

# MAINE NETWORK FOR HEALTH

# MNH NEWS

## COLLABORATING FOR HEALTHCARE EXCELLENCE

VOLUME 11, ISSUE 2      SPRING 2008

### CENTER FOR FAMILY MEDICINE MOVING TO OPEN ACCESS FOR PATIENTS

On March 31, Linda Coleman and John Branscombe presented highlights of their work in Open Access and Efficiency at IHI's Office Practice Redesign Summit in Dallas, Texas, as part of a panel presentation titled "Implementing an Effective Framework for Accelerating and Sustaining Practice Redesign".

The Open Access and Efficiency project at Center for Family Medicine (2006-2008) gives patients the option of being **scheduled with a provider on the same day** they call for an appointment and will **reduce wait time** once they arrive at the Center. An A & E team was developed in 2006 under the sponsorship of Dr. Robin Pritham and data collection began on the Center's **demand** (internal



*Donald Berwick, President and CEO of IHI and John Branscombe, Practice Manager, Center for Family Medicine on March 21, 2008.*

and external), **supply** (providers, residents, faculty, nurse practitioners), **patient cycle time**, number of **no shows** per day and how much **delay** existed when

patients called for an appointment. Deflections to Walk In Care were documented and, most recently, the Center has considered moving from 15 minute and 30 minute appointments to **20 minute appointments** for all patients. Other changes will take place this spring and summer. Since the onset of the project, CFM has seen patient satisfaction increase by almost 10%.

This project continues through August of 2008 and full results will be shared with those interested. For more information about Open Access and Efficiency for primary care, please contact Linda Coleman, Quality Support Manager, at 942-2844.

### LAUNCH OF MAINE HEALTH EXCHANGE

On January 16, 2008 physicians, hospital leaders and public health officials gathered in Manchester, Maine to announce the start of **HealthInfoNet's** construction of one of the nation's **first statewide health information exchanges**.

In February more than 2,000 healthcare providers, including 15 rural and urban hospitals across Maine and **one-third of practicing physicians in Maine**, joined with the Maine Center for Disease Control and Prevention in a major **24-month demonstration** of the new network. Following the successful completion of the demonstration phase, plans call for HealthInfoNet to be expanded to include other providers who care for Maine's 1.3 million residents.

Organizations taking part in the pilot include Central Maine Health Care, Eastern Maine

Healthcare Systems, MaineGeneral Medical Centers, Maine Health, Martin's Point Health Care, Franklin Memorial Hospital and the Maine Center for Disease Control and Prevention.

Funding for the two-year pilot has come primarily from the **Maine Health Access Foundation** (\$2 million) and \$1.1 million that will be paid to HealthInfoNet by **Maine's four largest healthcare delivery systems and Martin's Point Health Care**. These funds will go to providing technical services that will help develop their internal health information systems and lay the groundwork for the statewide network that will ultimately benefit all of Maine's healthcare providers and the patients they serve.

To learn more about the demonstration project visit [www.hinfonet.org](http://www.hinfonet.org).

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## CONTACT US

### President/CEO

Stephen Ryan, Ext. 102  
s.ryan@mainenetwork.org

### Manager of Operations and Projects

Jeannie Lucas, Ext. 112  
j.lucas@mainenetwork.org

### Manager, Quality Support Program

Linda G. Coleman, Ext. 109  
l.coleman@mainenetwork.org

### Manager, Clinical Services

Lisa El-Hajj, RN, Ext. 115  
l.elhajj@mainenetwork.org

### Business Manager

Don MacLeod, Ext. 103  
d.macleod@mainenetwork.org

### Program Manager, Health & Wellness Services™

Joanna Aronica, Ext. 113  
j.aronica@mainenetwork.org

### Quality Improvement Advisor

Georges Nashan, Ext. 119  
g.nashan@mainenetwork.org

### Credentialing

#### Network Support Specialist

LuAnn Coleman, Ext. 105  
la.coleman@mainenetwork.org

### Credentialing

#### Network Support Specialist

Melinda Wood, Ext. 106  
m.wood@mainenetwork.org

### MNH Newsletter Editor

Margot Aldebron, Ext. 101  
m.aldebron@mainenetwork.org

### Maine Network for Health

23 Water St Ste 408  
Bangor, ME 04401  
T: (207) 942-2844  
F: (207) 942-2723  
www.mainenetwork.org

## TRANSITIONS AT HEALTH & WELLNESS SERVICES

A lot of changes are occurring within MNH's *Health & Wellness Services* department!

