

MAINE NETWORK FOR HEALTH

MAINE NETWORK

THE QUARTERLY HEALTHCARE NEWSLETTER FOR NORTHERN AND EASTERN MAINE

VOLUME 14, ISSUE 1 WINTER 2011

MAINE HEALTH MANAGEMENT COALITION

Maine has been selected for demonstration to improve primary care. CMS's new Office of Health Care Innovation announced that Maine had won a vigorous competition as **one of eight states selected to take part in an initiative to improve the delivery of primary care**. The announcement means that Medicare will pay enhanced fees to over forty primary care practices participating in Maine's Primary Care Medical Home pilot. The enhanced payments over three years are estimated to total **\$28 million**.

By investing more dollars on the front end of the health care services spectrum to **increase the intensity and comprehensiveness of primary care services** to Medicare beneficiaries, the federal government is joining Maine's employers, unions, providers and Medicaid in the push for a new, more effective, model for treating patients who are chronically ill or are at risk for becoming so said Elizabeth Mitchell, CEO of Maine Health Management Coalition.

The **"advanced primary care" (or medical home) model** emphasizes prevention, new and more frequent communication through email and other means, a larger, more coordinated health care team and professional assistance to patients in culling through medical evidence to make treatment choices that are best suited for their needs based on latest medical evidence. In exchange for higher fees, participating primary care practices **will likely reduce the need for more complex treatments** as their contemporaries in other regions have shown they can do.



INSIDE THIS ISSUE:

| | |
|--|---|
| MaineCare Transition Update | 2 |
| Calendar of Events | 2 |
| PTE Website Updated | 3 |
| Medicare Advantage Plan Get Incentives | 3 |
| Two Views of Communication | 3 |
| MNH Contracted Payors | 4 |

MAINECARE MANAGED CARE

The MaineCare program is still on track to contract with two managed care companies for the majority of the Medicaid population. Coverage is planned to begin in April 2012.

About 9 organizations are expected to bid to be the two selected managed care organizations (MCOs). Both will offer enrollment statewide. Special populations and dual-eligibles will not be included until Phase II.

Additional information may be found at http://maine.gov/dhhs/oms/mgd_care/mgd_care_index.html

CONTACT US

President/CEO

Stephen Ryan, Ext. 102
s.ryan@mainenetwork.org

Quality Support Manager

Linda Coleman, Ext. 109
l.coleman@mainenetwork.org

Quality Improvement Advisor

Georges Nashan, Ext. 119
g.nashan@mainenetwork.org

Credentialing

Network Support Specialist

Melinda Wood, Ext. 106
m.wood@mainenetwork.org

MNH Newsletter Editor

Karen Hudgins, Ext. 101
MNHOffice@mainenetwork.org



**Visit us online!
Get our newsletter
delivered to
your inbox!**

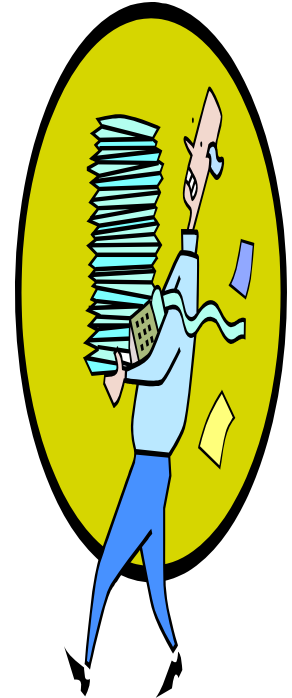
www.mainenetwork.org

MAINECARE TRANSITION UPDATE

The MaineCare program continues to move ahead on its transition from MCMS to the MIHMS system. They have **entered 4,359 providers into the system**, with around 200 in process in mid-January. Call **1-866-690-5585** to check your status.

Remittance Advice (RA) forms are being redesigned this February to improve clarity, reduce their size and agree with the portal and the e-RAs (835s). Also, MaineCare is improving their **PCP-Member assignment** program to better identify a Member's PCP. No denials for lack-of-referral will occur through March due to this ongoing improvement, but warnings may be issued.

As always, you may sign up for Provider Updates at <http://www.maine.gov/dhhs/bms/member/innerthird/listserv.shtml>. Questions may be sent to MaineCare2010.dhhs@maine.gov.



