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Message from Patricia Ziomek
Movers & Shakers
What's Trending
Stay Social with QHM
Events- 2012 Year in Review
QHM's Pledge to Fight Cancer
Our Specialties
Where in the World is QHM?

The Quest

Issue 1
2013



Greetings,

For QHM, the last year was filled with growth, opportunity and gratitude. QHM's greatest satisfaction comes from assisting those individuals who are battling significant health issues and hearing the positive news of a patient that is finally in remission from cancer or of the multiple birth, high risk neonatal case which results in the delivery of healthy triplets. QHM always combines our caring approach while seeking to keep the costs contained efficiently to the satisfaction of our clients, who are comprised of insurers, self-funded employers, governments and reinsurers. Our gratitude is extended as well to all of the caring and professional doctors and hospitals that work with QHM to provide quality services at market competitive prices, making this valuable synergy possible.

QHM begins the year with our first newsletter issue of 2013 entitled "The Quest". QHM is on a *QUEST* to find better solutions to the healthcare challenges facing our clients and patients globally. While many in the healthcare industry are concerned about the fate of The Patient Protection and Affordable Care Act Affordable Health Act (Obamacare), QHM has been busy preparing processes to strengthen and evolve our business model to adapt to upcoming changes. As changes impact the markets both domestically and globally, one reality persists: people around the world need medical care in time of a healthcare crisis. You can plan for weddings, home purchases and even having children but you can't predict when you will need healthcare services. The delivery systems, pricing and treatments are continually changing but insurance members, patients, and employees continue to expect that care remain affordable and available. QHM's goal for 2013 and beyond is to navigate through industry changes in the US and global markets by finding each client a viable solution designed to meet their specific concern.

QHM looks forward to sharing innovative medical information with our patients in the upcoming year. Our quest for solutions always begins with a simple question- What does a patient need? The response from patients is clear- actionable medical information and early detection. In the upcoming months, via our newsletter, QHM will highlight information about providers globally and we will address the complex questions we often hear from patients. Aside from finding affordable solutions to integrate into the healthcare market, QHM strives for efficiency in cost containment. QHM is working with our contracted U.S. and global providers to

offer additional pricing methodology and transparency to payers developing unique cost management approaches for our reinsurers and expanding the level of service, access and quality outcomes made available to patients.

QHM continues to grow and develop our international provider network and in upcoming newsletters, QHM will showcase newly contracted providers as well as QHM contracted providers offering new services. In the upcoming months, QHM will unveil new service offerings including the "LING" and "Proactive Patient" programs both designed to allow patients to "take control of their health". We look forward to including you in our quest for solutions. Thank you all for your contributions to our continued success. We wish you happiness, success and above all, the best health care wishes for the upcoming year! Please feel free to contact me to inquire about our cost containment services and custom developed client services. I can be reached via email at PZiomek@QHManagement.com or 952-767-2606 Ext. 11.

Kind regards,
Patty
Patricia Ziomek
Principal

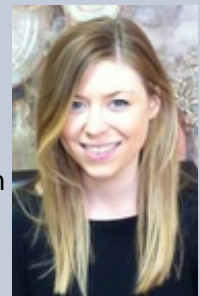
Movers & Shakers

Promotions

Noris M. Ellis, P.A., *Vice President of Client Accounts*, has accepted a Partnership position offered by QHM's Board at Quality Health Management, LLC ("QHM"). After ten (10) years of loyal service to QHM, Noris Ellis was named an official Member and Partner of QHM on January 1, 2013. She has served as QHM's Vice President since 2003 and focuses her efforts on Client Account Management and Member Services. Mrs. Ellis has been in the international health care field for over fifteen (15) years with significant experience in the healthcare industry. She has successfully managed and expanded QHM's client base, as well as developed member services protocols that resulted in an effective global patient management process.



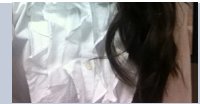
Elizabeth Wheaton has been promoted to *Director of Global Network Operations* and manages operations from the Minnesota office. Ms. Wheaton is responsible for management and oversight of QHM's Global Contracting Operations and staff. Her duties include project management of QHM's Program in Asia recognized as the "LING" project launching in the spring of 2013.



