

As a member of your county medical society, you are also a valued member of the California Medical Association.

CMA...Now More Than Ever

FREQUENTLY ASKED QUESTIONS ABOUT CMA MEMBERSHIP

What is my CMA membership status?

As a member of your county medical society, you are also a member of the California Medical Association as well. In order to renew your membership and check your membership status, please contact the Humboldt-Del Norte County Medical Society, 442-2367. If you have further questions or if you have lost your membership card please contact CMA at 415.882.5156.

How can I update or change my contact information (i.e. address, phone, email etc)?

Visit the members side of CMA's website at www.cmanet.org/logon. If you are unsure how to log onto the members' side of the website, see page CMA - 6. After logging onto the members' side, click on "**Update Your Profile**" to change any contact information. If you do not have access to the Internet, please call (415)882-5144.

Please be sure that the Medical Society has these corrections as well (442-2367).

How can I change my login name or password to access the members' side of the website?

Send an email with your CMA ID#, your name, and any changes you wish to make, to legalinfo@cmanet.org, or call (415) 882-5144.

Where can I get up-to-date information in the field of health and medicine that includes the latest news clippings, classified postings, conferences and other significant information?

A range of information, including current news headlines, classified listings, calendars of events, and other valuable articles and links concerning physicians can be found on CMA's online magazine, the California Physician, at www.calphys.org. Visit this site daily for the latest updates.

Where can I find CMA's policy on an issue?

The Policy Compendium is the California Medical Association's online, searchable database of CMA policy, including House of Delegate resolutions, Board of Trustee minutes, and other adopted policy.

Where can I find out more information about CME tracking and course offerings through the CMA?

Information on CME can primarily be found through the Institute for Medical Quality (IMQ) a subsidiary organization of CMA which both accredits CME programs and maintains CME certification information for California physicians. You may reach IMQ at (415) 882-5151 or www.imq.org. **You can also contact the local Humboldt-Del Norte Consortium for Continuing Medical Education for a list of local educational programs scheduled. Input on local educational topics and scheduling is encouraged!**

In what ways can I get involved with affecting change through the CMA or its subsidiaries?

CMA encourages our membership to be advocates and active in influencing change for physicians throughout California. Your county medical society is an excellent resource and means for you to have an active voice in the California physician community through a variety of programs and committees. CMA also provides a variety of ways for you to get involved:

1. **CALPAC**-CALPAC is the California Medical Association Political Action Committee which supports candidates and legislators who understand and agree with the views of the physicians of CMA on medical issues. By combining our financial resources we gain a louder voice and we speak with a clearer message. CALPAC can be contacted at (800) 225-7229.

2. **Legal Defense Fund**-The Legal Defense Fund of the CMA is a collection of monies voluntarily contributed by CMA members to provide monetary support in cases, generally brought by our members, which seek to protect or establish important legal rights of physicians. For information on how to contribute to the Legal Defense Fund contact (415)882-5144 or contribute on the Internet at www.calphys.org/html/donate.asp.
3. **Legislative Key Contact**-CMA maintains an active network of physicians and their spouses as Legislative Key Contacts in each legislative and Congressional district. At crucial times during the legislative process, these Legislative Key Contacts communicate with their respective elected officials on major issues. To become a Legislative contact or for more information contact (916)444-5532.
4. **CMA Foundation**-CMA Foundation (CMAF) is a charity comprised of leaders in medicine, related health professions, and the community. The CMAF supports the advancement in individual and community health through a variety of projects and initiatives. All contributions to CMAF are tax deductible. Please contact (916)444-5532 for more information or to make a donation.
5. **Institute for Medical Quality**-The Institute for Medical Quality (IMQ) is a non-profit organization dedicated to improving the quality of care provided to patients across the continuum of health care. IMQ has a variety of accreditation programs in which physicians are a part of the surveying process. Physicians interested in participating as a hospital, ambulatory surgery center, correctional facility or continuing medical education surveyor should contact IMQ at (415)882-5151.

How can I get involved in shaping CMA policy?

