

# MAINE NETWORK FOR HEALTH

# MNH NEWS

COLLABORATING FOR HEALTHCARE EXCELLENCE

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## FINANCING SUPPORT FOR EMRS

A special Stakeholder Group established by the Legislature and the Governor has finalized a set of recommendations aimed at accelerating the adoption of electronic medical records (EMRs). More than two-dozen organizations representing a wide range of interests have taken an active part in this process. The Group has recommended a financing plan for a new statewide Health IT Fund.

The HIT Fund would make available low interest loans and grants to providers who do not have the resources to acquire electronic systems. More information about the Stakeholder Process and its recommendations is available at [www.hinfonet.org](http://www.hinfonet.org) or by contacting

HealthInfoNet Executive Director Devore Culver at [dculver@hinfonet.org](mailto:dculver@hinfonet.org) or 866-592-4352.

In addition, the Maine Health Access Foundation approved a new low interest loan fund that will be managed by the Finance Authority of Maine (FAME). The low-interest loan fund will be used to assist Maine's primary care practices participating in the CMS "EHR Demonstration Project" to purchase EMRs. Research has shown that using EMRs can improve quality of care and reduce costs, as well as increase a practice's ability to deliver patient and family-centered care. For more information, contact MeHAF at (866) 848-9210.



Visit us online!

[www.mainenetwork.org](http://www.mainenetwork.org)



As of April 1<sup>st</sup>, our new address is:

**80 EXCHANGE STREET  
6<sup>TH</sup> FLOOR, SUITE 3  
BANGOR, ME 04401**

Our other contact information is the same:

T: 207-942-2844 | F: 207-942-2723 [info@mainenetwork.org](mailto:info@mainenetwork.org)

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**QUALITY SUPPORT UPDATES**

- **Access and Redesign Project:** Quality Support Services is contracted with Maine Primary Care Association to assist two health centers in Lincoln and Van Buren to improve access to care and to increase efficiencies in many areas of the federally qualified health centers. Some of the efficiencies include: reducing patient cycle time (office visit from entry to exit), perfecting pre-visit planning for the patient visit, equalizing patient panels for each provider, and developing strong healthcare teams to improve patient and staff satisfaction. The success stories will be outlined in the May Workshop sponsored by MNH.
- Penobscot Community Health Care (PCHC) is leading a **Patient Safety Pharmacy Collaborative** to focus on improving patient education within the pharmacy and the health center for asthma patients who are high users of emergency departments at EMMC and St. Joseph Hospital. This is a partnership among Husson College's Pharmacy Program, EMMC, Maine Primary Care Association, and PCHC.
- Join us for one of our **free workshops:**  
 April 22—**Creating an Effective Healthcare Team:** We will present ideas for formulating various teams within your practice or health center to maximize your current resources. Healthcare teams are essential for effectiveness of patient care and for achieving increased efficiencies in major work processes. Care teams, improvement teams, clinical teams... learn how others utilize the talents and skills of all staff to accomplish quality initiatives.  
 May 27—**Access, Efficiency and Pre-Visit Planning:** We will share ideas and success stories about organizations who have reduced delays for acute appointments, discuss how some have reduced office visit cycle time, and how practices are perfecting the pre-visit planning process. Learn how all of these efforts impact patient and staff satisfaction, two key measures in redesigning the office practice.
- Visit [www.WhatYouDoMatters.org](http://www.WhatYouDoMatters.org) !

**PLANNING FOR BTE OR NCQA RECOGNITION?**

Quality Support Services staff provides an initial free one hour consultation with those practices interested in applying for one of the national recognition programs. While we do not endorse a specific national program, we will conduct a readiness assessment prior to your application to identify strengths, areas for improvement, and recommendations. This readiness assessment will vary depending on the scope of the assessment. Upon completion of this readiness assessment, we can continue to work with your staff to plan the necessary steps in advancing your practice in preparation for at least a Level One in either program. Achieving recognition will qualify your practice for pay for performance rewards. For more information or to schedule an initial meeting with staff, please contact Quality Support Services, extension 109, at 942-2844.

**JOC SCHEDULE**

MNH holds regular conference calls or WebEx sessions for provider offices to speak directly with health plan representatives on concerns and issues. Please call 942-2844 for registration information.

