



MOUNT CARMEL
Health Partners

Clinical Integration

Committed to Quality

OCTOBER 2011

Clinical Integration Update

It is a pleasure to announce that 705 physicians, to date, have selected to participate in the Health Partners Clinical Integration program.

While physicians continue to join the program, this early success is significant as it will provide more opportunities for success going forward given payor interest in networks of this size.

Please contact your Provider Relations manager if you need a copy of the addendum that is required to participate.

Thus far 337 primary care physicians and 368 specialists have joined the Clinical Integration program.

Clinically Integrated Physicians

We have put the final touches on our initial Clinical Integration webcast, and it should be available over the coming weeks — watch your email and postal mail for additional information. Viewing this webcast is required.

Patient Registry Update

Mount Carmel Health Partners would like to extend a special thanks to those who attended the Patient Registry demonstrations which were held on August 3rd and 4th — over 100 physicians and office staff attended! Highlights of the sessions included an overview of the following:

- Purpose of the registry
- Goals and benefits of the registry
- The point-of-care tool itself and the various ways it could be used in your practice to better care for patients.

If you or anyone from your practice were unable to attend the sessions and would like additional information, please contact your Provider Relations manager.

Testing of the patient registry, for those offices that were first to be actively sending patient data, began in late August and will continue into the fall. Once this phase is completed, the next wave of installations and testing will begin. As more practices are added to the Patient Registry, training programs will be scheduled for all to attend. If you and/or your staff are interested in more information, please contact Carla Clifton, Patient Registry Coordinator, at 614-546-4272.

Updates about the registry will be provided in the next newsletter as well as monthly bulletins and other communications to your practice.

Committee Updates

Advisory Committee — The Clinical Integration Advisory Committee will oversee the implementation of the clinical integration program and link communication between all clinical integration committees, the Mount Carmel Health System, employers and payors in the market. The committee met in early September and will assist Mount Carmel Health Partners with strategy and operational guidance during the initial 12 months as the clinical integration program grows and matures.

Nominating Committee — The Nominating Committee is charged with selecting individuals to serve on all committees and the Board of Directors. They will meet in October to nominate physicians to the Board positions that are to be voted on in January 2012. If you are interested in serving on a committee, please contact us at 614-546-3000.

Cardiology Ad hoc Committee — The Cardiology Ad hoc Committee, a sub-committee of the Quality and Clinical Integration Committee, met in July and August. The committee was tasked with developing and recommending clinical quality measures specific to cardiology that will be included in the registry and reported on the related Physician Performance Dashboard. Physician dashboards will enable physicians to identify how they are performing and assist in both patient care and in meeting performance standards.

The Quality and Clinical Integration Committee, together with other selected network physicians, will continue to review and recommend quality measures to be included in the patient registry and incorporated into specialty-specific Physician Performance Dashboards.

Managed Care Updates

Reminder: The Mount Carmel Associate Health Plan (administered by Aetna) implemented the 1-2% PHO Administration Fee for claims paid with dates of service July 1, 2011 and thereafter. MediGold's PHO Administration Fee will begin with claims that have a date of service of November 1, 2011 and beyond. If you have questions, please contact your Provider Relations manager.

Payor Programs

There are two programs underway with local payors. In order to participate in these programs, physicians must be a Health Partners physician participating in Clinical Integration. The following is an update on current programs.

1. Medical Mutual of Ohio —

Health Partners has been working with Medical Mutual of Ohio with the goal of introducing a new quality program. While details are being finalized, the intent is to have a two part program; the first part that will have immediate rewards, while the other taking effect January 1, 2012 and ending December 31, 2013.

We regret that due to the components of this program, which may duplicate or be similar to other programs in the area, physicians who currently participate in a pay-for-quality program with MMO are not eligible. MMO will provide us with a list of these physicians so that we may contact only those eligible.

Qualified physicians will be notified regarding program details and deadlines for participation. Please watch for a Broadcast Fax and other mailed information. Your ability to participate will require a time sensitive response.