**Mary Tondreau RN** moved on from her Account Manager role on April 7th. She had recently stepped into the position to be the direct contact person with our customers, but realized she loved Care Management more.

She will be succeeded by **Joanna Aronica**, whose title will be Program Manager. Joanna is a superb account service professional with a graphic arts and communications background.

**Lisa El-Hajj, RN** continues to oversee our clinical staff as Manager of Clinical Services.

**Tracey Allen RN** has decided that this transitional moment is an opportunity for her to move on. Tracey has led HWS and Advocates for Health since 2004. She will be missed, but she leaves us with the wonderful program that she has created and the amazing team that she has developed. Tracey will phase out by early summer.

This is the new generation of our managers and our program. We stand ready to continue to deliver excellent coaching and employee wellness programming.

## CIGNA JOC TOPICS

MNH held a telephonic Joint Operating Committee with CIGNA representatives on April 8<sup>th</sup>. Many topics were covered, including some of these highlights:

- CIGNA joined several national carriers (including Aetna) in **paying for "E-Visits"** or e-mail and web interactions with patients, for self-funded accounts only. The e-visits need to occur through Relay Health for the payments to be triggered. A fee is charged for registration with Relay Health. More information is available at [www.relayHealth.com](http://www.relayHealth.com) or from CIGNA.
- The **Great-West acquisition by CIGNA** will not have any operational affect on Maine providers until at least 2009. G-W has 4,400 members in Maine.
- CIGNA is introducing a line of **"Voluntary Plans"**, allowing part-time employees to now be covered by their employers. "Starbridge Plans" offer capped or limited coverage and typically make the employee pay all premium costs. "Fundamental Care" is a plan with slightly higher levels of coverage, and some employer premium contribution. These plans are usually PPO plan designs. Members are billable for any balance of the Allowed Amount on their EOB.



## CALENDAR OF EVENTS

"First Fridays" Program: Physician's Guide to Maine Law	May 2	Maine Medical Association (MMA), Manchester
Practice Management: The Washington Connection	May 14-16	Bretton Woods, NH
17th Annual Practice Education Seminar	May 28	Augusta
"First Fridays": Risk Management	June 6	MMA, Manchester
Using Technology in Patient Care Management: LS3	June 20	Bangor
"First Fridays": Tiers of Physicians and other Public Reporting of Physician's Identifiable Data	October 3	MMA, Manchester
"First Fridays": Best of Physician Practice Seminar	November 7	MMA, Manchester
"First Fridays": Preserving Your Health	December 5	MMA, Manchester
20th National Forum on Quality Improvement in Health Care	December 8-11	Nashville, TN

## HUMANA AND MARTIN'S POINT CONTRACT OFFERINGS

MNH is pleased to announce two new payor contracts: Martin's Point Health Care Inc. Medicare Advantage and Humana.

**Martin's Point Health Care, Inc.** offers three (3) HMO-style Medicare Advantage plans called Generations Advantage. "Medicare Advantage" is the private-insurer option for Medicare enrollees. It is neither a Medicare Supplement nor solely the Part D prescription drug coverage plans offered to Medicare enrollees. **Medicare Advantage plans are replacement plans for Medicare.** Medicare enrollees can enroll in these "MA" plans and usually have lower out-of-pocket costs and improved benefits, including pharmacy.

The MA plans offered by MNH are "HMO" or "PPO" plans that allow providers to contract with the plan proactively, as opposed to private fee for service (PFFS) plans. This allows us (i.e. Providers, through MNH) a direct connection to the plan and enables us to leverage improved service and greater accountability from the plan.

**Humana Inc.**, d/b/a ChoiceCare Network, is available for both Commercial and Medicare Advantage PPO products. This MNH Offering provides the following benefits:

- In-Network coverage for large national employers, plus a growing number of Maine-based employers becoming covered by Humana
- Competitive Fee Schedule for MNH Providers, based on the current year RBRVS
- The Humana or ChoiceCare logo is required on all Member ID cards and Explanation of Benefits notices
- Humana/ChoiceCare administrative policies and procedures are posted by electronic means on Humana/ChoiceCare's website: [www.Humana.com](http://www.Humana.com)

For more information please visit Network Services at [www.mainenetwork.org](http://www.mainenetwork.org) or contact Jeannie Lucas at 942-2844.

