



Maine Network for Health
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www.mainenetwork.org

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.cvtv.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.

MAINE NETWORK FOR HEALTH

MNH NEWS

COLLABORATING FOR HEALTHCARE EXCELLENCE

VOLUME 12, ISSUE 3 SUMMER 2009

MAINE "PATIENT CENTERED MEDICAL HOME" (PCMH) PILOT

The goal of a new Maine-based pilot project is to **sustain and revitalize primary care** to improve health outcomes for all Maine people and to reduce healthcare costs.

The Pilot conveners (Dirigo's Maine Quality Forum, *Quality Counts*, and the Maine Health Management Coalition or MHMC) announced that a diverse group of over **50 primary care practices applied** from around the state. From this group, **22 adult and 4 pediatric practices have been selected** to participate in the 3-year Pilot. Pilot practices will be expected to implement a set of nine "Core Expectations." Support in their **continued efforts to transform to a more patient centered model of care** will be offered through a PCMH Learning Collaborative and one-on-one practice coaching for quality improvement.

The conveners also continue to work on a **new payment model** for the PCMH Pilot that recognizes the infrastructure and system investments needed to deliver care in accordance with the PCMH model and rewards practices for demonstrating high quality and efficient care.

Look for regular updates at the *Quality Counts* website at www.mainequalitycounts.org.



Visit us online!

www.mainenetwork.org

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MNH QUALITY IMPROVEMENT COACHING

Congratulations to the eight practices affiliated with Maine Network for Health that have been identified as participants in the three year Maine Patient Centered Medical Home pilot launched on June 12! MNH will provide quality improvement coaching to four of the eight practices over the next 12 months:

- Community Health Center—Southwest Harbor
- Seaport Family Practice—Belfast
- Dexter Family Practice—Dexter
- Newport Family Practice—Newport

Application to NCQA is slated for August 31. The next learning session is scheduled for Friday, October 30. If you are not currently part of this pilot and would like to learn more about NCQA programs, please contact MNH's Quality Support Services at 942-2844.

CONTACT US

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PRIMARY CARE TRANSFORMATION ADVISORY MEETING

MNH's first advisory meeting is scheduled for September 9, 2009, from 5:30 to 7:30 p.m. at MNH's new offices on Exchange Street. The purpose of this committee is to share information on current trends in healthcare, both in Maine and nationally, and to provide a feedback forum about current and potential services that will benefit the Network collectively. If you are a lead physician, practice manager, director of operations or vice president of physician practices, we encourage you to join this group. Meetings will be held twice a year (September and May) during evening hours with dinner provided. Telephone participation is also available. Contact Linda Coleman or Georges Nashan at 942-2844 if you wish to join this primary care advisory committee. There is no cost to join.

Quality Support Service wishes to take this opportunity to thank past and current customers for their continued support of our quality improvement services.

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|--|---|
| <i>Institute for Medical Improvement, EMMC</i> | <i>AHRQ Technology Grant</i> |
| <i>Sebastcook Regional Family Care</i> | <i>Pre Assessment for NCQA</i> |
| <i>Millinocket Regional Hospital Practices</i> | <i>Practice Assessment</i> |
| <i>Medical Care Development</i> | <i>Physician Excellence Foundation Grant</i> |
| <i>Quality Counts</i> | <i>PCMH Pilot/QI Coaching</i> |
| <i>Hancock County PSM Network</i> | <i>HRSA Grant</i> |
| <i>Maine Primary Care Association</i> | <i>Access and Redesign Project</i> |
| <i>Penobscot Community Health Center</i> | <i>Patient Safety and Pharmacy Services Collaborative</i> |
| <i>EMMC Center for Family Medicine</i> | <i>Access and Efficiency</i> |

PLANNING FOR NCQA RECOGNITION?

