

MAINE NETWORK FOR HEALTH

MNH NEWS

COLLABORATING FOR HEALTHCARE EXCELLENCE

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NCQA WORKGROUP: A PATHWAY TO REACH BLUE RIBBON STATUS

MNH is again hosting our NCQA Work Group, designed for physician practice and health center staff who need Quality Improvement Coaching support related to preparing for application to NCQA's PPC-PCMH (Patient Centered Medical Home) recognition program. This six month program consists of 30 hours of direct support and many resources to improve structure and processes in nine key components of a primary care office. Enrolling two staff in this work group and developing a strong QI team to engage in redesigning your office systems will position your practice for achieving blue ribbon status, financial incentives, and better patient care. Cost: \$1495 for 2 participants

Group Activities (March 4-August 31)

- * Monthly work group meetings at MNH with other practices
- * MNH sponsored educational workshops (telephone)
- * On site monthly team meetings with your internal team
- * Educational WebEx's on various topics aligned with PPC-PCMH Standards, Best Practices, and more
- * Continuous connection with others who have achieved national recognition through NCQA.

Quality Improvement Coach Role—What We Do!

- * Act as a 'Change Agent' for successful transformation to improve office systems
- * Act as a facilitator who helps your team prepare for online application in six months— as early as September 2010
- * Act as 'knowledge broker' in providing external resources and tools that support the standards and elements defined by NCQA
- * Act as a sounding board and provide continuous feedback on progress
- * Assist with problem solving and provide techniques for removing barriers and dealing with resistance to change
- * Provide additional training and team development beyond the scope of this work group, if needed

For more information, contact Quality Support Services at 942-2844. Please register by March 1 (Invoicing may follow).



Visit us online!

www.mainenetwork.org

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Register at
www.mainenetwork.org

PRIMARY CARE “GREEN RIBBON” RECOGNITION TERM EXTENDED

The Maine Health Management Coalition Foundation Board has extended the duration of PTE Adult and Pediatric green ribbon recognition awards through December 31, 2010. The green ribbons had previously been scheduled to expire the second quarter of this year. The new deadline will allow Coalition staff and PTE Steering Committee members to develop a comparable tool for those practices who are unable to seek national recognition due to their size or structures.

The MHMC continues to encourage practices to seek national recognition for practice excellence, and awards blue ribbons to practices achieving national recognition, through NCQA and BTE. Practices will be receiving letters from MHMC in the next few days with a more complete explanation of the changes. Pediatric practices may also submit first time or updated information related to their office system survey or outcomes at any time by contacting either Ted Rooney at trooney@healthandwork.com or Sue Butts-Dion at sbutts@maine.rr.com.

CALENDAR OF EVENTS

Strategies for Patient Self Management	February 24 <i>Maine Network for Health</i>
NCQA Work Group #2	March 4 <i>Maine Network for Health</i>
Clinical Office Practice Summit (IHI)	March 7-10 <i>Washington DC</i>
Pathways to Excellence Recognition Update (MPIN)	March 16 <i>Augusta or WebEx</i>
Clinical Microsystems—Part 1: The 5Ps	March 24 <i>Maine Network for Health</i>
Quality Counts 7	April 16 <i>Augusta Civic Center</i>
Reliability (MPIN)	April 20 <i>Augusta or WebEx</i>
Clinical Microsystems—Part 2: The 5Ps	April 28 <i>Maine Network for Health</i>
Primary Care Transformation Advisory Group	May 5 <i>Maine Network for Health</i>
Behavioral-Physical Health Integration (MPIN)	May 18 <i>Augusta or WebEx</i>
Engaging Patients/Families in QI	May 26 <i>Maine Network for Health</i>
Maine PCMH Pilot Learning Session 3	June 11 <i>Hallowell</i>
Electronic Prescribing and Medication Reconciliation (MPIN)	June 15 <i>Augusta or WebEx</i>
Behavioral Health Integration: Assessment Tools	June 23 <i>Maine Network for Health</i>

