



PARTNERS in CARE

Vermont Managed Care
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Inside:

VMC Earns NCQA Certification	1
VMC 3rd Annual Conference	1
Spotlight on Web	2
PCP Chronic Care	2
VMC Gives Back	2
Provider Network Survey Results	3
Events & Notices	4-5
Newly Credentialed VMC Providers	6-7

Vermont Managed Care, Inc. Earns NCQA Certification

On December 31, 2009, VMC was granted Physician Organization (PO) Certification by the National Committee for Quality Assurance (NCQA) for Credentialing and Recredentialing and Utilization Management. VMC earned a 100% score in both areas. Certification is valid for 2 years.

NCQA is a highly sought after credential for Managed Care Organizations. The credential will help to eliminate duplication of effort and redundant oversight in the delegation of activities related to NCQA accreditation for Health Plans that VMC contracts with. The primary benefit of the program is that the requirements for due diligence oversight by Managed Care Organizations are waived for each section of the standards that the delegated Physician Organization (VMC) achieves certification. Certified POs have demonstrated that they provide the protections required within NCQA's standards, that



they have developed a sound management structure, and that they monitor and are continually improving the quality of the services they deliver.

VMC is proud to announce that we have achieved this level of distinction on behalf of our Provider Network.

Vermont Managed Care 3rd Annual Conference

Vermont Managed Care held its 3rd Annual Conference on Tuesday morning November 10, 2009 at the Sheraton Hotel and Conference Center in South Burlington, Vermont.

Dr. Raymond Lanzafame, a surgeon at Rochester General Hospital who has done extensive research and device development consultation, and is the past president of the Society of Laparoendoscopic Surgeons, presented "Minimally Invasive Surgery: Opportunities and Challenges".

Arthur N. Lerner, Esq. Partner with the law firm Crowell & Moring LLP in Washington D.C. and co-chair of its Health Care Group presented

- Anti-Trust in the Health Care World: What you need to know and what to expect from the Obama Administration

- Complying with the Federal Trade Commission Red Flags Rule: Protecting Your patients from identity theft
- Health Care Reform Update

Over 80 attendees enjoyed an informative morning covering a wide range of timely topics. The University of Vermont designated the educational activity a maximum of 4 *AMA PRA Category 1 Credits TM*.

Copies of the presentations are available at www.VermontExternalManagedCare.org or by contacting your Provider Relations Specialist, Elizabeth Roach or, Carrie Germaine at 802-847-8161 or 1-800-639-3881. If you have suggestions for topics you'd like covered at future conferences please let us know.

Spotlight on Web

VMC Website Enhancements:

In the June 09 Partners in Care Newsletter, VMC indicated that we were in the process of updating our website. We advised the network that we would be adding a Credentialing tab to provide information regarding the VMC credentialing process, and a Forms tab which would include all necessary forms for the provider network to utilize.

These updates have been completed and we are excited to share these with you.

The Credentialing button will provide you with:

- Credentialing Staff
- Credentials Committee Members
- Frequently Asked Questions
- Credentialing Forms

To view our new “Credentialing” page go to: <http://www.vermontmanaged-care.org/Providers/credentialing.html>

The Forms button will provide you with:

VMC Forms related to

- Care Management
- Credentialing
- Provider Enrollment

Payer Provider Forms

- FAP
- MVP
- TVHP

To view our new “Form” page go to: <http://www.vermontmanagedcare.org/Providers/forms.html>

The VMC Web Site can be found at www.vermontmanagedcare.org. If you have questions please call your VMC External Provider Relations Representative, Carrie Germaine or Elizabeth Roach at 802-847-8161 or toll free at 800-639-3881.

PCP Chronic Care

The month of December brings to a close this pilot phase and you can see that the involvement in this pilot continued to grow each quarter. Where do we go from here? VMC will be sending out a short survey to all of the PCP’s that were invited to participate in the pilot in an effort to evaluate their thoughts around this pilot. We will bring the results of that survey and our overview of the performance of the pilot from both a clinical and operational perspective to the VMC Board of Directors in February. At that time, the Board will assess whether or not to roll this Pilot out to the network as a program. We will share more information on the Board’s decision in our Spring edition of our Newsletter.