2. MediGold —

Health Partners is also pleased to announce a new MediGold Quality Program. This quality initiative is focused on five quality measures, consisting of a combination of preventive care and chronic conditions requiring ongoing treatment by Primary Care Physicians. This will be a two-year project which provides credit for the measures going back to January 1, 2011.

The 2011 project measurement period focuses on measuring the process of care delivery, and provides credit for services rendered January 2011 through December 31, 2011.

The results of the first year will then be used to establish the baseline and goals for the second measurement period which runs January 1, 2012 through December 31, 2012.

Upon completion of each measurement period, physicians who were successful will receive payment. It is anticipated that this will occur in the month of May for both 2012 and 2013.

New Staff Announcements

Mount Carmel Health Partners would like to welcome three new members to our administrative team. They are Tara Howard, Director of Operations and Program Development, Carla Clifton, Patient Registry Coordinator and Kathy Grauer, Quality Management Coordinator.

TARA HOWARD, MHA, brings a diverse background in finance and managed care to her position as Director of Operations and Program Development. Tara has been with Mount Carmel for over 4 years, initially working for MediGold and, more recently, in the Human Resources Department as the Manager of Health and Wellness Benefits for system employees. Tara's energy and enthusiasm will certainly compliment our team.

CARLA CLIFTON is the new Patient Registry Coordinator and will be visiting physician offices over the next few months to assist you and your office staff with the registry "point-of-care" tool and other registry features. She will also serve as your contact on an ongoing basis regarding the registry in general. Carla has years of experience with healthcare informatics which will prove to be vital to Health Partners physicians and the organization as the Clinical Integration program grows and develops.

KATHY GRAUER, MHA, has taken the position of Quality Manager Coordinator. In this position, Kathy is responsible for assisting with the development and management of future quality improvement projects and pay-for-quality programs. Kathy has a diverse background in for-profit and not-for-profit hospital operations, strategic planning, quality management, long term care and federal contract management. Kathy's experience in quality initiatives will certainly compliment her new role with the organization.

Quality Updates

2010 Trinity/Mount Carmel Associate Health Plan OB/GYN Quality Care Project — This project focused on ensuring that women in the Mount Carmel Associate Health Plan received the appropriate preventative screenings and osteoporosis management based upon national standards. The project concluded on April 30, 2011. Preliminary results have been mailed to participating physician practices. Physicians had the opportunity to provide additional data which has been included in the project results.

Electronic Fetal Monitoring (EFM) Certification Project — Trinity Health and Mount Carmel Health System have jointly launched a quality of care initiative focused on creating uniform EFM interpretation at Mount Carmel hospitals which is consistent with best practices. In May, two CME education sessions were held in preparation for certification testing. Throughout the month of May, thirteen testing sessions were administered on-site at various Mount Carmel facilities. A total of 344 physicians, midwives, nursing staff, and OB and Family Practice residents were able to sit for the exam.

Thus far 95% of eligible OB physicians been successful at passing the exam. Health Partner physicians who pass the exam this year are eligible for an incentive payment. To qualify for the incentive payment, Health Partner physicians must submit a copy of their certificate and a completed W9. Incentive checks are being delivered directly to the physician office. If you have not yet done so, please submit your EFM certificate and/or W9 to Kathy Grauer at kgrauer@mchs.com, or by fax to 614-546-4261. Processing check requests takes approximately 4-6 weeks.

As EFM Certification continues there will be another round of testing in November. If you have questions regarding your registration and testing options, please contact Kathy Grauer at 614-546-4257 or kgrauer@mchs.com.

FYI:

If you would like to receive monthly bulletins and other communications from Health Partners via email, please contact a member of the Provider Relations team.

NCQA Diabetes Physician Recognition Program

To recognize and support physicians in delivering consistent, high-quality care, the National Committee for Quality Assurance (NCQA) and The American Diabetes Association (ADA) have developed the Diabetes Physician Recognition Program.

The program focuses on preventing diabetic complications by focusing on four main areas. When these four clinical areas are managed properly in diabetic patients, clinical outcomes are improved dramatically.

This is a voluntary program that helps physicians apply evidence-based measures to control diabetes in their diabetic patients.

The program helps physicians enhance the delivery of care using physician and practice evaluation tools. Individual physician's can benchmark their performance compared to national diabetic performance standards.

