

MAINE NETWORK

THE HEALTHCARE NEWSLETTER FOR NORTHERN AND EASTERN MAINE

NOVEMBER 2011

VOLUME 14, ISSUE 6



MNH WEBSITE UPDATES



SECURE MAIL

MNH has created a secure mail system that you can access directly from our website www.mainenetwork.org that will allow you to send sensitive information over the internet. Just log on to Maine Network for Health's website and on the home page is an envelope logo that you can click on. You will be given the option to select Melinda Wood (for credentialing purposes) or MNH Secure Box for all other issues. Check it out today!

CREDENTIALING FORMS

Updated Provider Data Form, Change of Practice, Authorization Forms, and Contact Data Forms are now available on our website for you to download. Use the most current form to assure that your practice is providing MNH with the most up-to-date **required** information when completing a provider application, or to let MNH know when you have had a change in personnel. Go to www.mainenetwork.org to download your forms.

NEWSLETTERS

Have you missed past issues? Would you like to know what's happened? Log on to our website and you can review the last seven issues of *Maine Network*.



"TODAY'S OPTIONS" ANNUAL AUDIT

An annual delegated credentialing audit was held on September 14, 2011 at Maine Network for Health. The audit scores were as follows:

- Credentialing P&P's Review – 100%
- Initial Files Review – 100%
- Re-Credentialing Files Review – 100%
- Credentialing Committee Minutes Review – 96%

COLLABORATING FOR HEALTHCARE EXCELLENCE

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www.mainenetwork.org

THANK YOU!!!

To all our Network participants. We want to thank you for taking the time out of your busy schedule to respond to our recent calls requesting updated information on your practice. If you have not received a call and would like to update your information, go to our website www.mainenetwork.org and complete the Contact Data Form. You can then fax, mail, or e-mail the form to us.

Maine Network for Health

GREAT-WEST CIGNA UPDATE

CIGNA has told MNH that their continued absorption of Great-West Healthcare (GWH) is moving ahead.

Transitional ID Cards are being issued beginning in November 2011, and will have both CIGNA and GWH identified on them (as well as other “wrap-around” networks like MultiPlan or others)

GWH will begin to utilize most CIGNA policies & procedures, but not their data or claims systems. For example, GWH will begin to use Claim Check claims bundling software, but not begin processing member claims on CIGNA’s platforms. GWH will continue to have **separate websites and claims mailing addresses**.

GREAT-WEST CIGNA CONTRACT ISSUES

The Great-West/MNH contract ended on October 1, 2011. After this date, provider participation in GWH products is under the CIGNA agreement, since GWH is now a CIGNA “affiliate”.

Providers who participate through MNH in GWH but not CIGNA will not be forwarded by MNH as participating in CIGNA. Those in CIGNA but not GWH will still be participating in CIGNA, and will now be subject to the CIGNA terms for all GWH products.

If Providers have their own **“direct” contracts** with either party, please contact the plans to clarify your participation.

Please feel free to contact Steve Ryan at (207) 942-2844 with any contract questions!

MEDSOLUTIONS LAUNCHES “INFORM CHOICE”

Providers should be aware that CIGNA has asked **MedSolutions**, their high-cost Imaging management company, to launch a **new consumer program as of October 1**.

Inform Choice will identify Imaging services pre-authorized at participating facilities and **contract the member to tell them about lower priced locations** to receive the same service. MedSolutions will even ask to reschedule the service for the member.

CIGNA defends this program saying that this information is already available on their and other **websites across the internet**. However, this aggressive outreach is a very new approach to managing Imaging spending, and Providers should be alert to the impact of this new effort.



QUALITY IMPROVEMENT SUPPORT UPDATE

Quality Improvement Services is a regional and statewide resource in support of various quality improvement initiatives implemented in primary care practices, health centers, or hospitals. We offer consulting and practice coaching related to NCQA's patient centered medical home, technology consulting related to meaningful use of EMRs, general project management assistance for large or small initiatives, and educational forums and work groups.