	Qtr. 1 (Jan-Mar)	Qtr. 2 (Apr-Jun)	Qtr. 3 (Jul-Sept)	Qtr. 4 (Oct-Dec)	YTD Total
PCP’s Invited to Participate (Fixed)	166	166	166	166	166
PCP’s Participating	29	4	2	1	36
% of Eligible PCP’s Participating					21.7%
VMC Members Enrolled by Quarter	140	93	0	15	248
Members Nominated by PCP by Quarter	36	21	11	6	74
Total Members by Quarter	176	114	11	21	322
VMC Identified Members	723	332	224	322	1601
PCP Identified Members	36	21	11	6	74
Total Identified Members					1675
Total Members in Pilot	176	114	11	21	322
% of Eligible Members enrolled					19.2%

VMC Gives Back

Over the past year VMC employees have sponsored several community functions. We are proud to be able to give back to our local community. Starting in November 2008 through December 2009, our staff have sponsored the following events.

- **11/08 & 11/09 Coat Drives** for the homeless/less fortunate in conjunction with Sweetwaters Restaurant. We collected many coats, hats & mittens to donate
- **11/08 & 11/09 Food Drives** for the Greater Burlington Food Shelf in addition to the various food items, we donated 380 pounds of turkey to the food shelf when they made a plea for turkeys for those they serve
- **11/08 Wrapping Christmas presents** for Lund Family Services Program
- **Dec 2008 Adopted a family** through Lund Family Services and provided Christmas for a family of 4.
- **December 2009 a refugee family of 8 was adopted** and we were able to provide Christmas gifts and food items for this family.
- **April 2009 4 hours of raking, & cleaning** for Jim’s House in Williston, a home that hosts families with ALS traveling to FAHC for treatment
- **July 2009 Blood Drive** VMC hosted the American Red Cross Blood Bus

Provider Network Survey Results

Last Fall we sent you a survey specifically asking about our utilization management and provider relations functions at VMC. We are happy to announce our return rate increased this year from 30 responses to 319. Some providers received the survey electronically with a url link to take the survey, and others via U.S. Mail. Our goal for 2010 is to send the survey electronically to all VMC providers.

We would like to provide you with the results we received. We understand that you are being asked to participate in various surveys and we would like to thank those of you who took the time to respond. Your feedback is appreciated and we welcome hearing from our network anytime. Everyone who completed a survey was entered into a drawing. We would like to congratulate the winners.

- Jennifer Restucci, OT Fletcher Allen Health Care \$100 gift certificate to Jeff's Maine Seafood
- Jessica Racusin, MD, Porter Hospital \$100 University Mall Certificate
- Richard James, MD Mansfield Orthopaedics Sleigh Ride for 2 and \$40 certificate to the Stowehauf Restaurant.
- Anne Standish, APRN, Georgia Health Center \$100 gift certificate to Fire & Ice Restaurant
- Phil Aitken, MD Private Practice \$100 Mobil gas card (*photo not available*)

Scale:

- 0 - Not Applicable
- 1 - Not Satisfied
- 2 - Partially Satisfied
- 3 - Satisfied
- 4 - Very Satisfied
- 5 - Completely Satisfied

Utilization Management Questions:

	Average Ranking
1. Have the notices from Active Health Management caused you to change your patient's plan of care? Yes 12% No 88%	
2. How satisfied are you that the Care Considerations are accurate?	3.3
3. How satisfied are you that the Care Considerations are timely?	3.3
4. How satisfied are you that the Care Considerations are helpful?	3.0
5. How satisfied are you with the ease of contacting a nurse case manager when you need to?	3.6
6. How satisfied are you with the speed in which your pre-approval requests handled?	3.4
7. How satisfied are you with the accessibility in speaking to a Medical Director as needed?	3.3
8. How satisfied have you been with reaching the on-call nurse case manager after business hours or weekends for a UM decision?	3.1
9. Overall, how satisfied are you that your issues been handled completely by the Utilization Management or Customer Service Staff?	3.4
10. If one of your patients was under Case Management, how satisfied were you with the care they received?	3.4