As in past years, Health Partners will cover the costs of NCQA audits and will work with member physicians to complete and submit their audits to NCQA. The program is being offered until the end of the year. Please contact Lori Miller, RN at 614-546-3701 or lmiller5@mchs.com if you would like to participate in this program.

NGS CoreSource Remains the Administrator for the Trinity Retiree Medical Plan

NGS American, Inc. has been and continues to be the Third Party Administrator for the Trinity Retiree Medical Plan. NGS American was acquired by CoreSource, a subsidiary of Trustmark Insurance, in 2006.

As a result of this acquisition, Trinity Retirees' ID cards and Explanations of Benefits (EOBs) now reflect the NGS CoreSource logo.

Please note this change, keeping in mind that NGS CoreSource is not the same as CareSource, the Medicaid managed care organization.

Network Development

Health Partners has been busy adding new physicians to the network.
Please welcome the following physicians who have joined Health Partners since May 2011:

Leah Adkins, MD	OB/GYN	MaternOhio Clinical Associates	3600 Olentangy River Road	Columbus	43214
Richard Bakker, MD	Family Practice	Central Ohio Primary Care Physicians	3555 Olentangy River Road	Columbus	43214
Kimberly Blazer, MD	Pediatrics	Central Ohio Primary Care Physicians	5040 Bradenton Avenue	Dublin	43017
Jason Cappuzzello, DO	Internal Medicine	Central Ohio Primary Care Physicians	3555 Olentangy River Road	Columbus	43214
John Castor, MD	Gastroenterology	Ohio Gastroenterology Group	3820 Olentangy River Road	Columbus	43214
Denise Davis, MD	Physical Med & Rehab	Denise L. Davis, MD	114 W Third Avenue	Columbus	43201
John DesMarais, MD	Family Practice	FCMH Medical and Surgical Associates	1450 Columbus Avenue	Washington Courthouse	43160
Daniel Espinoza, MD	Family Practice	Mount Carmel Medical Group Taylor Station	150 Taylor Station Road	Columbus	43213
Brian Hamburg, MD	Pulmonary Disease	Central Ohio Pulmonary Disease, Inc.	745 W State Street	Columbus	43222
Brian Hendrickson, DO	Internal Medicine	Diley Medical Group, LLC	7901 Diley Road	Canal Winchester	43110
Chaye Hertzell, MD	Family Practice	Central Ohio Primary Care Physicians	3555 Olentangy River Road	Columbus	43214
Louis Hevezi, MD	Internal Medicine	Central Ohio Primary Care Physicians	3555 Olentangy River Road	Columbus	43214
Kristin Hicks, MD	Psychiatry	Mount Carmel Psychiatry	750 Mount Carmel Mall	Columbus	43222
Julie Holinga, MD	Gastroenterology	Ohio Gastroenterology Group	85 McNaughten Road	Columbus	43213
Kenneth Iczkowski, MD	Pathology	Urology Specialists of America	2100 Marble Cliff Office Park	Columbus	43215
Noah Jones, MD	Cardiovascular Disease	Mount Carmel Columbus Cardiology Consultants	85 McNaughten Road	Columbus	43213
Tameem Kaka, MD	Nephrology	Riverside Nephrology Associates, Inc.	500 Thomas Lane	Columbus	43214
Stuart Kanter, DO	Family Practice	Central Ohio Geriatrics	590 Newark-Granville Road	Granville	43023
Sean Kelly, MD	Internal Medicine	Sound Inpatient Physicians Of Ohio	6001 E. Broad Street	Columbus	43213
Anuradha Kesari, DO	Internal Medicine	Central Ohio Primary Care Physicians	3555 Olentangy River Road	Columbus	43214
Elizabeth Koffler, MD	OB/GYN	Westar Obstetrics & Gynecology	444 N Cleveland Avenue	Westerville	43082
Lata Koneru, MD	Internal Medicine	Comprehensive Pre-Operative Consults	3545 Olentangy River Road	Columbus	43214
David Lo, MD	Gastroenterology	Ohio Gastroenterology Group	3820 Olentangy River Road	Columbus	43214
Charles Longwell, III, MD	Neurology	Mount Carmel Neurology East	5965 E Broad Street	Columbus	43213
Yasmin McInerney, MD	Internal Medicine	Westerville Internal Medicine	484 New County Line Road	Westerville	43082
Cameron Miller, M.D.	Pediatrics	Step by Step Pediatrics	507 Executive Campus Drive	Westerville	43082
Shannon Mixon, DO	Emergency Medicine	Immediate Health Associates	500 S Cleveland Avenue	Westerville	43081

