



The Integra Mission:

IntegraPartners provides individual DME and O&P practitioners with essential resources and services that heighten their productivity and credibility, securing broad access to major insurers and patient referrals while eliminating the frustration and inefficiency associated with reimbursement.

NEW HEALTH PLAN PARTICIPATION ANNOUNCEMENT: We are happy to announce that IntegraPartners IPA, LLC is now participating with VNS' Medicaid and MLTC plans, for O&P.

From the CEO's Desk:

As CEO of IntegraPartners, I am delighted to introduce our first newsletter – designed for our loyal providers, employees and colleagues. We value your feedback, so please be in touch. IntegraPartners is a full service, single source DME, O&P solution and trusted partner for hundreds of accredited, credentialed and qualified DME, O&P providers. IntegraPartners is also a single source of contact, with contracts spanning over 40 health plans and access to millions of members. We manage the details of complex business processes – so that DME, O&P providers can focus on delivering the highest quality care to patients. This includes insurance transactions and streamlined claims processing – eliminating resource-intensive operations, minimizing denials, and reducing billing and overhead.

Our goal is to create a sense of community and continuous flow of communications, filled with relevant updates and shared successes. I am proud to represent a dedicated workforce – a team that relies upon talented individuals who contribute to the booming success of our business. Our dedicated staff exemplifies the extraordinary levels of personal service and communication that have become the cornerstones of our operations and success. Going forward, we pledge to maintain impeccable service – the hallmark of our company that continues to generate accolades from providers.

We are also excited to welcome two new members of our management team: **Andrew J. Slater**, Executive Vice President and Chief Operating Officer. Andy's management experience and managed care expertise have already enhanced our operations. He has held COO positions with both provider and payer organizations. **Victoria Thornton**, Vice President of Provider Relations, will coordinate the relationships with our valued providers. Victoria's has 12 years of progressive responsibilities in this specialized area.

There is a top-down commitment to enhanced client communication, ongoing information updates and enhanced collection efforts with streamlined issue resolution. We are also launching professionally designed and facilitated training programs and have rolled out direct phone tree systems to get you to the most appropriate representative to answer your questions. You will be noticing that our Collections Department has begun outbound calls to you, keeping you in the loop on the difficult reimbursement and accounts receivables. We thank you for your loyalty to IntegraPartners and remain committed to continued progress. I think you will be pleased with the introduction of optimal products and services that guarantee customer satisfaction. I hope you will enthusiastically join us as we venture toward an even brighter future filled with success.

Steven Lowenbraun







Introducing...




IntegraPartners has a new phone and fax system where you can fax directly to the claims representative dedicated to a specific health plan. Remember to note the attached list of health plans, the dedicated claims representative and his/her individual phone and Fax numbers.

Coming Soon




Our enhanced Web site that will provide you with increased services:

-  Links to informational newsletters and periodicals
-  Patient look-up
-  Links to health plan Web sites
-  Direct billing

Electronic Provider Payments

-  Automatically deposit into your account
-  Eliminate paperwork
-  Speed reimbursement

Laser Fiche connectivity

-  Improved search capability
-  Ability to ensure that claims have all documentation before billing is completed
-  Ability for providers to scan claims, scripts and other information directly into their files at IntegraPartners



COMING SOON

Annual Provider Conference



Did You Know...

401k limits are \$16,500 and after age 50 that number is increased by \$5K

In 1990, minimum wage was changed from \$3.35 to \$3.80!

The House passed the U.S. Senate's Patient Protection and Affordable Care Act. As a result, the following are immediate reforms that employers will need to implement:

- Barring withdrawal of coverage in most circumstances;
- Prohibiting lifetime limits on coverage;
- Restricting annual limits on coverage;
- Requiring certain plans to provide coverage for dependent children up to age 26

Integra Partners Account Receivable Representative

DIANNA HARRIPERSAD – email: dharripersad@integrah.com

HEALTH FIRST NY & NJ	HORIZON NJ BCBS FOR DME & O&P
HEALTH PLUS	PHCS - THE GUARDIAN LIFE INSURANCE COMPANY OF AMERICA

KHEMIA ORTA – email: korta@integrah.com

LOCAL 1199 NATIONAL BENEFIT FUND	
MAGNACARE - IRON WORKERS LOCAL/ LOCAL 138, 707, 812, 825, 338, 731, & 804, LOOMIS CO	
NEIGHBORHOOD	TOUCHSTONE