Provider Relations Questions:

1. Your PR Rep., handles your question in a timely manner?	3.8
2. When a PR Rep visits your office, I find the material covered to be relevant to our business?	3.9
3. VMC PR is my advocate for issue resolution with their contracted payers?	3.7
4. Using the VMC web site as a resource tool, I can find the answers I need?	3.3
5. I am confident that the information provided by VMC PR is accurate?	3.6



Jennifer Restucci,



Jessica Racusin, MD



Richard James, MD



Anne Standish, APRN

Events & Notices

Calling all Practice Managers

Vermont MGMA is a statewide organization founded in 2003 with the goal of supporting medical practices through networking, information and education. The group is an affiliate of the Medical Group Management Association (MGMA), although one does not have to join the national association to be a member of VTMGMA. Members have the opportunity to share experiences, challenges, and solutions to the issues that occur when running a healthcare office – whether it is a doctor, dentist, or physical therapist office.

As a statewide organization, meetings are held in different locations in Vermont. Although meeting topics vary, VTMGMA always builds in time for members to get together to share ideas, and to hear from provider relations representatives from the major health insurance companies in Vermont. Their plan for 2010 is to hold 4 meetings, tentatively scheduled as follows:

- March – Chittenden County
- June – Manchester
- September – Middlebury
- November - Randolph

Visit their website (www.vtmgma.com) to learn more about the group and to obtain an application for membership. For readers who are already members, VTMGMA reminds you to please respond to their dues renewal for 2010 which you should have received via email – the price remains unchanged at a very affordable \$225 if paid before February 1, 2010.

VMC Implements Recorded Telephone Lines

In an effort to maintain an open and transparent relationship with you, we want to make you aware that we have installed a telephone recording system. This system is installed on our customer service and nursing phone lines. At some point in the future, we may decide to expand this service to other departments at VMC. Our desire is to provide you and our members with the highest quality of customer service possible; this new system provides us with a tool to follow through on this commitment.

If you have any questions, please contact your Provider Relations Representative Elizabeth Roach or Carrie Germaine at 1-800-639-3881 or locally at 847-8161.

VMC Employee News

This past year VMC has had several staff changes. We would like to welcome and congratulate our newest VMC employees.

Kellie Halstead, Nurse Case Manager
Laurie Riley, Administrative Assistant
Tonya Safer, Staff Assistant



VMC Board Election Results

In October and November ballots were distributed to community based primary care and specialty care physicians who participate in VMC's three main contracts (MVP, TVHP and FAP). We are pleased to announce that Dr. Mark Pitcher, an Internist with Good Health, PC in So Burlington, VT has been re-elected by his PCP peers to the Board and will also sit on the VMC Finance Committee. We are equally pleased to welcome Dr. Kevin Carey, a Cardiologist with Champlain Valley Cardiology Associates with offices in So. Burlington and Middlebury. Dr. Carey will also serve on the VMC Care Management Committee.

We would like to take a moment to thank the following physicians who ran in this election; Michelle Young, MD, John Macy, MD, Michael Borrello, MD and Donald Weinberg, MD.

Addition of Naturopathic Physicians for the Fletcher Allen Preferred Medical Plans

At the request of Fletcher Allen Health Care, VMC is contracting with naturopathic physicians (ND's) so members covered under the Fletcher Allen Preferred and Preferred Plus Medical Plans can access these providers as in-network providers. The addition of ND's to the VMC Network is effective on January 1, 2010 at which time Fletcher Allen members covered under these two plans will be able to access ND's for services currently covered by the plan that are within the scope of the ND's licensure. If you have specific questions regarding covered services, please contact VMC Customer Service. A listing of contracted ND's can be found on the provider search function on our website as of January 1st, or you can contact VMC Provider Relations.