CMA encourages its membership to be involved with the shaping of CMA policy. CMA policy is decided upon annually at the House of Delegates, CMA's legislative body that establishes the policies that govern the Association and elects CMA's president. CMA members can participate in the House of Delegates policy-making process in a variety of ways:

1. **Authoring a Resolution**-Any CMA member can author a resolution for introduction to the House by a delegation or individual delegate or alternate delegate. A resolution can address virtually any health-related topic or any aspect of the policies and activities of CMA. For examples of writing a resolution please visit the House of Delegate section of CMA's website by logging onto the members side at www.cmanet.org/logon and navigating to the "Organizational Structure" choice under pull down found at "Other Quick Links." Completed resolutions may be e-mailed to resolutions@cmanet.org. **Be sure to forward a copy of the resolution to the local medical society to be forwarded to the elected Delegates and Alternate Delegates that will be attending the meeting and can speak in reference to your resolution.**
2. **Participation as Delegate or Alternate Delegate**-CMA members also can participate directly in the House of Delegates through election as a delegate or alternate delegate by their county medical society, state specialty society, mode of practice forum, or one of the CMA sections in which they participate. For more information about election as a delegate or alternate, members should contact the Humboldt-Del Norte County Medical Society, 442-2367 (465-0980)
3. **Testifying at Reference Committee Hearings**-Any CMA member may present testimony (i.e., speak for or against a resolution or recommendation) at reference committee hearings and may attend the meetings of the full House of Delegates as an observer.
4. **Committee Membership**-Members also have the opportunity to seek nomination for membership on a CMA committee. Members must be selected by CMA's Committee on Nominations or appointed by the Chair of CMA's Board of Trustees in order to participate in a committee. We encourage you to express interest in a nomination through your county medical society. The county societies will then submit nominations to the CMA.
5. **CMA Forums**-CMA sponsors several forums targeted to physicians engaged in various modes of practice. Each CMA member belongs to the mode of practice forum the physician selects as best describing the physician's practice situation. The forums include administrative medicine, academic practice, government employed, hospital based, solo & small group, medium sized group, large group and very large group. All mode of practice forums elect an executive body that functions as the leadership of that respective forum to make decisions on policy or other related issues. In addition each mode of practice forum elects representatives to be Trustees and/or Delegates or Alternates in the House of Delegates. If you have further questions about specific mode of practice forums you may contact the staff representatives as follows:

Academic, Administrative, Government-Employed, Hospital-Based-Sandra Bressler, CMA VP of Policy,
(415)882-5171

Large Group, Medium-Sized Group-Elizabeth McNeil, CMA Policy, (415)882-3376

Solo/Small Group-Hans Lee, CMA Legal, (415)882-3351

Very Large Group-Andy Huber, Kaiser Permanente, andy.huber@kp.org

6. **CMA Sections**-CMA sponsors several sections targeted to physicians with specific interests. They include hospital medical staffs (the Organized Medical Staff Section), ethnic physicians (Ethnic Medical Organization Section), young physicians (Young Physicians Section), residents (Resident Physician Section), and medical students (Medical Student Section). Certain sections, including the Young Physician section, the Resident Physician section, and the Medical Student Section, include members automatically based on the physician's training or practice status. Participation in the Ethnic Medical Organization Section and the Organized Medical Staff Section are voluntary. For more information on specific sections you may contact the CMA staff

representatives as follows:

Ethnic Medical Organization Section (EMOS)-Sam Roth, CMA VP of Membership Services, (916)551-2031

Organized Medical Staff Section (OMSS)-Robin Strimling, CMA Policy, (415)882-5110

Medical Student Section (MSS), Resident Physician Society (RPS), Young Physicians Section (YPS)-Patty Frisk, CMA Executive Management, (916)551-2076

CMA MEMBER SERVICES

- **CMA Alert Subscribe by e-mailing kgallia@cmanet.org or Click on “NEWS” at www.Calphys.org**
News with a capital “N,” this weekly newsletter provides physicians’ up-to-date information about CMA’s legislative, legal and public health advocacy, and positions on current health care issues.

- **Reimbursement Hotline (888) 401-5911**

Reimbursement Advocates assist members with reimbursement related problems including coding and compliance, billing and collection, managed care contracting, medical group/IPA bankruptcy, and other practice management issues.

