

MAINE NETWORK FOR HEALTH

MNH NEWS

COLLABORATING FOR HEALTHCARE EXCELLENCE

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MEDICARE ADVANTAGE PLANS MUST DECIDE

Medicare Advantage plans across the U.S. must soon begin contracting for provider networks for their infamous **Private Fee For Service (PFFS) plans**, which previously have had no requirements for provider contracting or any assurances of provider access for their members.

Beginning January 2011, these plans are required to prove to CMS that they have **sufficient provider network coverage** to serve enrollees. Plans that already have HMO-Medicare and PPO-Medicare plans must currently have such networks.

Maine Network for Health has already moved to contract for our provider network to participate in plans who want to prepare for 2011. **Humana and Aetna** have included their PFFS products in our MNH contracts.

If you are contacted by a Medicare Advantage plan that wishes to contract with you for their PFFS plan, please feel free to contact **Steve Ryan** at MNH to learn more about this process, or to explore if MNH can perform this contracting on your behalf.

MNH Medicare Advantage Plans

- Aetna Golden Medicare
- Choice Care (Humana)
- Martin's Point Generations Advantage
- Northeast Community Care (Arcadian)
- Today's Options (Universal American)



Visit us online!

www.mainenetwork.org

PRACTICES WORK TOGETHER TOWARD NCQA

A NCQA Work Group comprised of three practice groups began their six month journey in **preparation for NCQA application** in March. All three will be striving for Patient Centered Medical Home recognition. Welcome to Sebasticook Family Doctors, St. Joseph Internal Medicine, and Mayo Hospital Practices! As part of this educational program, MNH quality improvement coaches provide on site consultations, educational workshops and seminars, monthly group meetings, and telephone support calls. We strongly encourage independent or hospital-owned practices to gain national recognition in PPC (Physician Practice Connections) or PCMH (Patient Centered Medical Home).

Practices can join now or in the next NCQA Work Group starting on March 4, 2010; both work groups will convene for six months. The cost for two participants (practice manager, quality manager, or office coordinator) is \$1495. To register, contact MNH.

AETNA NEWLY REDESIGNED EDUCATION SITE

Aetna announced the launch of their new, easy-to-use Education Site. The new, interactive features of the site make it easier to access courses and other great educational offerings. Check it out today at www.AetnaEducation.com.

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www.mainenetwork.org

QUALITY WORKSHOP SCHEDULE 2010

Our 2010 schedule is listed below. Please register for one or more workshop by contacting Cindy Eastman at ceastman@mainenetwork.org or call 942-2844. (If you are a member of the NCQA work group, you do not need to register).

Fall 2009

November 18 Medical Home Pilot Progress
December 16 EMR "Meaningful Use" Update

Winter

January 27 Planning Process for Testing Improvements (PDSA)
February 24 Strategies for Patient Self Management
March 24 Clinical Microsystems—Part 1: The 5Ps
April 28 Clinical Microsystems—Part 2: The 5Ps

Spring-Summer

May 26 Engaging Patients/Families in QI
June 23 Behavioral Health Integration: Assessment Tools
July 28 Care Management Best Practices
August 25 Success Stories in Achieving Medical Home recognition

Fall

September 29 NCQA Standards and Elements Review
October 27 Tips for Managing Change in Your Workplace
November 17 Introduction to Quality Tools—Part 1
December 15 Introduction to Quality Tools—Part 2

NEW CIGNA FEE SCHEDULE AS OF NOVEMBER 1

CIGNA is implementing its new updated Fee Schedule under the MNH agreement, effective November 1, 2009. The plan characterizes the new payments as being an increase of between 1.5 and 2%, but as having a lot of variability (up and down) across codes.

The two key E&M codes – 99213 and 99214 – increased 1.6 and 1.8% respectively.

Code-specific reimbursement may be obtained by Provider offices by logging on to their website <https://CIGNAforHCP.cigna.com>

QUALITY CALENDAR OF EVENTS

Maine Association for Healthcare Quality	November 6 <i>Senator Inn, Augusta</i>
Institute for Healthcare Improvement Annual Forum	December 6-9 <i>Orlando, Florida</i>
Maine PCMH Pilot Learning Session 2	February 12 <i>Hallowell</i>
NCQA Work Group #2 Begins	March 4 <i>Maine Network for Health</i>
Clinical Office Practice Summit (IHI)	March 7-10 <i>Washington DC</i>
Quality Counts 7	April 16 <i>Augusta Civic Center</i>
Primary Care Transformation Advisory Group	May 5 <i>Maine Network for Health</i>
Maine PCMH Pilot Learning Session 3	May 11 <i>Hallowell</i>

PATHWAYS TO EXCELLENCE (PTE) UPDATE

As you know, Pathways to Excellence has been encouraging physician practices to obtain national recognition through NCQA or BTE. However, if you currently have 1-3 green ribbons and have not yet received national recognition, these green ribbons will be valid through March 2012. Understanding that all practices are at different levels in this quality improvement journey, this additional two years will give some practices (independents or hospital owned) more time to obtain blue ribbons at the national level. This change does not impact those practices who have already achieved blue ribbons through NCQA. Additional information will be sent directly to practices from PTE program, Maine Health Management Coalition next month.