Network Brag Board

The Community Health Center of Burlington has been awarded \$10.9 million in federal stimulus funds that will be used for expansion. The money will be used to build a new building that will allow the center to serve more patients. The Burlington center provides primary health care, dental care, mental health counseling and low cost prescription drugs to about 13,000 Chittenden County residents.

Dr. Lewis First

The December issue of Vermont Business Magazine featured Lewis First, M.D., physician leader of Pediatrics, on its cover and contains an in-depth profile on him a copy of the article can be obtained at: www.vermontbiz.com/.

NMC & Fletcher Allen Cardiac Collaboration Hailed as National Standard of Excellence

The recently released STEMI Annual Report, Fiscal Year 2009 holds high praise for the collaboration between Northwestern Medical Center and Fletcher Allen Health Care in the care of patients suffering from particularly dangerous heart attacks (STEMI) where time to treatment is of the utmost importance.

“The transfer program with Northwestern Medical Center has become a national standard of excellence in academic and quality discussions,” said Dr. Harold Dauerman, Director of Cardiovascular Catheterization Laboratories at Fletcher Allen Health Care and Professor of Medicine at the University of Vermont, who authored the report.

NMC’s Emergency Department has worked with Fletcher Allen’s Cardiology and Emergency Departments since 2007 on a specialized protocol for patients who experience the STEMI type of heart attack. Patients are rapidly assessed, diagnosed, and stabilized in the NMC Emergency Department and transported to Burlington for intervention in the FAHC Cardiac Catheterization Lab. The FY’09 data shows that “door to balloon time” between NMC and FAHC was 88 minutes, better than the national benchmark (with “balloon” referring to the patient’s cardiac catheterization).

NMC was the first hospital to work with FAHC on this STEMI protocol. It has become a model for Vermont, as this uniform approach to STEMI patients is now also used at Copley Hospital, Gifford Medical Center, Porter Medical Center, and Central Vermont Medical Center.

According to Dr. Dauerman’s report, more STEMI patients now arrive at FAHC through a STEMI transfer than present directly at FAHC. “In FY09, 74 patients were transferred for primary PCI (Percutaneous Coronary Intervention) as compared to 54 patients presenting directly to FAHC with STEMI.”

Ed Haak, DO, NMC Emergency Department Medical Director, and Molly Grismore, RN, NMC Emergency

Department Nurse Manager, agree wholeheartedly with Dr. Dauerman’s assessment of the success of the program.

“The key is the collaborative effort and the commitments on the parts of Cardiology, Fletcher Allen, and NMC,” says Grismore. “Everyone knows it’s the right thing to do for the patient.”

“Nationally, everyone is trying to do what we’re already doing here,”

says Dr. Haak. “When someone is having a heart attack, every minute lost is heart muscle lost.

This program saves minutes, saves muscle, and saves lives. It illustrates how great a team we have and the value of teamwork.”



NMC earns National Awards for Overall Patient Satisfaction

For the second year in a row, Northwestern Medical Center has earned a pair of exciting National Awards for patient satisfaction. The first, “Exemplary Service – Overall Best Performer, 2008” is in recognition of our outstanding patient satisfaction scores across all services in the hospital. The second, “Exceeding Patient Expectations, 2008” is in recognition of demonstrating measurable success in going beyond what patients typically expect in a hospital experience. Both awards are given by Avatar International Inc., a leading consulting, service and research firm that surveys patient satisfaction in health care.

“The awards are a great testament to all of the great work that goes on in all areas of our hospital,” says Jane Catton, NMC’s Chief Quality Officer & Director of Process Improvement. “The goal is to provide the best possible service. We’ve been on a path for several years of focusing on service quality, and it’s nice to have recognition of those efforts.”

“To attain a high level of patient satisfaction for a single service line is commendable, to achieve this result across all of the primary service lines within a hospital is indicative of the organizational commitment to service excellence and is a remarkable accomplishment,” says David Medvedeff, PharmD, MBA, CEO of Avatar. “I congratulate NMC for its continued and impressive efforts to put patients first.”

“We are using the tools Avatar provides us in real-time to help us focus on efforts based on what we are hearing,” says Catton. “By exceeding expectations, we are constantly raising the bar. We have consistently good systems in place that are built on continuous improvement. We believe it is important to our mission.”