CALENDAR OF EVENTS

WebEx Learning Sessions 2011

| | |
|--------------------|---|
| February 22 | Access - Part 2 12:00-1:00 p.m. |
| March 22 | Transitions of Care - Part 1 12:00-1:00 p.m. |
| April 26 | Transitions of Care - Part 2 12:00-1:00 p.m. |
| May 24 | Patient Safety and Pharmacy Integration In Primary Care 12:00-1:00 p.m. |

WebEx Learning Sessions are designed for practice staff and others who wish to enhance their understanding and knowledge of quality improvement in physician practices, health centers and other healthcare organizations. **For more information, email Linda Coleman at l.coleman@mainenetwork.org.**

Other events of interest:

| | |
|------------------------|--|
| February 11- 13 | Maine Osteopathic Association (MOA) Mid-Winter convention. Holiday Inn by the Bay, Portland, ME Contact the MOA office at 207-623-1101. |
| March 20-22 | 12th Annual International Summit on Office Practice and the Community www.IHI.org/IHI/programs |

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

PTE WEBSITE UPDATED

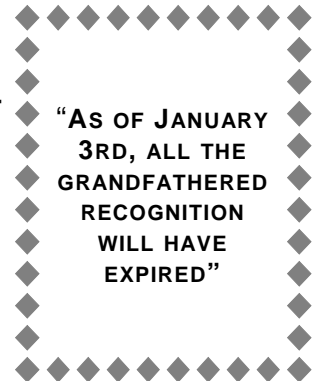
The Maine Health Management Coalition has updated its PTE (Pathways To Excellence) website and Physician Practice ratings for 2011. [Go to www.mhmc.info](http://www.mhmc.info).

As they have moved more to national recognition over the last few years, they have allowed Practices to keep their Maine based (Green Ribbon) recognition an extra 1-2 years while the national programs expanded, and to give Maine Practices **extra time to participate in the national programs**

As of January 3rd, all the **grandfathered recognition will have expired**. Current recognition will continue to be either 2-3 years depending on the program. Clinical data submission for diabetes and CVD outcomes also has ended as of the New Year. Now, local submission will only be available for pedi practices, where no appropriate national recognition is available yet, and for a few situations where adult practices are not able to participate in national programs - e.g. too few patients, residency programs for CVD.

To help with the transition, PTE has launched a **Maine based Office System Survey** program in the fall using the Bridges to Excellence instrument and process. This may make it more practical for some Maine PCP practices to participate.

For more information, please contact Pathways to Excellence Project Leader Ted Rooney RN, MPH at trooney@healthandwork.com or 207-729-4929.



MEDICARE ADVANTAGE PLANS GET INCENTIVES

Insurance companies are complaining that their payments from CMS are being reduced under the Health Reform law. However beginning next year, Medicare Advantage (MA) and stand-alone prescription drug plans will be **eligible for bonuses based on new "Star" ratings**, which include 36 measures divided into five categories for MA plans and 21 measures in four main categories for PDP plans.

Among the categories are **management of chronic diseases, health plan responsiveness** and **member complaints**. A score of 3 stars out of 5 will generate a bonus in 2012.

For the MA plans facing reimbursement cuts from the federal government, the Star-related bonuses give them the opportunity to recapture lost revenue. For Providers, the incentives provide an opportunity to **explore how we can share in the incentives** by helping the MA plans achieve their bonuses.

TWO VIEWS OF COMMUNICATION

Primary care doctors and specialists have very different perspectives on how often their colleagues **communicate with them about patient referrals and consultations**.

According to a study by the Center for Studying Health System Change published in *Archives of Internal Medicine*, **2/3 of primary care physicians (PCPs)** reported that they always or most of the time send a patient's history and the reason for the referral to the specialist. However, only about 35% percent of specialists said they regularly receive such information.

In the other direction, over **80% of specialists said they regularly send consultation reports back** to the PCP, but only 62% percent of PCPs said they received the information. Physicians who did not receive prompt communication regarding referrals and consultations reported that it affects their ability to provide high-quality care.

For both PCPs and specialists, the **amount of time they are able to spend with patients** was the biggest determinant in whether physicians sent a report. Another factor was **Care Management** –whether they had a nurse for monitoring patients with chronic conditions. **Use of an EMR** (electronic medical record) was also associated with improved communication by specialists, but not by PCPs.



80 Exchange St.
Suite 603
Bangor, ME 04401

Phone: (207) 942-2844
Fax: (207) 942-2723

www.MaineNetwork.org

**COLLABORATING FOR
HEALTHCARE EXCELLENCE**



Left to right, Steve Ryan, Karen Hudgins (seated), Melinda Wood, Georges Nashan, and Linda Coleman

Welcome to our new Administrative Assistant, Karen Hudgins. Previously with MNH (2004-2006) she returns to her previous roll with excitement and optimism after a brief stay in Washington, DC. Karen lives in Greenbush with her cat Lucky.

MNH CONTRACTED PAYORS

Aetna, Inc. (Commercial Plans)

www.aetna.com
(800) 624-0756

Aetna (Medicare Advantage Plans)

www.aetna.com
(800) 624-0756

Anthem (Medicare Advantage Plans)

www.anthem.com
New as of January 1, 2011

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.