Network Development *cont'd*

Jack Moskowitz, DO	Pathology	Urology Specialists of America	2100 Marble Cliff Office Park	Columbus	43215
Steven Nash, MD	Neurology	Orthopedic & Neurological Consultants	1313 Olentangy River Rd	Columbus	43212
Alicia Parks, DO	Endocrinology, Diabetes & Metabolism	Central Ohio Primary Care Physicians	285 W Schrock Rd	Westerville	43081
Teresa Phan, MD	Family Practice	Downtown Physicians at Huntington and Arena	41 South High St	Columbus	43215
Steven Reitz, MD	General Surgery	Central Ohio Surgical Associates	750 Mount Carmel Mall	Columbus	43222
Jennifer Ricciardo, MD	Pediatrics	Northwest Pediatrics	7275 Sawmill Rd	Dublin	43016
Kiran Sajja, MD	Ophthalmology	Eye Surgery Center of Ohio	262 Neil Ave	Columbus	43215
Amanda Sink, DO	Internal Medicine	General Medical Consultants	7277 Smiths Mill Rd	New Albany	43054
Brennen Smith, DO	Orthopedics	Orthopedic & Neurological Consultants	5040 Forest Dr	New Albany	43054
Mark Stanos, DPM	Podiatry	Foot & Ankle Health Specialties	387 County Line Rd W	Westerville	43082
Richard Villarreal, MD	OB/GYN	Premier Womens Health OBGYN	610 Blackwater Rd	Chillicothe	45601
Christopher Zochowski, MD	Plastic Surgery	Walter L Bernacki M.D.	495 Cooper Rd	Westerville	43081

Payor News: Electronic Funds Transfer (EFT)

Electronic Funds Transfer (EFT) as a means of claims payment is quickly becoming the preferred way for payors to send reimbursement to your practice. By registering for EFT with payors, your practice receives its payments in a timely manner with less chance of encountering the issues sometimes associated with payment by check (e.g., lost payments).

Along with EFT, payors are also recommending practices sign up for Electronic Remittance Advice (ERA) as well. Payors post the ERAs on their provider portals and practices are then able to view and download ERAs at their convenience.

In conjunction with payors' ERA/EFT initiatives, Health Partners has recently been advised of two payors who are no longer sending paper Explanations of Payment (EOP's) to providers who are enrolled for EFT; providers must go to the payors' provider portals to access their ERAs instead:

- **CIGNA** stopped paper EOP's as of September 2, 2011. *(NOTE: online remittance reports are not yet available for the CIGNA-Great-West network.)*
- **Molina Healthcare** no longer mails paper EOPs as of September 26, 2011.

MMO to offer financial reward for EFT and ERA adoption!

In an effort to increase the adoption of EFT and ERA usage, Health Partners and Medical Mutual of Ohio (MMO) have created a Performance Improvement Project for clinically-integrated physicians who qualify. Information about this program will be sent to qualified physicians. Qualified participants can realize an increase in reimbursement from MMO through 2013 if they register for ERA/EFT in addition to participating in a separate quality improvement project. In order to receive the financial reward, qualified practices must sign up before December 31, 2011. Please watch for more information regarding this lucrative opportunity.

New Payor Announcement: MultiPlan, Inc.

It is a pleasure to inform you that Mount Carmel Health System and Mount Carmel Health Partners have finalized a contract with MultiPlan, Inc. for its MultiPlan and PHCS PPO provider networks. The contract is effective October 1, 2011.

Once the contracting process is complete, Health Partners will mail a contract summary and acceptance/rejection form to you or your practice. Please return it promptly.