QHM Additions

Katherine Moss has joined QHM as *Marketing & Business Development Representative*. Ms. Moss is responsible for management of QHM's social media and marketing. She collaborates with QHM's sales, product development and other departments to monitor trends and promote QHM's services.





Committee Appointments

Patricia Ziomek, *Principal*, is participating as a member of the 2012-2013 SIIA International Committee. Self-Insurance Institute of America's International Conference will be held on June 10-12, 2013 in Newport Beach, California. Come join SIIA in California where several of the industry's top experts share their knowledge on helping companies with international risk management needs understand the self-insurance solutions available to them. The mission of SIIA's International Committee is to identify opportunities to create and/or increase membership value for companies involved with international self-insured/alternative risk transfer programs and to assist the association in communicating its membership services to this market niche. For more information about SIIA, please visit: <http://www.SIIA.org>

Let's congratulate the movers and shakers at QHM and wish them continued success.

What's Trending?

QHM Website Enhancements

Mobile-Friendly version available on devices - Now enjoy easier, smarter access to QHM – on all your screens. QHM has created a mobile-friendly version of its website. You may now access QHM's provider search options and information on your Android, Blackberry, iPhones and tablet devices. These changes allow for easier search functionality of QHM's website by patients and clients. Check out the QHM mobile version on your device by visiting our website.

Language Friendly version with translations by Google - Thanks to the integration of Google's translation services, our QHM website is now available in over 15 different languages including Mandarin, French, Portuguese, Korean, Arabic and many others. As a company providing services to members and clients globally, QHM understands the importance of communicating in different languages to ensure seamless services.

Website upgrades – QHM has added a

QHM's Pledge to Fight Cancer

Cancer does not discriminate. **Anyone can develop cancer.** Since the risk of being diagnosed with cancer increases with age, most cases occur in adults who are middle aged or older. About 77% of all cancers are diagnosed in persons 55 years of age and older. Cancer researchers use the word "risk" in different ways, most commonly expressing risk as lifetime risk or relative risk.

QHM's global clients have seen a sharp rise in Cancer rates. For this reason QHM is dedicated in our pledge to help patients fight cancer.

What Are the Costs of Cancer? The National Institutes of Health (NIH) estimates that the over-all costs of cancer in 2007 were \$226.8 billion: \$103.8 billion for direct medical costs (total of all health expenditures) and \$123.0 billion for indirect mortality costs (cost of lost productivity due to premature death). For more information, please visit- nhlbi.nih.gov/about/factpdf.htm

Press section to our website which can be accessed via the homepage. Here you will find QHM's Press releases and announcements. Additionally, in the upcoming months visit our website for new service offerings that are available directly to clients and patients. Look for announcements in *The Quest* upcoming newsletters.

QHM App Favorites

Try some of QHM's APP Picks which include:

lChemoDiary (Free, Merck & Co.) - With lChemoDiary, patients can keep track of treatment schedule and record symptoms and side effects. This is a great way to interact and provide updated information between patient and providers including case management nurses working directly with cancer patients on high risk cases.

Cancer Preventing News

(Free, KiumiuSoft)- Learn about the latest cancer science discoveries, treatments, and cures. This app is dedicated to bringing patients and their families the latest news and information on cancer diagnosis, treatment and prevention.

Doximity (Free, Doximity) – Doximity's free social networking software gives you the ability to connect with other medical professionals and colleagues. This is social network site is for physicians and other healthcare providers only.

Stay Social with QHM

Like us on



Follow us on

QHM decided to support cancer patients by taking part in a variety of Cancer awareness fundraisers. In 2012, QHM's member services staff in Miami participated in the "Be Bold Be Bald" fundraiser. QHM raised funds for the Leukemia & Lymphoma Society. *"Our employees have QHM's heartfelt gratitude for their kindness, generous commitment and support to help raise awareness and find a cure for Cancer"* said Patricia Ziomek.