MEDICAL HOME WORK GROUP BEGINS IN JANUARY

Join our next six month program that prepares your practice for application to NCQA's Patient Centered Medication Home recognition. The objective of this program is to (1) guide and educate your practice on the application process, the standards and elements required (2) share recommended redesign changes to meet these standards and (3) to prepare a clinical staff member to complete a chart review of patient records. *The program is designed for quality coordinators or practice managers who are responsible for the overall leadership and coordination of reaching national recognition.* This does not include NCQA online workshops, preliminary organizational assessment through NCQA's web-based tool, organizing documentation for each element, the formal chart review, or other reading assignments and written resources related to medical home. The program dates/times are January 19, February 16, March 15, April 19, May 17, and June 14 from 1-3 p.m. In addition, monthly webinars will be offered.

The cost of the program is \$1850.00 per practice. We recommend a team of two from each organization. For more information or to register, contact Linda Coleman, Quality Improvement Specialist, at 942-2844 ext 109.

LEARNING SESSION 7—PATIENT CENTERED MEDICAL HOME -STATEWIDE PILOT -HELD OCTOBER 21

This 7th learning session theme was entitled "Harvesting the Power of the Team" which included topics on leadership, community relationships, teamwork, and other key topics related to medical home. Over 25 practices from around the state as part of Maine's Patient Centered Medical Home pilot attended along with quality improvement coaches affiliated with physician hospital organizations. *Eric Steele, DO, Chief Medical Officer, EMHS*, spoke about the importance of physician leadership and teamwork in sustainable change. The next learning session for the pilot practice teams is schedule for February 10, 2012 at Augusta Civic Center.

MAINE TOBACCO HELPLINE (MTHL) PROJECT

Maine Network for Health and Healthy Maine Partnerships sponsored an all day workshop with 20 participants attending a tobacco intervention basic skills program for primary care. As part of this project, Maine Tobacco Helpline's fax referral program was adopted by four practices from this region to engage their patients who were interested in quitting tobacco. Congratulations to the following organizations who participated in this MTHL project: *Dexter Family Practice, Brewer Health Center, Community Health Center (Southwest Harbor), and Women's Health Center (Bar Harbor).*

PRACTICE REDESIGN

If your practice is interested in meeting 'medical home' standards and elements as defined by NCQA and BTE and plan to apply within 2012, MNH can consult with your practice to assess your readiness or you can join a Medical Home Work Group starting in January. Either way, *we are encouraging practices to get involved in various incentive programs that will provide you with monetary rewards for meeting specific quality measures.* As part of meeting medical home standards, some practice redesign will be necessary. For a Patient Centered Medical Home Checklist developed by American Academy of Family Physicians, please go to www.aafp.org/pcmh.

FREE INITIAL CONSULTATION

MNH's Quality Support Services offers a **free one hour consultation** with key leaders from your practice or health center in preparation for national recognition programs. As part of this initial meeting, our staff will conduct a brief assessment to determine recommended next steps in the journey of quality improvement and transformation of primary care.



MAINE NETWORK FOR HEALTH

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COLLABORATING FOR
HEALTHCARE EXCELLENCE

2011 - 2012 CALENDAR OF EVENTS

- November 18 Quality Improvement Coach Institute "pilot" program
Additional dates: Dec 6, Jan 6, Jan 26
l.coleman@mainenetwork.org
- November 20 New Directions in Cardiovascular Care Samoset Resort, Rockland, ME
Contact dianec@mcd.org
- December 4-7 23rd Annual National Forum on Quality Improvement In Health Care,
Orlando, FL www.ihf.org
- December 7 & 9 Behavioral Health Integration Suicide Prevention Workshop
Summit II, Lucerne Inn, Dedham Maine www.mepca.org
- December 20 Measuring Patient Experience of Care
Maine Practice Improvement Network
jstocker@mcd.org or 622-7566 ext 259
- January 17 Connecting to Community Partners
Maine Practice Improvement Network
jstocker@mcd.org or 622-7566 ext 259
- February 10 Learning Session 8, Maine's PCMH pilot
Augusta Civic Center www.mainequalitycounts.org
- March 13 Tobacco Intervention: Basic Skills Training
www.tobaccofreemaine.org
- March 18-20 13th Annual International Summit on Improving Patient Care
in the Office Practice and Community Washington, DC
www.ihf.org

View detailed event information on our events page at:
<http://www.mainenetwork.org/vcalendar.php>

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

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

Martin's Point Community Health Administrators

"MaineSense"

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.