Health Partners Credentialing Criteria: Board Certification

A requirement of membership in Health Partners is Board Certification — it is also a payor requirement. Specialty and primary care physicians applying for appointment to Mount Carmel Health Partners are required to meet the Residency Training requirements for MDs, DOs, and DPMs as set forth by the American College of Graduate Medical Education (ACGME), American Osteopathic Association (AOA) and the American Board of Podiatric Surgery (ABPS.)

Primary care physicians are required to attain Board Certification in the timeframe mandated by their respective Board. Consideration will be given for completion of ACGME or AOA accredited residency program prior to 1985; if current practice is in an area designated by Medicare as underserved; or completion of internship and five (5) years' practice experience in primary care.

A query to the National Practitioners Data Bank will be completed monthly by Health Partners to verify completion of Board Certification. If a physician's time limits for acquiring Board Certification have expired, the Credentialing Committee will review the status to determine his/her continuation or termination as a Health Partners member physician.

Health Partners Initial Appointments

It is important to contact Health Partners as soon as possible regarding new physician(s) joining your group, address and phone changes or additions, and other pertinent information. In those instances where malpractice coverage and effective dates are not yet verified, we will process all potential new physicians as pending receipt of all required information. This enables the credentialing process to begin. Please call Kristi McVay at (614) 546-4264 or email her at kmcvay@mchs.com if you need membership materials for new physicians.

Health Partners Reappointment

As a requirement for participation in Health Partners managed care contracts following initial credentialing, recredentialing is required to be performed every two years. Three months before your current cycle ends, you will receive a request for the required recredentialing documents from the Mount Carmel Health System Central Verification Office, (CVO). This request is sent on behalf of Mount Carmel Health Partners. In order to continue participation in Health Partners, all documents **must be returned to the CVO for processing**. Upon receipt, they will be forwarded to Health Partners. Sending the requested information in a timely manner is important as **failure to respond to the CVO's reappointment request could change the status of your participation in the managed care contracts you have accepted through Health Partners.**

Vendor/Payor Fair Coming Soon: Mark Your Calendar!

- What:** Mount Carmel Health Partners
2011 Vendor & Payor Fair
- When:** Thursday, October 20, 2011
11:30 a.m. - 1:30 p.m.
- Where:** Mount Carmel East Hospital, Siegel Center
- Why:** To meet local vendors who can provide beneficial services to your practice at a discounted rate as well as local payor representatives. Did we mention you can enter for raffle prizes, grab some freebies and enjoy a free lunch?

RSVP For

Practices: Online at www.mchp.com: under *Quick Links* select the RSVP form for physician practices — you can fill out the form online and then print and fax to us, save and email to thoward3@mchs.com, or just fill out the RSVP below and fax back to us at 614-546-4261.

Please RSVP by October 14, 2011.

RSVP for Physician Practices

(✓) YES, WE ARE INTERESTED. PLEASE INCLUDE US:

(Please print your response)

NAME _____

PHYSICIAN PRACTICE _____

TELEPHONE NUMBER _____

FAX NUMBER _____

NUMBER in your office attending _____

Board Recertification

Health Partners will monitor active Board Certification quarterly. If a physician who was previously board certified fails to achieve recertification or complete his or her Maintenance of Certification (MOC) by the respective board, enforcement of voluntary termination will occur. Physicians actively in the process of renewing Board Certification or MOC will be reviewed by the Credentialing Committee on a case-by-case basis. The ultimate responsibility for maintenance of Board Certification lies with the physician. Physicians who do not attain recertification in the permitted timeframe will no longer meet credentialing criteria, and will be voluntarily terminated. This category of termination does not create a reportable event for the purposes of federal or state law.

Educational Opportunities and Events

Health Partners sponsors Fall CME on Healthcare Informatics

“How Information Technology and a Patient Registry Can Assist Physicians in Improving Patient Care and Outcomes”

Keynote Speaker:

Jonathan M. Niloff, MD, FACOg, FRCS, FACS, FACPE

Founder, Chief Medical Officer and Chairman of the Board, MedVentive

Thursday, November 3, 2011

5:30 – 7:00 p.m.