- **Legal Information Line (415) 882-5144 or legalinfo@cmanet.org**

Health Law Information Specialists assist members in obtaining medico-legal resources and information, including contact information for outside resources as appropriate.

- **Legislative Hotline (866) 462-2819**

CMA’s Government Relations provides a weekly legislative update as well as additional information on what physicians can do to support or oppose specific pieces of legislation of importance to medicine.

- **CMA Legal and Reimbursement Information Documents (CMA On-Call) www.cmanet.org/logon**

CMA’s 24 hour information-on-demand library of thousands of pages of medico-legal, regulatory, and reimbursement information is free to members (\$2 per page for non-members) and is easily accessed through our members-only website at www.cmanet.org/logon.

- **California Physician www.Calphys.org**

This online magazine is updated several times a week. It provides in-depth articles on the world of health care, and will shortly provide a forum where doctors can communicate with fellow physicians about the latest issues facing medicine.

- **Contract Analysis www.cmanet.org/logon or (415) 882-3361**

Physician members have free access to objective written analyses of major health plan contracts and CMA’s model contract, which address issues commonly present in managed care and employment contracts, and include explanatory annotations. In addition, CMA-contracted attorneys provide written reviews of various types of contracts to ensure compliance with California and federal law, all at a 15% discount.

- **Practice Management Seminars and Educational Programs (415) 882-5107**

Recent examples include: the TOTAL HIPAA WORKSHOP series, soon to be followed by a series of workshops focused on the electronic transaction standard of HIPAA, “PAIN, PALLIATION, AND POLITICS: THE ART AND SCIENCE OF PAIN MEDICINE AND END-OF-LIFE CARE IN CALIFORNIA,” a program designed to help physicians meet California’s new requirement that they complete 12 Category-1 CME hours in pain medicine and end-of-life care by December 31, 2006, and “MBA IN A DAY,” which assists physicians in cost accounting, benchmarking overhead, accounts receivable, and operations and personnel management. When there is enough interest, CMA and the Humboldt-Del Norte County Medical Society work together in coordinating seminars locally.

- **CMA Member Benefits Program (888) 233-2937**

Take advantage of CMA’s purchasing clout to obtain discounts on health, disability, life, and workers’ compensation insurance, along with many other programs available only to members.

- **CME Certification Tracking (415) 882-5151**

This complimentary member service (\$49 per year for non-members) certifies physicians’ CME activity to the Medical Board of California (automatically satisfies MBC audits), hospitals, health plans, specialty societies, etc., for credentialing purposes. The Institute for Medical Quality, a CMA-subsidary organization, provides this service.

- **Physicians' Confidential Line** Northern California (650)756-7787
Southern California (213) 383-2691

The Confidential Line offers a 24-hour phone service for physicians, dentists, medical students, residents, and their families and colleagues, who may have an alcohol, other chemical dependence, or mental/behavioral problem. **This service is completely confidential. Using it will not result in any form of disciplinary action or referral to any disciplinary body.**

- **MEDePass** www.medepass.com

Conduct secure, confidential healthcare business on the Internet using a MEDePass. This authentic online identity is recognized and honored by the broadest array of health plans, trading partners, colleagues, and patients, and is free for CMA members.

- **CMA Bookstore/Publications** www.cmanet.org/logon or (800) 882-1262

From clinical education to practice management and patient information materials, CMA publications offer you a variety of useful resources with up-to-date, straightforward information to help you make the best decisions for you and your practice. Information is available either at no charge or at a discount for members. Best sellers include the CMA/PrivaPlan HIPAA CD-ROM Toolkit, CMA's Advance Healthcare Directive Kit, the Patient/Physician Arbitration Agreement form, and the California Physicians Legal Handbook.

ACCESSING CMA's POLICY COMPENDIUM

The Policy Compendium is the California Medical Association's online, searchable database of CMA policy, including House of Delegate resolutions, Board of Trustee minutes, and other adopted policy. To search the compendium:

- 1) Log onto the Members' Section of CMA's website (per the instructions above)
- 2) Once in the Members' Section, scroll down to the bottom of the page and click on "search."
- 3) You will notice that the Policy Compendium now appears as one of the resources you can search.
- 4) Now, remember to follow the search instructions on the page, and you should be all set. You can search the Policy Compendium by key word(s), topic, or by year.

