Shared decision making is a key component of patient-centered health care. It is a process in which clinicians and patients work together to make decisions and select tests, treatments and care plans based on clinical evidence that balances risks and expected outcomes with patient preferences and values.

Shared Decision Making is important because in many situations, there is no single “right" health care decision; choices about treatment, medical tests, and health issues come with pros and cons. Shared Decision Making is especially important in these types of situations:

- When there is more than one reasonable option such as for screening or a treatment decision
- When no one option has a clear advantage
- When the possible benefits and harms of each option affect patients differently

Source: https://www.healthit.gov/sites/default/files/nlc_shared_decision_making_fact_sheet.pdf

**Resources for Implementing Shared Decision-Making Aids:**


- 5 Barriers, Facilitators of Shared Decision-Making; Becker’s Hospital Review: [https://www.beckershospitalreview.com/quality/5-barriers-facilitators-of-shared-decisionmaking.html](https://www.beckershospitalreview.com/quality/5-barriers-facilitators-of-shared-decisionmaking.html)
February 12, 2020

Dear Provider,

As a Loyola Physician Partners network provider, we would like to remind you of important IPA information for 2020:

**Hours of Operation and Access**

- Utilization and case management staff members are available from 8:30 a.m. to 5:00 p.m. Monday through Friday. The staff can be reached at 708-783-7100.
- The utilization and care management staff will accept collect calls regarding utilization management (UM) issues.
- When the office is closed, there is an on call nurse available for emergency authorization and urgent medically related inquiries. Complete instructions for accessing on call staff are available on the after-hours message when the main customer service line is called.
- Members requiring Behavioral Health services (including Substance Use Disorder) are instructed to contact their PCP.
- Members with emergent or life threatening conditions are instructed to go to the Emergency Room.
- Access for the deaf, hard of hearing or speech impaired is offered via TDD/TTY services.
- Language assistance during office hours is offered either through on-site interpreters, or the interpreter service.

**Population Health Management Programs**

- Both members and providers can initiate a referral to our population health programs which help members with managing their acute and ongoing medical illnesses. This includes complex case management, case management and condition management.
- Members can self-enroll and providers can enroll members up by calling the main number and asking for the Case Management department.
- Members who are in any of our programs who are turning 18 will be contacted to assist with transitioning from pediatric to adult care.
- Members who are in any of our programs who are exhausting their benefits will be contacted for assistance with transition of care.

**Authorization Decision Affirmation Statement**

- UM decisions are based on medical necessity, which includes appropriateness of care and services, and the existence of available benefits;
- Our organization does not specifically reward practitioners, health plan staff, or other individuals for issuing denials of coverage, care or service; and;
- Incentive programs are not utilized to encourage decisions that result in under-utilization.
- Loyola Physician Partners also affirms that there is no conflict of interest between the medical center and their UM decision makers.

**Non-Discrimination**

- Loyola Physician Partners affirms that there is no conflict of interest between the IPA and their UM decision makers.
• In making a medical necessity decision to approve or deny authorization of a service we shall not discriminate based on race, color, national origin, ancestry, religion, sex, marital status, sexual orientation, age or financial status, or otherwise as prohibited by applicable Laws.

Availability and Notification of Clinical Guidelines, Utilization Plan and Policies and Procedures

• Providers can access the Utilization Management and Population Health Plan, Policies and Procedures, Clinical Practice Guidelines and Clinical Tools through a request to the UM department at 708-783-7100.
• Memos/Blast Fax/emails will be sent to providers alerting them to important updates (such as tools for shared decision making or new practice guidelines.)
• Providers can request a copy of criteria upon which a medical decision was made.

Immediate Care

• If an urgent visit is required, immediate care services are available after your office hours. A referral is not required when seeking care from one of these following in network sites.
• LaGrange Immediate Care provides health care services for ages 2 and older; MacNeal Immediate Care provides health care services for ages 2 months and older.

LaGrange Immediate Care
125 North LaGrange, LaGrange, IL 60525
Monday- Friday 9am-6pm
773-564-6677

Burr Ridge Immediate Care
6800 N. Frontage Rd, Burr Ridge, IL 60527
Monday-Friday, 8am-8pm
Weekends and holidays, 8am-3pm
888-584-7888

River Forest Immediate Care
7617 W North Ave, River Forest, IL 60305
Monday-Friday, 8am-8pm
Weekends and holidays, 8am-3pm
888-584-7888

MacNeal Immediate Care
Main Entrance of hospital
3249 S Oak Park Ave, Berwyn, IL 60402
Monday-Friday 9am-8pm; Saturday and Sunday 9am-5pm
708-783-7490

Homer Glen Immediate Care
15750 Marian Dr, Homer Glen, IL 60491
Monday-Friday, 8am-8pm
Weekends and holidays, 8am-3pm
888-584-7888

Oakbrook Terrace Immediate Care
1S224 & 1S260 Summit Ave, Oakbrook Terrace, IL 60181
Monday-Friday, 8am-8pm
Weekends and holidays, 8am-3pm
888-584-7888

Should you have any questions regarding our Utilization Management or Population Health Management Programs, please contact Mary Pat Olson, Regional Director, Post-Acute Care, Population Health, at 708-216-8224 or at Mary.Olson@luhs.org.

Thank you,
Keith Veselik, MD
Regional Vice President, Population Health
Loyola Medicine