



*Making an Impact.*

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Dear Providers,

Masspro would like to take this opportunity to officially inform you that the State of New Hampshire, Department of Health and Human Services, has contracted with Masspro as the new Quality Improvement Organization (QIO) Contractor for the New Hampshire Medicaid Program. Masspro will perform federally required medical peer review services, as mandated by Federal Regulation (42 CFR 456.1 (b)(2)(iii)), on selected New Hampshire Medicaid in-state and border hospital inpatient admissions. We would like to take this opportunity to introduce Masspro, and provide you with a brief overview of the review function as we begin program implementation.

Masspro was incorporated in 1985 and is designated by the Center for Medicaid and Medicare Services as the Quality Improvement Organization for Massachusetts. We strive to have a positive impact on the quality and cost effectiveness of health care. Our commitment to quality is evident in our accreditation by URAC for Health Utilization Management (HUM) and as an Independent Review Organization (IRO).

We have performed Medicaid Utilization Review in Massachusetts for 18 years and currently have 60 employees and a physician reviewer panel of 75 physicians. Masspro's Medical Director has over 18 years of experience in utilization and quality review, and our review nurses average 9 years of experience in this field. Our Physician Reviewer panel includes a broad range of specialties including Internal Medicine, Surgery, Pediatrics, OB/GYN, Neurology, Psychology, Anesthesiology, Critical Care, Orthopedics, ENT, Rehabilitation Medicine, and Hospice.

The physician reviewers who will review your medical records will be licensed, board certified, and actively practicing in New Hampshire. Although the types of reviews performed will be the same as previously, the overall volume of review will be decreased, so your hospital may see a decrease in the total number of cases selected for review. More of the reviews will be conducted at Masspro, with less on-site review being performed at your hospital. With our nurses in the field less of the time, they will be more accessible to you as a real-time resource via telephone, fax and e-mail.

Masspro's model of working with providers includes provider outreach and education. We hope to develop a collaborative relationship with you and your staff and to be more readily available to assist you with your concerns and questions. We look forward to your feedback and to make sure we address issues of importance to you.

Masspro recognizes the importance of our availability to our customers and clients. Our dedicated toll free phone, fax and email information are provided below. Should you have any questions or concerns, please contact us.

We look forward to working with you.

Best Regards,

Laura Moore  
President & CEO

Cynthia Sacco, MD  
Vice President/ Medical Director

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