Newly Credentialed VMC Providers

Name	Degree	Group
Jessica R. Alexandra	PT	Essex Physical Therapy & FAHC Acute Therapy
Amy Alias	MD	DHMC General Internal Medicine & Mary Hitchcock
Alix Ashare	MD	DHMC Pulmonary Medicine & Mary Hitchcock Hospital
Jannell F. Diaz-Horsley	MD	Weeks Medical Center
Hilary E. Fazzone	MD	FAHC Ophthalmology
Christina E. Fitch	DO	DHMC Internal Medicine & Mary Hitchcock Hospital
Andrea J. Galasso	DO	MT Ascutney Physician Practices
Rebecca R. Gladden	AT	Excel Physical Therapy
Richard P. Goddeau	DO	DHMC Neurology & Mary Hitchcock Memorial Hospital
Shannon M. Gorski	RD	FAHC Surgery
Christopher O. Hampson	MD	FAHC Radiology
Jeana E. Havidich	MD	DHMC Anesthesiology & Mary Hitchcock Memorial Hospital
Gail L. Isenberg	PHD	Gail L. Isenberg, Ph.D.
Michelle L. Machesky	PA	Associates in Orthopaedic Surgery
Annis Marney	MD	FAHC Endocrinology, Metabolism & Nutrition
Ursula A. McVeigh	MD	FAHC Palliative Care Services
Margaret M. Mertzic	PT	The Rehab Gym Inc
John H. Miller	MD	FAHC Given Health Care Center
Sarah E. Morgan	MD	Northern Counties Health Care
Jillian C. O'Brien	PT	Timberlane Physical Therapy
William Pace	MD	FAHC Radiology & Gifford Medical Center
Kathleen Provencher	PT	Essex Physical Therapy
Alexis Ressler	APRN	FAHC Memory Center
Melissa J. Rowe	APRN	MT Anthony Primary Care
Dawn A. Sparks	DO	DHMC Anesthesia & Pain Clinic & Mary Hitchcock Memorial Hospital
Travis Warmouth	AT	Injury & Health Management Solutions, Inc.
David G. Wartman	MD	DHMC Dermatology & Mary Hitchcock Memorial Hospital
Debra S. Wells	AT	Excel Physical Therapy
Jason C. Yeh	MD	FAHC Ophthalmology
Darin R. Atkinson	PT	Mary Hitchcock Memorial Hospital & DHMC Rehab
Susan C. Brighton	APRN	Mary Hitchcock Memorial Hospital & DHMC Hematology Oncology
Kimberly J. Burkholz	MD	Weeks Medical Center
Sarah H. Bushweller	PA	FAHC Given Health Care
Ingrid Y. Camelo	MD	Timber Lane Pediatrics
Lena M. Cannizzaro	PT	Every Woman Physical Therapy, PLC & All Wellness, LLC
Ellyn E. Cavanagh	APRN	Mary Hitchcock Memorial Hospital & DHMC Pediatrics
Richard C. Chou	MD	Mary Hitchcock Memorial Hospital & DHMC Rheumatology
Jonathan J. Cooperman	MD	Northwestern Medical Center ER
Curtis A. Cote	PA	DHMC Neurosurgery & Mary Hitchcock Memorial Hospital
Timothy P. Cox	APRN	DHMC Community & Family Medicine & Mary Hitchcock Memorial Hosp.
Rachel B. Disanto	MD	FAHC Milton Family Practice
Laura L. Drenen	APRN	Mansfield Orthopaedics at Copley
Robert S. Feinberg	PA	Mansfield Orthopaedics at Copley
Chad K. Fellows	OD	Mobileyes Optometry, Inc.
Ellen Flaherty	APRN	DHMC Internal Medicine & Mary Hitchcock Memorial Hospital
Elizabeth A. Grupp	APRN	Central Vermont Medical Center
Esther E. Halden	PT	Physical Therapy Center of VT
Alison L. Hopkins	PT	All Wellness, LLC
Aaron Jones	RD	Rutland Nutrition Counseling
David J. Keller	MD	Mansfield Orthopaedics at Copley
Joseph R. Kiernan	MD	Upper Connecticut Valley Hospital
Tanya L. Lacoss	APRN	Mary Hitchcock Memorial Hospital & DHMC Neonatology
Constance M. Lanphear	CDE	CVMC Nutrition Department
Meredith A. Lease	MD	DHMC Pediatric ICU Unit & Mary Hitchcock Memorial Hospital
Julie H. Lin	MD	FAHC Dermatology
Dania M. Revette	RD	FAHC Nutrition Services
John M. Riddell	MD	Mary Hitchcock Memorial Hospital & DHMC Anesthesiology
Joshua T. Rifkind	MD	DHMC Hematology Oncology & Mary Hitchcock Memorial Hospital
Mark B. Robel	APRN	Brattleboro Primary Care
Evita E. Sandoval	AT	VTPT, INC

