Security Health Plan of Wisconsin, Inc., has named Steven E. Szebenyi, M.D., M.M.M., as its chief medical officer.

Dr. Szebenyi comes to Security Health Plan from upstate New York where he most recently served as president of a health services research organization. He has a broad background in administration, teaching, research and patient care.

Board certified in internal medicine, Dr. Szebenyi practiced for 20 years in primary care internal medicine and headed the AIDS Treatment Center at Albany Medical College, Albany, New York, from 1990-1998. He was medical director for HealthNow New York, a health insurance company covering approximately 750,000 people in the Buffalo and Albany regions of New York, from 1998 to 2009. While there, he founded and directed the Foundation for Healthy Living, a philanthropic health research foundation. Since then he founded and has served as president of a health services research/consulting firm in Valatie, New York, where he secured funding and coordinated consultants for projects aimed at improving patient safety and quality of care outcomes.

“Dr. Szebenyi’s vast knowledge of health plan organizations and programs in the areas of finance, administration, business development, regulatory compliance, service and operations make him an asset to Security Health Plan,” said Steve Youso, chief administrative officer at Security Health Plan. “We are fortunate to have Dr. Szebenyi as part of our team.”

Dr. Szebenyi earned his medical degree from The Johns Hopkins University School of Medicine, Baltimore, Maryland, and a master’s of medical management from the University of Southern California Marshall School of Business, Los Angeles. He completed a residency in internal medicine at Mary Imogene Bassett Hospital, Cooperstown, New York. He holds faculty appointments at Albany Medical College, and State University of New York at Albany, School of Public Health, both in Albany, New York.

“The Marshfield Clinic system offers many opportunities to...
Security Health Plan aims to improve quality, lower costs

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consultants, has identified transplant Centers of Excellence to have health care value that exceeds the norm; better outcomes at lower cost. Security Health Plan will work with you to refer members who need transplants to these facilities that are designated as Centers of Excellence.

Our staff can help:
- guide members through the transplant process from pre-evaluation until post transplant
- help members understand their transplant benefits and resources
- coordinate services for the member with an emphasis on quality and continuity of care

If you have a member who needs a transplant, contact one of our nurse care managers: Janice Fountain at 715-221-9434 or Christi Bruggeman at 715-221-9654.

On behalf of our members and employer group customers who have been asking us to lower their health care costs, we want to thank you for collaborating with us on these projects. These initiatives will ensure our members receive the right care in the right place at the right time.

New chief medical officer brings expertise in administration, research and patient care

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bring all of my skills and experience together, along with the ability to participate in academics and research, and have a role in improving public health in central Wisconsin,” Szebenyi said. “I was impressed with the leadership at the health plan and the Clinic. There is a strong commitment to quality health care and a clear mindset and unity between Marshfield Clinic and Security Health Plan as to the direction they’re going.

“A big push in the health care reform provisions is to increase quality, and to show improvements in patient safety and efficiency. It pushes organizations to focus on the patients and health outcomes while removing unnecessary costs. This will be challenging and will require clear thinking within Security Health Plan and our entire network of providers. I look forward to contributing clarity to these projects,” Dr. Szebenyi said.

Security Health Plan ranks among nation’s best for sixth straight year

Thanks in large part to our providers, Advocare plans from Security Health Plan of Wisconsin, Inc. have been rated first in Wisconsin and sixth best nationally among more than 300 Medicare plans in the nation, according to the latest rankings by the National Committee for Quality Assurance (NCQA).* In addition, Security Health Plan was ranked the 36th best among more than 227 private health plans in the nation. This was the sixth consecutive year Security Health Plan has been ranked.**

Security Health Plan's outstanding rankings are the result of the strong partnership we have with our providers. Your dedication to providing the highest-quality care to our members played a key role in helping us achieve these rankings. Thank you.

* NCQA's Health Insurance Plan Rankings 2010-11 – Private and Medicare.
“America’s Best Health Insurance Plans” is a trademark of U.S. News & World Report.
Security Health Online enhanced

We’ve made it easier to get information about your patients’ coverage online. Many providers who regularly use Security Health Online have given us suggestions on ways we could improve our provider portal. We listened to your specific requests and are excited to announce enhancements that will make accessing your patients’ benefit and health information easier.

New features will make your job easier

1. Additional information added to the Eligibility and Benefit Lookup section gives you a better understanding of member benefits.
   - View your patients’ Schedules of Benefits to find out-of-pocket costs for services.
   - Check whether or not patients have pre-existing condition waiting periods.
   - Find out if you are classified as affiliated, non-affiliated, level 1 or 2 in Security Health Plan’s network, based on member benefits.

2. Improved search capabilities under Select Member allow you to access member information quicker.

3. Provider statements now open in a new screen to make viewing and comparing statements easier.

4. Announcements button allows you to quickly access important news from Security Health Plan.

Online demo explains how to use portal

Learn how the provider portal can help you quickly find your patients’ information and stay up-to-date with Security Health Plan news by viewing our online demo. Visit our website, click on Providers, then Security Health Online Home.

Save time; use the provider portal

Log on to Security Health Online instead of calling Customer Service the next time you need to access important patient benefit information. It will reduce your time for answers.

Access your patients’ information when you need it, 24 hours a day in convenient, secure way. www.securityhealth.org.
Improved medical management processes

Security Health Plan implemented three new processes in December 2010 for utilization management activities. We are confident these processes will improve outcomes now and in the long term. The processes include:

- a web-based, decision-support tool to help participating providers select the appropriate high-end imaging tests for their patients,
- software that centralizes patients’ demographic, medication and condition information to promote coordination among all members of the care management and support team, and
- software that identifies and monitors chronic diseases to enable the most appropriate and timely treatment.

We ask for your understanding and patience as we work to enhance our efficiency and yours with the new processes.

Attention home health agencies: Online prior authorizations provide quicker responses

Online prior authorizations take the guess work out of scheduling in-home care visits. Scheduling in-home care such as nursing services or physical therapy is time-consuming and complicated. Save time by entering prior authorization requests on the Security Health Online provider portal. You’ll receive a start-of-care date and approval for the number of visits much more quickly than with paper requests. The portal will show you right away if your request has been approved, which means you’ll spend less time rescheduling appointments. Logon today to begin making online Security Health Plan prior authorizations work for you.

ID cards provide important information for self-funded groups

Security Administrative Services (part of Security Health Plan), is a third party administrator which provides health care coverage to self-funded employer groups. With a self-funded plan, employers can choose to purchase medical management services such as utilization management, case management, disease management and/or wellness from Security Administrative Services or from another vendor.

Checking the member’s ID card will provide you with important information, including which medical procedures may need pre-certification/predetermination and what medical management phone numbers to use.
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