QHM's pledge to give back included contributions to St. Jude's Children's Research Hospital. The mission of St. Jude Children's Research Hospital is to advance cures, and means of prevention, for pediatric catastrophic diseases through research and treatment. Consistent with the vision of our founder Danny Thomas, no child is denied treatment based on race, religion, or a family's ability to pay. The Hospital's vision is to be the world leader in advancing the treatment and prevention of catastrophic diseases in children. For more information on ways to give, please visit-

<http://www.stjude.org>

We provided support to local causes including the Jessica June Children's Cancer Foundation. QHM's contribution was made in honor of "Beau" a two (2) year old child battling cancer. JJCCF has provided emergency financial assistance, hope, compassion and love for **1,800** children and family members impacted by pediatric cancer. The Foundation is proud of its proven ability to provide immediate support to families who are struggling to survive possibly

FOLLOW US ON



Join us on



Events-2012 Year in Review

March

Barbara Sanchez, *Principal*, and Elizabeth Wheaton, *Director of Global Operations*, attended the Medical Association of the Bahamas in Nassau, Bahamas.

Elizabeth Wheaton attended Seatrade Cruise Shipping in Miami, Florida.

April

Patricia Ziomek, *Principal*, attended Self Insurance Institute of America, Inc. (SIIA) TPA/MGU Excess Insurer Executive Forum in Charleston, South Carolina.

May

Patricia Ziomek and Noris Ellis, *Vice President of Client Accounts*, attended El XXIV Congreso de Aseguradores de Centroamérica, Panamá y el Caribe in Tegucigalpa, Honduras.

June

Barbara Sanchez and Noris Ellis attended the Second Annual Insurance Leadership Summit in Coconut Grove, Florida.

Patricia Ziomek attended International Travel Insurance Conference ITIC Asia Pacific in Shanghai, China.

October

families who are struggling to survive possibly the most difficult crisis of their lives. JJCCF serves the children of all seven hospitals treating pediatric oncology in South Florida (Miami-Dade, Palm Beach and Broward Counties), All Children's Hospital in St. Petersburg, FL and St. Jude Children's Research Hospital in Memphis, TN.

Our Specialty is Cost Containment

Call us if you need...

- **Member Services:** Assistance for a covered member who needs access to medical services globally. QHM can assist patients with any global network needs on a per case fee arrangement based on a flat fee.
- **International PPO:** Access to contracted rates, discounts, and direct billing agreements with providers in over 80 countries including the U.S.
- **Out-of-Network Services:** Per case negotiation services for out-of-network cases.
- **Claim Review:** Claims "clean up" service which reviews claims, medical reports and all aspects of care to ensure accuracy and cost containment.
- **Concierge:** Personalized medical care coordination and services for members/patients.
- **Air Ambulance Coordination:** Emergency Air Ambulance coordination is available 24 hours a day.

We are proud to be a service company that places value on the customer's needs.

Where in the

Patricia Ziomek attended The Self-Insurance Institute of America, Inc. (SIIA) National Conference & Expo in Indianapolis, Indiana.

Elizabeth Wheaton and Katherine Moss, *Marketing and Business Development Representative*, attended and exhibited at World Medical Tourism & Global Health Care Congress in Ft. Lauderdale, Florida.

December

Noris Ellis attended the Cleveland Clinic Florida Insurance Providers symposium at the Cleveland Clinic Florida Weston facility.

Patricia Ziomek and Barbara Sanchez attended and exhibited at World Health Care Congress Middle East in Abu Dhabi, UAE.



Left: Dr. Arpan David (Rak Hospital), Barbara Sanchez, Patricia Ziomek and Bob Ziomek (Axia Strategies)

World is QHM?

January

Find us at the Arab Health Conference in Dubai, UAE.

February

Find QHM's Vice President traveling through the Caribbean this month.

Find QHM's Principals visiting clients in Europe and the Caribbean.

Find QHM's Director of Global Network Operations working with Providers in Asia.

Find QHM's Marketing & Business Development Representative traveling throughout the country meeting with US select Providers.



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