Evita E. Sandoval	AT	Poulin Performance & Rehabilitation Center
Laura E. Shevy	MD	Dartmouth Hitchcock Medical Center & Mary Hitchcock Memorial Hospital
Andrea Solomon	PA	Community Health Center
Barry S. Stein	MD	Mary Hitchcock Memorial Hospital & DHMC Urology
Kate J. Stone	PSYD	FAHC Psychological Services
Andrea L. Trombley	PT	Evolution Physical Therapy
David A. Weinberg	MD	DHMC Ophthalmology & Mary Hitchcock Memorial Hospital
Robert B. Austin	OD	Peak View Eye Care
Sarah J. Barker	MD	Northwestern Medical Center
Sarah J. Barker	MD	FAHC Emergency Services
Lindsey L. Bilger	PA	CVMC DBA Central Vermont Primary Care
Julie A. Braga	MD	Mary Hitchcock Memorial Hospital & DHMC Obstetrics & Gynecology
Richard A. Burgoyne	MD	CVMC DBA Waterbury Medical Associates
James L. Carroll	MD	DHMC Pulmonary Medicine & Mary Hitchcock Memorial Hospital
Jonathan J. Cooperman	MD	NORTHWESTERN MEDICAL CENTER
Moira Daly	MA,CCC-SLP	Eleanor M Luse Center
Rolland C. Dickson	MD	Mary Hitchcock Memorial Hospital & DHMC Gastroenterology
Jodie A. Dionne-Odom	MD	Mary Hitchcock Memorial Hospital & DHMC Infectious Disease
Frank S. Drescher	MD	Mary Hitchcock Memorial Hospital & DHMC Pulmonary Medicine
Dorothy Dulko	APRN	DHMC Hematology Oncology & Mary Hitchcock Memorial Hospital
Melissa L. Dymond	DO	WEEKS MEDICAL CENTER
Janet R. Ely	APRN	FAHC Hematology/Oncology
Steven P. Emmons	MD	FAHC Hematology/Oncology
John B. Fortune	MD	FAHC Surgery
Monica P. Garin-Laflam	MD	DHMC Pediatric Gastroenterology & Mary Hitchcock Memorial Hospital
Madonna K. Gordon	APRN	Mary Hitchcock Memorial Hospital & DHMC Pediatric ICU
Esther E. Halden	PT	PHYSICAL THERAPY CENTER OF VERMONT, LLC
Annika Hawkins	APRN	Community Health Center of Burlington, Inc.
Marc A. Hofley	MD	Mary Hitchcock Memorial Hosp. & Dartmouth Hitchcock Clinic Manchester
Mary E. Johnson	APRN	DHMC Anesthesiology & Mary Hitchcock Memorial Hospital
Ryan R. Knapp	MD	Mary Hitchcock Memorial Hospital & DHMC Emergency Medicine
Nicholas A. Kuhn	MD	Fletcher Allen Health Care
Jason J. Lebeau	PT	Long Trail Physical Therapy
Margaret V. Lindsay	MD	CVMC DBA Associates in Pediatrics & Barre Pediatrics
Bridget A. Logan	APRN	DHMC Pediatric Surgery & Mary Hitchcock Memorial Hospital
Haney A. Mallema	MD	DHMC Emergency Medicine & Mary Hitchcock Memorial Hospital
Anne K. McGowan	PA	DHMC Cardiothoracic Surgery & Mary Hitchcock Memorial Hospital
Patricia L. Min	MD	DHMC General Internal Medicine & Mary Hitchcock Memorial Hospital
Stephen H. Mott	MD	Mary Hitchcock Memorial Hospital & DHMC Pediatric Neurology
Enkhtuyaa L. Mueller	MD	Central Vermont Medical Center
Kristin M. Murphy	AT	Excel Physical Therapy
Todd A. Noce	DO	DHMC Radiology & Mary Hitchcock Memorial Hospital
Hylah W. Patton	PA	Porter Hospital Emergency Department
Jimmy M. Paulo	MD	Apogee Medical Group, VT
Allison J. Piques	APRN	Mary Hitchcock Memorial Hospital & DHMC Neonatology
June E. Rhoda	APRN	Mary Hitchcock Memorial Hospital & DHMC Hematology Oncology
Joseph J. Romano	DO	Mary Hitchcock Memorial Hospital & Dartmouth Hitchcock Medical Center
Sam Russo	ND	Sam Russo, ND Lac
Sharona Sachs	MD	DHMC Palliative Care & Mary Hitchcock Memorial Hospital
Dagmar H. Savellano	MD	DHMC Radiology & Mary Hitchcock Memorial Hospital
Nora Senecal-Albrecht	MSW	FAHC Seneca Center
Brian D. Shuman	DMD	Associates in Periodontics
Gwen G. Stewart	RD	Weeks Medical Center
Carey B. Stillman	APRN	Mary Hitchcock Memorial Hospital & DHMC Vascular Surgery
Albert T. Su	MD	Weeks Medical Center
Lisa O. Tilluckdharry	MD	Mary Hitchcock Memorial Hospital & DHMC Pulmonary Medicine
Anthony F. Tramontano	MD	Fletcher Allen Health Care
Alison Trow	PT	DHMC Rehabilitation Medicine & Mary Hitchcock Memorial Hospital
Jennifer Villa	MD	Central Vermont Medical Center
Leah T. Villemaire	PA	Northwestern Occupational Health DBA Walk-In
William E. Warnock	ND	Champlain Center for Natural Medicine
Jonathan T. Weed	MD	Mary Hitchcock Memorial Hospital & DHMC Anesthesiology
Adam R. Weinstein	MD	Mary Hitchcock Memorial Hospital & DHMC Pediatric Nephrology