FREE CONSULTATION ON NCQA READINESS

Quality Support Services provides a **one hour free consultation with any independent or hospital-owned practice** interested in applying for national recognition in 2010. As a follow up to the informational consultation, MNH staff can conduct a Pre-Assessment to outline areas for improvement and recommendations for achieving NCQA recognition. After your Pre-Assessment, we can continue to work with your staff to plan the necessary steps in advancing your practice for achieving Level 1, 2 or 3. Achieving recognition will qualify your practice for **pay for performance rewards**. For more information or to schedule a free one hour consultation, please contact Quality Support Services at 207-942-2844, ext. 109.

NEW TEAM MEMBER JOINS MNH

Cindy Eastman joined MNH on June 30 as the new Office Coordinator. She brings over 15 years of office experience and holds a BA in Communications. As the Office Coordinator, Cindy provides back up for Credentialing, administrative support for Quality Support Services and various other responsibilities. Please help us in welcoming her to Maine Network for Health.



HELP MNH TO HELP YOU

Thanks to the practices that joined our first advisory meeting on September 9—Dexter Family Practice, Center for Family Medicine-EMMC, Newport Family Practice, Millinocket Regional Hospital—Internal and Family Medicine, Sebasticook Family Doctors, St. Joseph Internal Medicine, Osteopathic Center for Family Medicine. **We encourage other practices and health centers to get involved** to keep abreast of current healthcare trends that impact primary care, both in Maine and nationally and to advise MNH about quality support services for our region. **Next meeting is May 5, 2010.** Please contact Linda Coleman, Quality Support Manager, for more information.

COVENTRY & MEDICARE PFFS

Coventry HealthCare has made a corporate decision to exit their **Medicare Advantage PRIVATE FEE FOR SERVICE (PFFS)** product effective 12/31/09. (Although their Medicare product is not included under their MNH contract, we wanted to let you know.) The State of Maine Retirees have been notified that Coventry will no longer serve as their retiree health plan for 2010.

Coventry's Commercial PPO business is still active in Maine and is still contracted through MNH to access our Network. Please contact Steve Ryan at MNH if you have any questions.

AMA ISSUES PAYOR REPORT CARDS

The American Medical Association has issued a data-rich set of metrics evaluating the performance of health plans in paying claims. This annual Report Card includes Medicare, plus seven commercial payors—**Medicare, Aetna, Anthem BC/BS, CIGNA, Coventry, Health Net, Humana, Unites Healthcare.**

The metrics have been expanded for the 2009 Report Card. The categories include—**Payment Timeliness, Accuracy, Transparency, Claim Edit sources, Denials, Improvement of Claims Cycle workflows.**

The AMA states that billions of dollars could be saved each year if payors sent timely, accurate and specific responses to each physician claim. They have set a goal of reducing the cost of claims administration to 1% of collections.

For copies of the Report Card and a downloadable Quick-Time presentation, go to <http://www.ama-assn.org/go/pmc>



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COLLABORATING FOR HEALTHCARE EXCELLENCE

MNH CONTRACTED PAYORS

Aetna, Inc. (Commercial Plans)

www.aetna.com
(800) 624-0756

Aetna (Medicare Advantage Plans)

www.aetna.com
(800) 624-0756

Arcadian Health Plan d/b/a Northeast Community Care

www.northeastcommunitycare.com
(800) 998-3056

CIGNA HealthCare of Maine

www.cigna.com
(888) 244-6264

Coventry (formerly First Health /HCVM)

www.cvty.com
(800) 937-6824

EBPA/CBA (CompNet Network)

www.EBPAbenefits.com
(800) 525-8788

Great-West Healthcare (now part of CIGNA)

www.greatwesthealthcare.com
(207) 828-5084

Humana ChoiceCare (Commercial)

www.humana.com
(800) 626-2741

Humana ChoiceCare (Medicare Advantage)

www.humana.com
(800) 626-2741

Martin's Point Health Care (Generations Advantage)

www.martinspoint.org
(888) 732-7364

Micmac Health Department

www.micmac-nsn.gov/html/micmac_health.html
(207) 764-6968

MultiPlan/PHCS (Private Health Care Systems)

www.MultiPlan.com
(800) 548-3887

Today's Options

www.universalamerican.com/todays-options-pffs/
(866) 568-8921, Option 1

Please refer to member cards for appropriate mailing addresses.