

1 **REPORT OF THE COUNCIL ON MEMBER SERVICES**

2  
3 A-2011

4  
5 Subject: Annual Report

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7 Presented by: Mason Jett, MD, Co-Chair and James Mays, MD, Co-Chair  
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10 **INTRODUCTION:**

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12 The OSMA Council on Member Services was initially formed to review and develop programs  
13 and services for OSMA members which would bring in non-dues revenue. The OSMA, through  
14 its Council on Member Services, offers quality member benefits and services at competitive  
15 prices in an effort to reduce your expenses both professionally and personally. In addition to the  
16 savings you receive, these Preferred Associates programs generate additional funds so we can  
17 better serve you. The Council gets many requests from vendors asking for OSMA endorsement  
18 of their products and/or services. We carefully scrutinize each request to ensure the vendor  
19 provides the best service to each member throughout the state. The Council reviewed the  
20 various programs and services which are designed to encourage participation and membership  
21 in the Oklahoma State Medical Association. These products are intended to provide quality and  
22 value to the association members and when possible, provide a source of non-dues revenue to  
23 the association at little or no expense. Many of the Preferred Associates also provide  
24 advertisement in our Journal of the OSMA, the Directory of Physicians, and sponsor fees at the  
25 OSMA Annual Meeting and other special events.

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27 **REVIEW OF ACTIVITIES:**

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29 The Council on Member Services met:

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31 **April 1, 2010**, presentations were given by Aramark, a uniform services company, and a  
32 physician’s contracting company, the Physician’s Agency. Due to his upcoming position as OSMA  
33 President, Dr. K.A. Mehta appointed Mason Jett, MD, as co-Chair of the Member Services Committee.  
34 Ken King, OSMA Executive Director, gave an update on current working operations with SMRTNT. It  
35 was also discussed to work with banks to be a preferred associate to provide financial services to  
36 members purchasing EMR products.

37  
38 **October 26, 2010**, the committee discussed the status of current contracts and the packages  
39 offered. After review, the committee approved a motion to discontinue the current package  
40 levels offered. The committee also heard a presentation from Navicure, a payment  
41 clearinghouse company. OSMA will provide due diligence and report back to the committee  
42 for approval of Navicure as a preferred associate.

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44 **OSMA Preferred Associates**

45 The Council on Member Services has reviewed the following vendors to ensure they are  
46 reputable and competitively priced. Many of the Preferred Associates offer essential services  
47 that are needed by OSMA members. These services also provide revenue for the OSMA.  
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1           **Allscripts:** offers Electronic Health Records to provide solutions for the full spectrum  
2 of practices.

3  
4           **ALN Medical Management:** ALN Medical Management specializes in full-service  
5 business outsourcing physicians. ALN offers a Practice Analysis for Physicians to improve  
6 their revenue cycle.

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8           **AutoFlex Leasing:** AutoFlex leasing is located in Dallas, Texas, and is recommended  
9 by several state medical associations. It offers very competitive prices and services to  
10 physicians that lease or purchase automobiles. They will arrange to pick up and deliver  
11 anywhere in the State of Oklahoma for OSMA members.

12  
13           **Boone, Smith, Davis, Hurst & Dickman:** This law firm is located in Tulsa, Oklahoma,  
14 and will provide legal service to OSMA members at a 10% discount of normal hourly rate.

15  
16           **C.L. Frates and Company:** OSMA recommends the following insurance programs  
17 offered by C.L. Frates and Company: Business Overhead Expense; Critical Care Insurance;  
18 Disability Income; Group Term Life; Hospital Indemnity; Accidental Death and  
19 Dismemberment; and Workers Compensation Plan.

20  
21           **CoreVault:** Online Data and Backup Recovery

22  
23           **DecisionHealth:** Publishes healthcare newsletters and periodicals for physicians.

24  
25           **Doerner, Saunders, Daniel & Anderson, LLP:** This law firm is located in Tulsa,  
26 Oklahoma, and will provide legal service to OSMA members at a 10% discount of normal  
27 hourly rate.

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29           **HealthCareers:** Online career center for physicians and public to search for statewide  
30 job openings.