MARITES ROLON – email: mrolon@integrah.com

GHI – PPO & HMO / APA / PERFECT HEALTH OF NY	MONTEFIORE CMO
HIP – CONNECTICARE OF NY/ PERFECT HEALTH OF NY / VYTRA	HEALTH CARE PARTNERS
AMERICHoice OF NY & NJ	GUILD NET

MICHAEL REED – email: mreed@integrah.com

AMERIGROUP	METRO PLUS
ATLANTIS	VNS CHOICE
FIDELIS CARE NEW YORK / CENTERCARE HEALTH PLAN	MULTIPLAN

NORA STRONG – email: nstrong@integrah.com

AETNA	HUMANA INC.
AFFINITY	OXFORD
BCBS ANTHEM	QUALCARE, INC.
BCBS EMPIRE (WELL CHOICE) / LOCAL 42 CARPENTERS	TECH HEALTH
BCBS FEDERAL	UNITED HEALTH CARE - LOCAL 239, & 338, EVERCARE
BCBS WESTERN OF NEW YORK	

Integra Partners Directory

Main Phone: 718-369-0012

Main Fax: 718-287-1229

email: info@integrah.com

Administration Department:

REPRESENTATIVE	MAIN PHONE/ EXT.	DIRECT PHONE	DIRECT FAX
Rita Randazzo (Mgr) rrandazzo@integrah.com	718-369-0012 ext 320	718-819-3909	718-819-3910
Karmela Rafael (CSR) krafael@integrah.com	718-369-0012 ext 329	718-819-3918	718-819-3919
Kimberly Morris (CSR) kmorris@integrah.com	718-369-0012 ext 323	718-715-1724	718-819-3911

Claims Department:

REPRESENTATIVE	MAIN PHONE/ EXT.	DIRECT PHONE	DIRECT FAX
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Dianna Harripersad-(Claims Specialist) dharripersad@integrah.com	718-369-0012 ext 333	718-819-3926	718-819-3927
Khemia Orta -(Claims Specialist) korta@integrah.com	718-369-0012 ext 318	718-819-3907	718-819-3908
Michael Reed -(Claims Specialist) mreed@integrah.com	718-369-0012 ext 326	718-819-3912	718-819-3913
Nora Strong -(Claims Specialist) nstrong@integrah.com	718-369-0012 ext 328	718-819-3916	718-8193917

Provider Relations:

REPRESENTATIVE	MAIN PHONE/ EXT.	DIRECT PHONE	DIRECT FAX
Victoria Thornton- Vice Pres. Prov. Relations vthornton@integrah.com	718-369-0012-ext. 331	718-819-3922	718-819-3923
Andrew Slater- (Chief Operating Officer) aslater@integrah.com	718-369-0012-ext 330	718-819-3920	718-819-3921

Accounts Receivable:

REPRESENTATIVE	MAIN PHONE/ EXT.	DIRECT PHONE	DIRECT FAX
Marcy Roman- (Claim Analysts Mgr) mroman@integrah.com	718-369-0012-ext 317	718-819-3905	718-819-3906

Steven Lowenbraun –CEO/President slovenbraun@integrah.com	DIRECT PHONE: 718-369-0012 ext 315
Miriam Lowenbraun- CFO mlowenbraun@integrah.com	DIRECT PHONE: 718-369-0012 ext 316

:) Friendly Reminders...

Verification of both patient eligibility and insurance coverage IS essential

All patients must be added to the IntegraPartners billing system before requesting an authorization. Failure to do so will delay, or potentially lose the referral, as we will get the authorization but will not know where to send it. This delays patient care as well as payment.

Your staff must use their first and last names on all faxes and phone requests. Failure to provide this information, will delay assignment of authorizations and patient care. We simply will not know which "Laura" sent the request.

The "Proprietary Information" section of your contract with Integra expressly prohibits the disclose of any and all business information. Please remember that ALL of the IntegraPartners' information concerning Health Plans is strictly confidential.

Our agreements with you, and with the Payors, require no disclosure of proprietary information at all times during and after termination of our Agreement.

Provider shall cooperate with Integra in maintaining the confidentiality of such proprietary information and trade secrets