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PM Costello, MD Essex Pediatrics Pediatrics	Mark Pitcher, MD Good Health, P.C. Internal Medicine
Roger Deshaies Fletcher Allen Health Care, CFO	Paul Reiss, MD Evergreen Family Health Family Practice
Nancy Drucker, MD Fletcher Allen Health Care Pediatric Cardiology	Ted Sirtotta, CFO Northwestern Vermont PHO
Jonathan Hayden, MD Fletcher Allen Health Care Internal Medicine	Paul Unger, MD Vermont Center for Cancer Medicine, Inc. Hematology/Oncology
Mark Healey, MD Mountain View Surgery Surgery	James Viapiano, MD Fletcher Allen Health Care Anesthesiology

* Board Officers

Vermont Managed Care Contact Numbers



Phone #	Phone # FAP	Fax #
Main		
802-847-8161		802-847-6214
Customer Service (CS) / Case Managers (CM)		
802-847-8369 (CS)	802-847-4862 (CS)	802-847-6213 (CS)
800-639-3881 (CS &CM)	866-582-6836 (CM)	802-847-6212 (CM)
Provider Enrollment (PE) / Provider Relations (PR) / Credentialing		
802-847-8161 or		802-847-3427 (PE)
800-639-3881		802-847-6214 (PR)
		802-847-6254 (CRED)

A complete phone list of all staff is available in the VMC Provider Manual available online at www.vermontmanagedcare.org.