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32           **I.C. Systems:** I.C. Systems is a nation-wide accounts receivable management company  
33 that provides collection services to clients in all 50 states. Established in 1938, I.C. Systems  
34 has grown to be one of the largest privately-owned collection agencies in the country, noted for  
35 its ethical and progressive services.

36  
37           **James Baker & Associates:** James Baker & Associates, created in 1979, is one of the  
38 largest independently owned investment services firms domiciled in the State of Oklahoma.  
39 The firm purposefully designed an OSMA Investment Program to offer nonpension investment  
40 services to members that are unique from other large brokerage firms, trust departments, and  
41 financial planners. JBA will travel anywhere in Oklahoma to meet with OSMA members to  
42 present a personalized investment evaluation, offering members a confidential relationship with  
43 a disciplined investment strategy tailored to the members goals, objectives, and tax  
44 considerations.

45  
46           **John Hancock Financial Network:** John Hancock is offering a Sponsored Group  
47 Discount of up to 45% on Long Term Care Insurance\* premiums to OSMA Members. This

1 discount is also available to your eligible family members including spouses, parents, parents-  
2 in-law, grandparents, and children. In addition to the Long Term Care Insurance discount, they  
3 are a full-scale financial services company providing a variety of services ranging from  
4 personal wealth management and wealth protection to the development and implementation of  
5 financial solutions designed specifically for you and your business\* .

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7 **Liberty Mutual Insurance Company:** Liberty Mutual headquarters is based in Katy,  
8 Texas, and is recommended by several state medical associations. It offers very competitive  
9 prices and services to physicians that purchase home, life and auto insurance.

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11 **McAfee & Taft, PC:** This law firm is located in Oklahoma City, Oklahoma, and will  
12 provide legal service to OSMA members at a 10% discount of normal hourly rate.

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14 **MBNA:** Through a special arrangement with MBNA America Bank, one of the  
15 nation's largest issuers of affinity credit cards, OSMA offers to its members an Oklahoma State  
16 Medical Association MasterCard credit card program. The card offers a low introductory  
17 annual percentage rate for balance transfers and cash advance checks. Once you receive the  
18 card, OSMA receives a contribution from MBNA. Each year your account is renewed and  
19 every time you make a purchase, MBNA makes another contribution to OSMA.

20

21 **PLICO:** The Physicians Liability Insurance Company provides recommended  
22 professional liability insurance to OSMA members. PLICO was formed to provide an  
23 economical alternative to the commercial insurance industry. Through PLICO, state physicians  
24 will continue to enjoy unique benefits, high-quality coverage, program stability and premium  
25 savings they have maintained for some thirty-five years through the pooling of their  
26 professional liability insurance resources into a single company.

27

28 **OSMA Health:** Available only to members of the OSMA, their employees, and  
29 families. The PPO was created as a cost effective alternative to traditional health insurance.  
30 Guaranteed coverage means that insurance is provided without evidence of incurability, a pre-  
31 existing condition exclusion or participation requirements.

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33 **Scoggins & Cross, PLLC:** This law firm is located in Oklahoma City, Oklahoma, and  
34 will provide legal service to OSMA members at a 10% discount of normal hourly rate.

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36 **Sneed Lang, P.C.:** This law firm is located in Tulsa, Oklahoma, and will provide legal  
37 service to OSMA members at a 10% discount of normal hourly rate.

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39 **Tinker Federal Credit Union:** Banking and Loan Service. Available only to members  
40 of the OSMA, their employees, and their families.

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## 42 **CONCLUSION**

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44 The Council on Member Services will make every attempt to continue to provide high-quality  
45 and competitive services through the Preferred Associates programs. The OSMA provides  
46 links from the OSMA website, [www.okmed.org](http://www.okmed.org), to the Preferred Associates' websites in  
47 order to promote the use of these products and services.

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1 Additionally, the Council on Member Services will contact several banks and financial  
2 institutions to see if they will return as preferred vendors. Potential information technology  
3 loans may reinvigorate these relationships.

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5 The Council welcomes comments and suggestions regarding the member services activities.

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7 Respectfully submitted,

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9 Mason Jett, MD Co-Chair

10 James Mays, MD Co-Chair

11 Barbara Jett, OSMAA Representative

12 K. A. Mehta, MD