

# MAINE NETWORK FOR HEALTH

# MNH NEWS

## COLLABORATING FOR HEALTHCARE EXCELLENCE

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### 2ND TECHNOLOGY COLLABORATIVE CELEBRATES TEAM ACHIEVEMENTS



*Dr. Charles Kilo of GreenField Health*

On June 20th the power of collaboration was clear at the final learning session of the AHRQ funded Chronic Care Technology Collaborative. After a year of hard work, ten teams from across the healthcare spectrum celebrated their successes and shared their challenges in

implementing technology to improve patient care and management. The keynote speaker, Dr. Charles Kilo of GreenField Health, talked about braiding performance improvement, leadership development and information technology to enhance patient-centered care.

The following teams were involved in this project: EMMC Hospitalists, Lakewood —A Continuing Care Center, Ross Manor, Osteopathic Center for Family Medicine, Affiliated Pharmacy Services, Inc., Eastern Maine HomeCare, Center for Family Medicine, Newport Family Practice, Husson Family Medicine and EMMC Orono Family Medicine.

Through strong teamwork, collaboration with outside organizations and with the

support of their Quality Improvement Advisors (Linda Coleman and Georges Nashan of MNH) these teams were able to achieve their goals and make measurable improvements in the care of their patients. Teams succeeded in:

- Developing a database for logging and follow-up of issues raised during IHI recommended Medication Safety Walk-Rounds;
- Streamlining admissions processes and collaborating with referring hospitals to improve access to electronic medical records;
- Implementing Powerchart and Logician to improve physician access to patient records;

*(Continued on page 2)*

### CIGNA IMPLEMENTS “NEVER EVENTS AND AVOIDABLE HOSPITAL CONDITIONS” POLICY

Effective October 1, 2008 CIGNA joins Aetna and Anthem in implementing a “Never Events and Avoidable Hospital Conditions” reimbursement policy. CIGNA’s policy is modeled after the policy of the Centers for Medicare and Medicaid Services (CMS), which will also be implemented on October 1.

In CIGNA’s policy, ‘never events’ are surgical procedures that are performed on the wrong side, wrong site, wrong body part or wrong person.

An ‘avoidable hospital condition’, also known as an acquired hospital condition, is one that a patient does not have when

admitted to the hospital, develops during the patient’s hospital stay, and may have been avoided if evidence-based guidelines and best practices for patient care were followed. CIGNA will review these avoidable hospital conditions and may deny reimbursement.

Also beginning October 1, paper and electronic claims should be coded with the Present on Admission (POA) indicator, which is also consistent with the CMS policy.

To view the complete policy, visit CIGNA for Health Care Practitioners website online at [www.cignaforhcp.com](http://www.cignaforhcp.com).

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## TECHNOLOGY COLLABORATIVE

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- Establishing secure paperless communication processes (email, e-fax, e-scripts);
- Creating an online ordering process for patient medical supplies; and
- Using Problem Knowledge Couplers to improve the phone triage process.



*Roundtable discussion of E-Prescribing.*

For more information on this Collaborative please visit the Quality Support page at [www.mainenetwork.org](http://www.mainenetwork.org). If you are interested in learning about other quality improvement

initiatives at MNH please call Linda Coleman at 207.942.2844.

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### TRANSITIONS AT MNH

It is with regret that we announce the departure of some of our most valuable team members: LuAnn Coleman, Lisa El-Hajj and Jeannie Lucas. We wish them the best of luck in their new endeavors.

These departures have resulted in the following redistribution of functions at MNH:

- Melinda Wood, Network Support Specialist, is now responsible for Medicare, Tricare, MaineCare and Anthem credentialing applications in addition to the network payors. She continues as

our payor relations contact.

- Margot Aldebron, Coordinator of Projects and Services, is now preparing credentialing and recredentialing applications for Martin's Point Health Care, Medical Network and Harvard Pilgrim Health Care. She continues to assist with the initial intake of new provider applications.
- Stephen Ryan, President/CEO is continues to be the contracting contact.

If you have any questions or concerns please feel free to call Margot Aldebron at 207.942.2844.