Quality Support Services staff provide an initial one hour free consultation with practices interested in applying for national recognition programs. We can also conduct an on site pre-assessment to identify strengths, areas for improvement and recommendations for achieving NCQA recognition. Upon completion of this pre-assessment, we can continue to work with your staff to plan the necessary steps in addressing practice changes aligned with NCQA criteria and standards. Achieving recognition will qualify your practice for pay for performance rewards. For more information or to schedule an initial free consultation, please contact Quality Support Services, extension 109, at 942-2844.

FALL WORKSHOPS

Mark your calendars and register now for fall teleconferences workshops. To register, contact Cindy Eastman at ceastman@mainenetwork.org or call 207.942.2844.

| | |
|---------------------------|--------------------------------------|
| September 23 - noon -1pm: | Using a Registry for Care Management |
| October 28 - noon -1pm: | NCQA Criteria and Standards Review |
| November 18 - noon -1pm: | EMR Meaningful Use Update |
| December 16 - noon -1pm: | PCMH Pilot Progress |

CLINICAL PHARMACY SERVICES



Penobscot Community Health Care has been participating in a national Collaborative on Patient Safety and Clinical Pharmacy Services Integration. The project leaders are Robin Brittelli, RPh and Linda Coleman, MSB. The goal is to improve patient health outcomes by improving the intensity and frequency of pharmacy services to PCHC asthma patients. An integrated care delivery system supports safer medication use through patient education and counseling.

All Collaborative work aligns with major efforts at PCHC in advancing to a patient centered medical home with NCQA recognition. For a personal copy of the Change Package, which offers ideas and strategies for change in the five key areas of Leadership, Measurable Improvement, Integrated Care Delivery, Safe Medication Use, Patient Centered Care, contact Linda Coleman at 942-2844.

NCQA WORK GROUP CONVENING IN SEPTEMBER

A special NCQA work group will be held over six months starting in September 2009 to assist practices in applying for Levels 1, 2 or 3 of the NCQA Physician Practice Connections and/or Medical Home recognition.

Participation in this group includes (a) educational sessions on standards and components of NCQA's PPC and Medical Home (b) connection with educational activities sponsored by Maine Practice Improvement Network (c) monthly teleconferencing on specific topics relevant to NCQA standards and best practices (d) additional support resources via email (e) face to face meeting with peers on latest developments and connections with technology initiatives every other month (f) on site consulting/coaching between September and February.

We strongly encourage practices to gain national recognition by March of 2010. If you wish to join, contact Linda Coleman at 942-2844. The cost is \$1495 for a team of two from a practice or health center.

CIGNA "COST OF CARE ESTIMATOR"

In April 2009, CIGNA Healthcare released the CIGNA Cost of Care Estimator as part of its effort to create tools to help provide greater visibility into cost, quality and simplified payment processes.

The CIGNA Cost of Care Estimator allows both healthcare professionals and patients with CIGNA coverage to know the total cost to be charged for medical services based on the covered individual's specific CIGNA health plan. Providers can quickly obtain estimates using existing desktop technology, so you do not need to invest in new technologies to use the Estimator tool.

Using the CIGNA Cost of Care Estimator can be beneficial as it provides estimates for many types of medical services, interacts easily and effectively with current systems and serves as a basis of pre-care financial discussion to help avoid after-the-fact collection issues.

The Estimator, along with other tools such as on-line precertification, is available today to registered users of the CIGNA for Health Care Professionals website (www.cignaforhcp.com).

For more additional information or training, please contact Ron Pelton, CIGNA Healthcare Provider Relations Representative, via email at Ron.Pelton@CIGNA.com or by phone at 1-888-244-6264, ext. 76452.

MNH OPEN HOUSE

Thanks to all who attended the Maine Network for Health Open House on Thursday, July 23, to view our new office space and learn more about what we do. The fabulous prizes were raffled off to the following individuals:

- Bob Downs, Universal American
- Jaime Laliberte, Bangor Region Chamber of Commerce
- Eve Preston, EMHS
- Kim Crabill, Pinnacle Development
- Angel DuPont, EMHS