**Humana** Jun. 11, 2009  
1:30 PM–3:30 PM

**MultiPlan** Jun. 2009  
Day & Time TBA



**CALENDAR OF EVENTS**

*For more information or to register for MNH workshops call 207.942.2844.*

NCQA WebEx: PPC-PCMH Overview	April 21	www.ncqa.org
NCQA Q & A Learning Session	April 21	MPIN teleconference
<b>Creating an Effective Healthcare Team</b>	<b>April 22</b>	<b>MNH Workshop</b>
Asthma Educator Institute	April 30-May 1	Southern Maine Community College
“First Fridays”: Electronic Medical Records: Possibilities and Pitfalls	May 1	MMA, Manchester
Northern New England MCMA Conference 2009	May 13-15	South Portland
<b>Access, Efficiency, Pre-Visit Planning</b>	<b>May 27</b>	<b>MNH Workshop</b>
Annual Practice Education Seminar	June 3	Augusta Civic Center

## LETTER TO ALL MAINECARE PROVIDERS:



*The following information is excerpted from a letter from Tony Marple, Director of MaineCare Services to all MaineCare providers.*

Dear Provider,

Maine's Department of Health and Human Services and MaineCare have embarked on a very significant project for us, for you and for our mutual clients, MaineCare members. We are now mid-way through the project to build a new Medicaid claims processing system. As you probably know, the new system is named the Maine Integrated Health Management Solution and is referred to as "MIHMS."

The first outward phase of this project is a full provider re-enrollment. This is being done to ensure the accuracy of provider data in the new system and to allow use of National Provider Identifiers (NPI). It is important that all MaineCare providers of health care services complete their enumeration and receive their NPI prior to re-enrolling for MIHMS.

Providers have been scheduled, by provider type, for one of three re-enrollment cycles in July, August and September. Training will be available in locations across the state in the month prior to each cycle. Current MaineCare provider organizations will receive individual notices of their training timeframe and re-enrollment cycle.

Electronic registration for training will also be available. If your organization does not yet receive information from MaineCare by listserv, I encourage you to sign up for this at:

<http://www.maine.gov/dhhs/bms/member/innerthird/listserv.shtml>

This is an exciting time for Maine's Medicaid program. We are building a fully HIPAA-compliant claims processing system that will adhere to the certification standards from CMS. MIHMS will offer you the ability to file all claims electronically and to monitor claim status on-line. You will have the ability to update provider data and to access member eligibility information via a web portal.

If you have any questions, you can forward those to:

[MaineCare2010.DHHS@maine.gov](mailto:MaineCare2010.DHHS@maine.gov)

Thank you for your commitment to the well-being of Maine's residents and for your participation in the MaineCare program.

Anthony F. Marple  
Director, Office of MaineCare Services

**Get our newsletter delivered to your inbox!**

Register at  
[www.mainenetwork.org](http://www.mainenetwork.org)

## "PATIENT CENTERED MEDICAL HOME" FUNDING

In his State of the State address, Governor Baldacci proposed to the Legislature an investment of \$500,000 in the "Patient Centered Medical Home" (PCMH) demonstration project being managed by Quality Counts ([www.MaineQualityCounts.org](http://www.MaineQualityCounts.org)) and involving several payors and around 20 PCP practices across Maine.

Should those funds become approved, they reportedly will be appropriated to DHHS where they can be used to obtain Federal matching through MaineCare, thereby significantly extending the reach of this investment.

The Governor also discussed his interest in "Universal Wellness", saying that he has come to better appreciate the importance of a strong and reconstituted primary care capacity. He shares the perspective that Maine ought to redirect funds in the system to support PCMH, and appreciates the need for start up funding.

The Governor has expressed his support for all the good work of PCPs across Maine, and particularly those engaged in the PCMH demonstration.

## CMS DELAYS ICD-10 IMPLEMENTATION

HHS has released the final rule for implementing ICD-10 CM (Clinical Modification) and IC10-PCS (Procedure Coding System). The transition has indeed officially begun, although the deadline has been pushed back two years from Oct. 1, 2011 to Oct. 1, 2013.

Public comments on the proposed rule issued last August apparently impacted the deadline change. CMS noted that most commenters disagreed with the earlier compliance date, emphasizing that the 2011 date did not provide enough time for the healthcare industry to train coders and complete systems modifications and testing.

## MECMS SYSTEM PHASING OUT

The state will replace the failed computer system that processes the state's Medicaid claims in phases over the next two years, according to Gov. Baldacci's biennial budget. Some layoffs are expected in the process of correct a problem that has plagued providers since the day the system was plugged in back in January 2005.

Development and implementation is a two-year process with a total cost of about \$35.5 million, followed by a five-year contract with Unisys that will be worth \$144 million. Ninety percent of those costs are paid with federal dollars, leaving the state responsible for about \$18 million of the total cost.

Health and Human Services Commissioner Brenda Harvey estimates that nearly 100 state positions will be cut with the switch, but many will find jobs with the new vendor, Unisys Corp. from Blue Bell, Pa. However, the conversion requires the reinstatement of about 30 employees whose jobs were previously slated to be cut by June 30.

Overall, the Office of Medicaid Services, which is where the claims are processed, will have dropped from 402 employees in 2007 to 185 in 2011. Those numbers include both state employees and contractors associated with Medicaid billing.



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**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

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

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

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

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

### **Great-West Healthcare (now part of CIGNA)**

[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

### **Today's Options**

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

Please refer to member cards for appropriate mailing addresses.