

# MAINE NETWORK FOR HEALTH

# MNH NEWS

## COLLABORATING FOR HEALTHCARE EXCELLENCE

VOLUME 11, ISSUE 1 WINTER 2008

### WE HAVE A NEW SITE FOR THE NEW YEAR!

Maine Network for Health has redesigned its website to better meet the needs of its customers. The most useful aspects of the old site have been coupled with a cleaner and more organized layout to make it easy for all to get the information they need. Here are some of the highlights:

- Department-specific pages: All departments at MNH have their own pages with sections specified for noteworthy articles, necessary forms, and external links.
- News: A news section supplements the quarterly newsletter with extended articles,



recent updates, and up to the minute events. In addition, readers now have the option to register for an electronic version of this newsletter.

- Search function: Readers can now search for key topics to find the article or information they need.
- MNH has two other sites: Health & Wellness Services™ ([www.hwsmaine.org](http://www.hwsmaine.org)) and Advocates for Health ([www.advocatesforhealth.org](http://www.advocatesforhealth.org)). Both can be accessed through this site. Keep checking back on these, as they will also be redesigned shortly.

### DR. CHARLES KILO TO VISIT MAINE

Mark your calendars for June 20! Dr. Charles Kilo, CEO of GreenField Health and Executive Director of The Trust for Healthcare Excellence will be visiting Bangor from Portland, Oregon as keynote speaker for the final learning session of the Chronic Care Technology Collaborative.

GreenField Health is a nationally recognized network of innovative medical practices and consulting group focused on performance improvement, leadership development and information technology. GreenField Health has consistently been at the leading edge of healthcare technology and the identification of advanced methods of patient care.

Dr. Kilo is also a Senior Faculty of the Institute for Healthcare Improvement and

led initial efforts on ambulatory care redesign in the late 1990s.

His book, *Medical Practice Transformation with Information Technology*, was published in 2005. He is a practicing general internist with subspecialty training in infectious diseases. He attended Washington University School of Medicine and received a Master of Public Health at Harvard University.

This special event is open to the first 200. The cost is \$10.00 which covers the cost of the breakfast. Breakfast begins at 7:30 a.m. at Spectacular Event Center. Dr. Kilo's presentation begins at 8:15 a.m. Please call Maine Network for Health at 942-2844 to register.

#### INSIDE THIS ISSUE:

STAFF CONTACTS	2
TECHNOLOGY COLLABORATIVE: IS2 UPDATE	2
GETTING TO KNOW YOU	2
CALENDAR OF EVENTS	2
CIGNA AGREES TO OAG TERMS	3
CIGNA BUYS GREAT-WEST	3
COMPNET AGREEMENTS ASSIGNED TO EBPA	3
CIGNA AND AETNA PARTNER WITH RELAYHEALTH	3
PQRI FOR YOUR PRACTICE	3
OUR CONTRACTED PAYORS	4

## 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

### Director, Clinical Services

Tracey Allen, RN, Ext. 111  
t.allen@mainenetwork.org

### Account Executive, Health & Wellness Services™/ Advocates for Health

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

## TECHNOLOGY COLLABORATIVE: LS2 UPDATE

How much time did you put into planning your resolutions for the New Year?

If you are a member of the AHRQ funded Chronic Care Technology Collaborative, you put in a full day. On November 16<sup>th</sup> the twelve teams of the Collaborative reviewed their progress since June, 2007 and planned out the projects they will accomplish by June, 2008. Hospitalists, long term care, pharmacy and physician practice staff all shared their barriers and successes in implementing technology projects to improve the transfer of patient data in support of better care for patients with chronic disease. Better information access, more secure data transfer and increased reliability have been the result of their efforts, which have been supported by IT staff at EMMC and EMHS.

A presentation from Dev Culver of

HealthInfoNet, outlining the upcoming statewide health information exchange, which will improve the availability of key health information in a secure environment, was the keynote. Leslie Molleur and Margaret Crowley, of Northeast Health Care Quality Foundation, discussed workflow change using a Clinical Microsystems approach; Paula Eaton of Evergreen Woods Primary Care, presented Workflow Mapping and Gary Cattabriga of UNE provided a tour of the AroostookHealth.com web site in preparation for the development of a health web portal for the Penquis/Bangor Region.

The third Learning Session is scheduled for June 20<sup>th</sup> and will be open to community partners for sharing lessons learned and roll out of the regional web portal.

## GETTING TO KNOW ALL ABOUT YOU

Maine Network for Health is in the process of changing databases and is taking this opportunity to confirm critical information about network practices and facilities. If you haven't done so yet, please take the time to complete the Contract Data Form (posted at www.mainenetwork.org) and fax to 207-942-2723.

The due date to complete the Aetna

Subspecialty Survey has been extended to March 15. Please take the time to complete the Excel document (also at www.mainenetwork.org) and email it to Jeannie Lucas at j.lucas@mainenetwork.org.

If you have any questions about either form, please contact Margot Aldebron at 207-942-2844.



