discovery Form to fill out, which will collect basic information about your practice. This is the first step but an important one; if you are interested please be sure to send this initial email as soon as possible.



#### **Summary of Massachusetts \$250M investment in health insurance subsidies**

Governor Healey recently announced a \$250M investment in health insurance subsidies. Click [here](#) to learn more about why and how it affects patient health insurance coverage.

#### **BILHPN request on complaint monitoring**

As part of BILHPN's NCQA accreditation work, they have implemented enhanced monitoring of complaints submitted by our contracted health plans. If your practice receives a patient-related complaint from a health plan, they ask that you notify them by submitting details through their SmartSheet Payor Optimization Team Ticketing

Form: <https://app.smartsheet.com/b/form/0198ad6bca2777ed94e74be9f334ca29>



Sharing complaints enables them to partner with practices on issue resolution and supports NCQA requirements.



## Opportunity to submit comments on student loans

The Dept. of Education has moved forward with a proposed rule for stricter limits on borrowing for graduate-level nurses, OTs, PTs, and PAs. This is your opportunity to voice your comments on this rule and the effect it may have on healthcare access in the Commonwealth. The 30 day comment period on this proposed rule ends March 2. In your comment, include your name and please include the Docket ID ED-2025-OPE-0944 at the top of your comments. For example, "This comment is in reference to Docket ID ED-2025-EOP-0944. My name is Dr. John Smith, and I am a practicing internal medicine physician in Boston." It is most helpful to offer specifics that support your position. For instance, "This change would result in.....which would lead to.....".

The link to submit comments is here [Regulations.gov](https://www.regulations.gov). If you would like assistance in crafting a comment or want more information, please reach out to us at [pllcadministration@bidmc.harvard.edu](mailto:pllcadministration@bidmc.harvard.edu).

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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**