### CALENDAR OF EVENTS

*For more information or to register for WebEx events call 207.942.2844.*

33rd Annual NAHQ Education Conference: Collaboration: The Spark Behind Quality	September 14-17	Phoenix, AZ
High Leverage Changes for Office Practice Redesign	September 24	MNH WebEx
"First Fridays": Tiers of Physicians and other Public Reporting of Physician's Identifiable Data	October 3	MMA, Manchester
Leadership and Developing a Culture for Quality Improvement	October 29	MNH WebEx
"First Fridays": Best of Physician Practice Seminar	November 7	MMA, Manchester
Using Technology for Patient Care Management: Results of Collaborative Successes	November 19	MNH WebEx
"First Fridays": Preserving Your Health	December 5	MMA, Manchester
IHI's 20th National Forum on Quality Improvement in Health Care	December 8-11	Nashville, TN
Patient Self-Management Concepts for Primary Care	December 10	MNH WebEx

## LEAVITT CALLS FOR E-PRESCRIBING MANDATE

Medicare will eventually begin linking higher payment to providers with electronic prescribing systems as a way to improve value for beneficiaries, HHS Secretary Mike Leavitt said during a symposium.

"I believe that very soon we're going to have to tell participating Medicare providers that if they intend to use a system other than e-prescribing, we won't be able to compensate them at the highest level," Leavitt said at the event sponsored by the Pharmaceutical Care Management Association and RxHub.

Leavitt also seemed optimistic that Senate Finance Committee Chairman Max Baucus (D-Mont.) would include an e-prescribing mandate in an upcoming Medicare reform bill.

The association is part of a large coalition of industry groups that has been pushing for an e-Rx mandate. However, a mandate that carries potential penalties should be deferred until two years after final standards are in place, the American Medical Association has recommended. "We do need to give people a fair chance" to prepare for such a change, Leavitt said, adding that he would consider the AMA's approach, but wouldn't elaborate on whether two years was a reasonable phase-in period.

## CLAIMS DENIALS SPIKE WITH NPI

Full implementation of the National Provider Identifier (NPI) resulted in a more than four-fold increase in rejected Medicare claims, similar or even higher rejection rates for Medicaid claims, and a doubling of rejection rates for Blues plans nationwide as of the first day of the NPI requirement.

By the end of the May 23rd deadline date, Nashville-based claims clearinghouse and IT service provider Emdeon Business Services reported a 24% Medicare rejection rate compared with an average rejection rate of 6%. Their Medicaid rejection rate was 26% compared with a normal rate of 4%. BCBS claims saw 6% rejected that day compared with a usually rate of 3%.

Facilities were no better off than office practices. Emdeon reports that the billing provider NPI is missing in almost 5% of institutional claims, and when the provider and payee NPI is required, almost 10% have problems. Strict enforcement of NPI requirements by payers could result in nearly 34% of claims being rejected.

The NPI was required under HIPAA in 1996, but its implementation was delayed by HHS until May 23, 2008.



## MAINE SELECTED FOR EMR DEMONSTRATION

Based on proven statewide collaboration to improve healthcare quality, Maine has been selected as one of twelve locations nationally to participate in a Medicare demonstration project. The federal funds provide financial incentives for small to mid-sized primary care practices to use certified electronic records to improve patient care. Maine's participating physicians will be able to access up to \$29 million dollars through a new federal program designed to reward use of electronic health records.

The U.S. Department of Health and Human Services Medicare project will pay 100 primary care practices in Maine based on how widely and well they use the computerized records. Electronic records are considered more efficient and less vulnerable to human error. Participating providers could receive payments of up to \$58,000 per doctor and \$290,000 per practice over the program's five-year duration.

## AETNA ESTABLISHES PRINCIPLES FOR PHYSICIAN RELATIONS

Aetna has announced Guiding Principles for Physician Relations that formally define the company's approach to building the best possible relationships with the medical community and to working collaboratively to improve the quality of health care. Aetna serves approximately 37.3 million people nationally and over 130,000 in Maine with a range of traditional and consumer-directed health insurance products and related services.

The Principles identify specific behaviors and business actions that govern Aetna in its interactions with health care professionals. The announcement coincides with the expiration of the Class Action Physicians Settlement Agreement.

Creating guiding principles reflects Aetna's historically proactive approach to working cooperatively with the medical community.

To review the Principles, visit [www.aetna.com/provider/medical/join\\_med/advantages\\_med/principles.html](http://www.aetna.com/provider/medical/join_med/advantages_med/principles.html)

## CIGNA ADDS CODES

CIGNA has added the following pre-certification codes, effective July 1, 2008:

Code	Description
G0398	Home sleep test/type II Porta
G0400	Home sleep test/type IV Porta
0190T	Placement intraocular radiation source
0191T	Insertion aqueous drainage device internal approach
0192T	Insertion aqueous drainage device external approach



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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

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

www.EBPAbenefits.com  
(800) 525-8788

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

www.cvty.com  
(800) 937-6824

### **Great-West Healthcare**

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

Please refer to member cards for appropriate mailing addresses.