Registration and Dinner: 5:30 p.m.

Lecture: 6:00 – 7:00 p.m.

Mount Carmel East, Siegel Center Auditorium

6001 East Broad Street

Columbus, Ohio 43213

COURSE DESCRIPTION: Learn how the health care environment is changing with the new care model that is requiring physician practices to adopt new and different patient goals. Dr. Niloff specifically demonstrates how the use of information technology, with a focus on how the patient or disease registry, can improve patient care, identify gaps in care and enable success in pay-for-quality programs.

OBJECTIVES:

- Explain how Information Technology (more specifically a patient registry) can improve clinical outcomes, reduce the costs of healthcare services, and improve individual physician clinical performance. It can also serve as a means to report Physician Quality Reporting System (PQRS) and other pay-for-quality initiatives.
- Demonstrate how the use of information technology, such as a patient registry or an electronic medical record (EMR), can assist physicians with total population health. This would enable physicians to monitor and meet the requirements of pay-for-quality programs through the use of various reporting tools and available system features.
- Describe how patient registries specifically can group like patients, identify gaps in care and aid both the physician and patient with compliance.

TARGET AUDIENCE: Physicians from all specialties

ACCREDITATION: Mount Carmel is accredited by the Ohio State Medical Association to provide continuing medical education for Physicians.

Mount Carmel designates this live activity for a maximum of 1 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

There is no charge to attend this conference. Registration is required by October 31, 2011.

To register, contact the Mount Carmel CME office at cme@mchs.com or 614-234-5351.

Continuing Medical Education

793 West State Street

Columbus, Ohio 43222

For more information, please call 614-234-5351.

Attend an Upcoming Educational Seminar!

Mount Carmel Health Partners is inviting you and your staff to attend upcoming educational seminars on medical coding and OSHA regulations. Please complete the information below and return it with your payment to reserve your spot.

Questions or Comments? Please call us at 614-546-3000 or via email healthpartnersci@mchs.com. You can also visit us on the web at www.mchp.com.

Coding Updates for 2012

Presented by: Diane Zucker, Healthcare Management & Reimbursement Consultant

When: Thursday, December 8, 2011 from 8:30 a.m. to noon

Where: Mount Carmel St. Ann's Vance Learning Center (Maternity Pavillion)

Cost: \$100 registration fee

Diane's seminar will help your practice maintain compliance, code correctly and identify services for correct reimbursement. Coding changes for both CPT and ICD-9 will be discussed, and is applicable to all specialties. The seminar will cover the following topics:

- I. Review of key CPT Code changes (all specialties)
- II. Key E&M issues for documentation, coding and billing
- III. Review of ICD-9 changes (changes effective 10-1-11)
- IV. Look ahead to ICD-10 (coming October 1, 2013)

A continental breakfast will be offered. Please dress in layers to allow for more comfort. Registration is non-refundable after December 1, 2011.

Annual OSHA Training Seminar

Presented by: Kathy Rooker, Columbus Healthcare and Safety Consultants

When: Tuesday, October 25, 2011 from 1:00-4:00 p.m.

Where: Mount Carmel East Siegel Center, West side

Cost: \$100 registration fee

Attendance at this informative seminar will provide the required annual training and guidelines to adhere to the sometimes complex OSHA regulations. Topics addressed include:

- General Facility Safety
- Decontamination
- Workplace Violence
- Bloodborne Pathogen Training
- Infection Control
- Exposure Control Plan
- Hazard Communication
- Tuberculosis

Light refreshments will be offered. Please dress in layers to allow for more comfort. Registration is non-refundable after October 20, 2011.

Registration Form

Payments can be made out to "Mount Carmel Health Partners" and mailed to:
Health Partners, Attn: Tara L. Howard, 6150 East Broad Street, Columbus, OH 43213

*If more than one person from your practice is attending, please attach a separate list providing each attendee's name.

Name: _____

Practice/Organization: _____

Amount Enclosed: \$ _____

I will be attending:

- Annual OSHA Training Seminar — \$100 Registration Fee, each participant
- Coding Updates for 2012 — \$100 Registration Fee, each participant