For more information, email l.coleman@mainenetwork.org

SOME MEDICARE ADVANTAGE PLANS EXIT MAINE

As reported on Maine Public Radio, some health plans are dropping or cutting back on their Medicare Advantage plans in Maine. MNH has contacted the payors that we work with and have the following updates:

CUTTING BACK

- **Humana** was very limited in its MedAdv membership in Maine, and is **discontinuing their direct marketing to individuals** because CMS now requires actual live people to be located in the state where the product is marketed. Humana may resume direct sales in the future, but for now **will only have national retiree accounts** whose members live in Maine.

- **Aetna** has confirmed that they are **ending their sales of their PFFS** product (Private Fee For Service, the one with no network contracts). Aetna is **still selling their HMO/PPO** products to Medicare beneficiaries, and these are the products contracted with MNH Providers.

- **Coventry** only has commercial contracts through MNH but not Med Adv contracts. We already knew they were **discontinuing their PFFS** Maine offering and dropping the State Retirees (who went to Anthem PFFS on 1/1/10).

STAYING ACTIVE

- **Arcadian/Northeast Community Care** - this is a MedAdvantage-only company and has seen the federal shake-out as to their advantage. They have one of the largest Maine Med Adv enrollment.

- **Universal American/Today's Options** – this **new plan in Maine** started up on 1/1/10, and they have a **provider-friendly “Patient Centered Med Home”** style extra payment and Shared Surplus model. With a strong base of Medicare Supplement plan membership in Maine, they should grow rapidly.

- **Martins Point Generation Advantage** - As a Maine-based payor, it is safe to say that they are **committed to Maine**. For 2010, they have doubled the membership in the counties they are in. They do distinguish themselves by offering **substantial financial support for PCP practices** in their programs.

RADIO SPOTS TARGET CONSUMERS AND QUALITY

During the first few months of 2010, the **Maine Health Management Coalition** will be airing radio spots on stations across Maine to **prompt patients/consumers to discuss health care quality** measures with their doctors.

These radio announcements (advertisements) are meant to deliver the following key messages to local healthcare consumers:

- * Healthcare is not the same everywhere
- * Quality healthcare can make a difference for you and your family
- * When choosing a healthcare provider, check the MHMC website first
- * “Care enough to compare”

The MHMC website (www.mhmc.info) contains ratings for primary care practices and hospitals across Maine. Specialist ratings are under development as well.

The range of measures has been expanding over the last few years, and more **provider-submitted data** is being used, as opposed to just claims data through the health plans.

We advise all practices to **become familiar with the MHMC website** and be ready to discuss quality measurement issues with your patients. More information about the measures can be obtained from the MHMC website or by contacting us here at MNH.

CIGNA DROPS “HMO” LICENSE

Effective January 1, 2010, CIGNA HealthCare of Maine Inc. will discontinue offering Commercial HMO products in Maine. They are working with accounts to transition members to other plans, generally POS and PPO.

An ID Card brochure and information can be located at www.cignaforhcp.com under "Resources"; ID cards with CIGNA HealthCare of Maine (CHMO) will be discontinued, while ID cards with Connecticut General Life Insurance Company (CGLIC) (managed care insurance and self insured employer plans) will remain.

Although the Company will discontinue its HMO business in Maine, CIGNA states it remains committed to growing its health insurance business in Maine through Connecticut General Life Insurance Company, where most of their business is written today.

Your participation status and reimbursement arrangements with CIGNA will not change. Your MNH contract with CIGNA HealthCare will now operate under Connecticut General Life Insurance Company (CGLIC). All binding clauses will remain in effect.

Other current policies and procedures such as claim submission and processing and medical management will not change. Be sure to verify a member's eligibility and benefits at www.cignaforhcp.com before rendering services.

If you have any concerns about specific health care coverage, please call CIGNA Customer Service at 1.800.88CIGNA (882.4462).



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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

Coventry (formerly First Health /HCVM)

www.cvty.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.