## PREVENTATIVE CARE PAYS

Our health care system often discourages patients from getting the care they need to prevent a bad situation from getting worse. Consider these facts about diabetes from The New York Times article, "In the Treatment of Diabetes, Success Often Does Not Pay," January 11, 2006:

- There are 21 million Americans with diabetes.
- Nationally, many insurers will not pay \$150 per visit for a diabetes patient to have routine preventive care visits with a podiatrist.
- However, nearly all insurers will pay \$30,000 for the foot amputation that is all too common in advanced cases of diabetes.
- Insurers are unlikely to cover \$75 appointments with nutritionists to help diabetics control their disease.
- However, insurers are willing to spend \$315 for a lifetime of weekly dialysis sessions to help treat kidney failure—one of many preventable complication of diabetes.

*How to solve the problem:* Our benefit plans and insurance coverage should encourage preventive care. In the case of diabetes, patients not only need the right medications to stay healthy, they may also need nutritional counseling and referrals for foot and eye exams. We should reward providers who help patients learn to manage their condition so they can stay healthy longer.

**EBPA/CBA** has announced that they are **requiring all claims to contain the Provider's NPI** (National Practitioner Identification) as of May 23, 2008. For a copy of their announcement letter please visit [www.mainenetwork.org](http://www.mainenetwork.org).



Sample Humana ID Card

Visit News at [www.mainenetwork.org](http://www.mainenetwork.org) to view more sample Humana ID cards.

**Collaborating for Success**  
*a free WebEx workshop series*  
 sponsored by *Maine Network for Health*

April 30	Overview of Lean Principles
May 29	Open Access for Patients, Our Customers
September 24	High Leverage Changes for Office Practice Redesign
October 29	Leadership and Developing a Culture for Quality Improvement
November 19	Using Technology for Patient Care Management: Results of Collaborative Successes
December 10	Patient Self-Management Concepts for Primary Care

To register  
 Call: 207-942-2844  
 Email: [m.aldebron@mainenetwork.org](mailto:m.aldebron@mainenetwork.org)



Maine Network for Health  
23 Water Street  
Key Plaza, Suite 408  
Bangor, ME 04401

Phone: (207) 942-2844  
Fax: (207) 942-2723  
[www.mainenetwork.org](http://www.mainenetwork.org)

COLLABORATING FOR HEALTHCARE  
EXCELLENCE

## MNH CONTRACTED PAYORS

### **Aetna, Inc. (Commercial Plans)**

[www.aetna.com](http://www.aetna.com)  
(800) 624-0756

### **Aetna Medicare Advantage Plans**

[www.aetna.com](http://www.aetna.com)  
(800) 624-0756

### **Arcadian Health Plan d/b/a Northeast Community Care**

[www.northeastcommunitycare.com](http://www.northeastcommunitycare.com)  
(800) 998-3056

### **CIGNA HealthCare of Maine**

[www.cigna.com](http://www.cigna.com)  
(888) 244-6264

### **EBPA/CBA (CompNet Network)**

[www.EBPAbenefits.com](http://www.EBPAbenefits.com)  
(800) 525-8788

### **Coventry (formerly First Health /HCVM)**

[www.cvty.com](http://www.cvty.com)  
(800) 937-6824

### **Great-West Healthcare**

[www.greatwesthealthcare.com](http://www.greatwesthealthcare.com)  
(207) 828-5084

### **Humana ChoiceCare (Commercial)**

[www.humana.com](http://www.humana.com)  
(800) 626-2741

### **Humana ChoiceCare (Medicare Advantage)**

[www.humana.com](http://www.humana.com)  
(800) 626-2741

### **Martin's Point Health Care (Generations Advantage)**

[www.martinspoint.org](http://www.martinspoint.org)  
(888) 732-7364

### **Micmac Health Department**

[www.micmac-nsn.gov/html/micmac\\_health.html](http://www.micmac-nsn.gov/html/micmac_health.html)  
(207) 764-6968

### **MultiPlan/PHCS (Private Health Care Systems)**

[www.MultiPlan.com](http://www.MultiPlan.com)  
(800) 548-3887

Please refer to member cards for appropriate mailing addresses.