## CALENDAR OF EVENTS

Blue Ribbon Recognition: Part 1	January 30	MNH, Bangor
Blue Ribbon Recognition: Part 2	February 27	MNH, Bangor
"First Fridays" Program: Annual HIPAA Update	March 7	Maine Medical Association, Manchester
National Summit on Primary Care Strategies	March 20-21	Denver, CO
Lean Healthcare Workshop: How to Apply Lean Principles in Healthcare	March 25-27	Maine Hospital Association, Augusta
9th Annual International Summit on Redesigning the Clinical Office Practice	March 30 - April 1	Dallas, TX
MHMC Office Practice Survey DUE!	March 31	www.mhmc.info
Quest for Excellence: Malcolm Baldrige National Quality Award	April 22-24	Washington, DC
IMPACT Learning Community Meeting	May 19-20	TBA
Using Technology in Patient Care Management: Learning Session 3	June 20	Spectacular Event Center, Bangor

## CIGNA & AETNA AGREE TO OAG TERMS

CIGNA and Aetna have agreed to terms with the New York Office of the Attorney General (OAG) that describe and limit their Provider Rating & Tiering programs (called **CIGNA Care Network** or **CCN** and **Aexcel** for Aetna) and establish an independent oversight agency to ensure CIGNA's programs are acceptable.

In an October 2007 Consent Agreement, CIGNA agreed to follow explicit rules governing the measurement and rating of Providers for the CCN, and to "transparent" publishing of data sources, methods and uses of their tiering program. CIGNA also must pay up to **\$100,000 to set up a website** to educate providers and consumers about these compliance issues.

The most dramatic concession was for CIGNA to agree to retain a national independent non-profit organization to oversee its program to ensure compliance with the terms of this Consent Agreement. This independent organization will also oversee the process for disputes or appeals of a provider's ratings by CIGNA.

*Want a copy of the CIGNA Consent Agreement?  
Go to [www.mainenetwork.org](http://www.mainenetwork.org)*

## COMPNET AGREEMENTS ASSIGNED TO EBPA

Comprehensive Benefits Administrator, Inc. (CBA) will be assigning all CompNet Provider Agreements to EBPA, LLC effective December 31, 2007. EBPA, LLC is a wholly owned subsidiary of CBA; as such CBA will maintain financial responsibility for EBPA, LLC.

CBA/EBPA is owned by Blue Cross of Vermont. Rule changes at the national Blue Cross Association have mandated that Blue Cross of Vermont sell only "branded Blue business" within the state of Vermont. The "CBA" name will be used for this new effort. CBA/EPBA will become "EBPA" for all non-branded business. In addition to the new logo, the web address will change from CBAEBPA.com to EBPAbenefits.com.

More information and examples of the new member ID cards noting the new EBPA logo can be found on our website at [www.mainenetwork.org/network\\_news.php](http://www.mainenetwork.org/network_news.php).

## 4 TIPS TO GET PQRI BONUSES

CMS has earmarked \$1.35 billion for PQRI bonuses in 2008—but you'll need to watch out for the following to make sure you don't miss out:

1. Clean up your claim forms.
2. Get your dates right.
3. Nix bonus for Medicare as secondary payer.
4. Watch out for modifiers.

*Find out more at [www.mainenetwork.org](http://www.mainenetwork.org)*

## MICMAC HEALTH SERVICES CHANGES CONTRACT TERMS

An amendment is being signed for the contract between MNH and Micmac Health Services governing payments for Micmac tribal members using MNH providers and facilities.

The amendment dictates that hospital rates, previously at a discount, are now to be reimbursed at "Medicare-Like Rates" for inpatient care. This means that Micmac Health Services proposes to pay facilities the same as Medicare for inpatient admissions. Outpatient services will remain on a discount from charges. Physician and APRN payments remain the same at the current conversion factor.

MNH is mailing this Amendment Offering to the network this month. Please contact Jeannie Lucas for more information or visit [www.mainenetwork.org](http://www.mainenetwork.org) for background information on Medicare-Like Rates.

\*\*\*\*\*  
 => Did you know that many employers are using PTE blue ribbons and BTE and NCQA recognition as benchmarks for inclusion in tiered networks?  
 => Is your practice prepared for submitting process/outcome measures?  
 => Do you need a registry for tracking and monitoring patient care?  
 \*\*\*\*\*  
 Learn more about this national recognition and how Maine Network for Health can assist you by attending both information sessions planned in early 2008: January 30 and February 27 at 8:00 AM. A continental breakfast begins at 7:30 AM. Call 942-2844 to register.  
 \*\*\*\*\*

## CIGNA TO BUY GREAT-WEST

CIGNA has moved to buy Great-West Healthcare for about \$1.5 billion in cash and about \$400 million in additional capital. The transaction, subject to regulatory approvals, is expected to close in the first half of 2008.

Great-West Healthcare has 2.2 million members, including 1.5 million covered through employers, especially among small and midsized businesses. Its network consists of 4,275 hospitals and more than 575,000 physicians and other providers. It has been contracted with MNH since January 1999, originally under the name of One Health Plan.

Great-West representatives are still reviewing how this acquisition will affect the contracts with MNH and our providers.

*Visit [www.mainenetwork.org](http://www.mainenetwork.org) for the latest in payor developments.*



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.**

[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

### **CBA / EBPA (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

### **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.