Please note that an item which has been "referred" is not policy. In addition, the fact that a policy was "not adopted" does not mean that CMA opposes it. CMA only opposes policies which CMA policy making bodies affirmatively vote to oppose.

GENERAL FREQUENTLY ASKED QUESTIONS AND CONTACTS

How do I verify my California license number as well as get information on renewing my license?

Contact the Medical Board of California License Verification and License Renewal section at (916)263-2382 or at www.medbd.ca.gov.

How do I obtain a fictitious name permit for my practice?

Contact the Medical Board of California Fictitious Name Permits section at (916)263-2384 or visit www.medbd.ca.gov/fictitiousname.htm.

How do I get information on licensure for foreign medical graduates?

Contact the Medical Board of California at (916)263-2344.

How do I renew, register for, or update my DEA license?

Information concerning the Drug Enforcement Administration (DEA) license can be obtained by contacting your local California DEA offices at (888)304-3251 for Northern California or by contacting the DEA Registration Center at (800)882-9539.

How do I make a complaint against a hospital?

Contact The Joint Commission on Accreditation of Healthcare Organizations (JCAHO). The Joint Commission, along with the California Medical Association, conducts surveys to be sure that hospitals are providing quality care. Ask them to investigate your complaint. You can call them at (630)792-5000. In addition, the government agency responsible for licensing and regulating hospitals is the California Department of Health Services (DHS). To file a complaint, you need to contact the district office in the area where the hospital is located.

How do I get information on having a survey of an acute care hospital for accreditation and licensure?

Contact the Institute for Medical Quality (IMQ), a subsidiary organization of the CMA, for information on their Consolidated Accreditation and Licensure Survey (CALs) Program which the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the Department of Health Services (DHS) and IMQ jointly perform. Contact Leslie Ann Iacopi, the Program Administrator for CALs at (415)882-5167 or at liacopi@imq.org.

How do I get someone to come to my hospital to perform a peer review consultation?

Contact the Institute for Medical Quality (IMQ) for information on their Peer Review Consultation Program that provides objective peer review of the work of a member of a hospital's medical staff. IMQ may be reached at (415)882-5151.

How do I get information on preparing my medical staff for JCAHO and DHS accreditation?

Contact the Institute for Medical Quality (IMQ) regarding educational seminars and programs, which help physicians and healthcare organizations, meet regulatory and accreditation standards, and provide better care. IMQ may be reached at (415)882-5151.

How do I get information or a consultation to make my office OSHA compliant?

Contact the Cal/OSHA Consultation Service at (800)963-9424 or InfoCons@dir.ca.gov.

How do I find out the CMA's ethical opinion on a particular issue?

The CMA defers any ethical opinions to those published and decided by the AMA's Council on Ethical and Judicial Affairs. To search the AMA for an ethical opinion visit their website at www.ama-assn.org. Go to the Physicians drop down menu and select Ethics.

How do I order CMA's HIPAA Compliance CD-ROM Toolkit or inquire about any technical problems I am experiencing with the CD-ROM?

Contact PrivaPlan Associates to order the CD-ROM Toolkit or to ask any technical questions you may have regarding the CD-ROM. PrivaPlan may be reached at (877)218-7707 or support@privaplan.com.

How do I contact Medicare for claims, billing, or enrollment inquiries?

For Medicare inquiries regarding claims status, billing procedures, provider enrollment, policies, legislation, and regulations, contact the National Heritage Insurance Company (NHIC) which administers Medicare in California, at their physician and provider customer service line at (877)591-1587 for Northern California.

How do I get information on resolving a dispute with a health plan?

Contact the Department of Managed Health Care's (DMHC) toll free provider line at (877)525-1295 or visit their website at www.dmhc.ca.gov.

How do I get the text of a California legislative bill or statute?

Visit the California Legislative website at www.leginfo.ca.gov.