



Care System Connection

News for providers participating in the Patient Choice program

Fall 2004

CARE SYSTEMS HONORED FOR DISEASE MANAGEMENT AND CLINICAL QUALITY INNOVATIONS

Every year since 1998, the Excellence in Quality Awards program has recognized Care System achievements in providing high-quality care. This year the awards program, managed by HealthFront, a local nonprofit consumer information organization and supported by Patient Choice, honored seven Care Systems.

The competition for the 2004 Excellence in Quality Awards was organized into two categories: "Comprehensive Disease Management" and "Innovation in Clinical Quality."



The Comprehensive Disease Management competition required Care Systems to submit specific information about their capacity to manage diabetes, coronary artery disease and the delivery of general preventive services to their patient populations.

In the Innovation in Clinical Quality category, Care Systems demonstrated their valuable new ideas for advancing quality care.



"The Excellence in Quality Awards program is a way for us to highlight what Care Systems are doing to improve health care quality in this community," said Brad Montgomery, executive director of HealthFront. "By sharing this information with its members, Patient Choice helps individuals learn more about the programs and special expertise offered by local Care Systems."

All Care Systems that participate in the Patient Choice network are invited to apply for an award each year, although not all choose to apply. This year's winners include:

Comprehensive Disease Management

Award	2004 Winners
	<ul style="list-style-type: none"> Children's Physician Network for management of asthma. Fairview Physician Associates for management of coronary artery disease, diabetes and preventive services. Park Nicollet/Methodist Care System for management of coronary artery disease, diabetes and preventive services.
	<ul style="list-style-type: none"> Access Quality Care System for management of asthma. Minnesota Healthcare Network for management of coronary artery disease and diabetes.

Innovation in Clinical Quality

Award	2004 Winners
	<ul style="list-style-type: none"> Children's Physician Network for its development of an asthma education clinic. Park Nicollet/Methodist Care System for its systematic approach to improving patient safety and the effective, efficient delivery of care. St. Croix Valley Healthcare for its program to provide access to medication for individuals with chronic conditions and low incomes.
	<ul style="list-style-type: none"> Access Quality Care System for its approach to using electronic registries and nursing clinics to manage anticoagulation (blood clotting prevention) therapy. Mayo Clinic Rochester and Mayo Health System for its Owatonna Clinic's health promotion program to address obesity.

PATIENT CHOICE *INSIGHTS* OFFERED BY WAUSAU BENEFITS

Patient Choice continues to focus on bringing new health care programs that feature unique tiered networks to the marketplace. Our latest effort, Patient Choice Insights, will again lead the market in helping individuals to make informed decisions about their care.

Like other Patient Choice programs, Patient Choice Insights is based on an innovative approach whereby providers are tiered on cost and performance measures and individuals have access to a variety of comparative information to help them gauge provider value and manage their health care dollars. In addition, with Patient Choice Insights, individuals are free to see any provider in the network—in any tier, at any time. Their out-of-pocket costs vary depending on the providers they choose. When they visit providers who have performed better on cost and quality measures—those in lower tiers—their copayment and/or coinsurance amount will be lower.

The program is being offered to employees in Wausau Benefits' Eagan-based office for 2005, with an effective date of 1/1/05. (see Attachment A for sample ID card with the Patient Choice *Insights* logo).

Soon, specialty groups and facilities will be receiving written communication from Patient Choice letting them know their tier placement in Patient Choice *Insights* for 2005.

Patient Choice will provide notice of training sessions for the *Insights* product in the first quarter of 2005.

CREDENTIALING AND PATIENT CHOICE

Historically, credentialing of providers for the Patient Choice program was delegated to participating Care Systems. With Medica's acquisition of the Patient Choice program last spring, it became necessary to update the process. Now, providers who are credentialed with Medica, are automatically credentialed with Patient Choice as well.

Providers participating in Patient Choice who are not currently credentialed with Medica should have already received a letter outlining steps that can be taken for the needed credentialing to occur. It involves the completion of an application available on Medica's web site www.medica.com under 'Provider Resources' and then 'credentialing'. Providers who do not have Internet access may also call Medica's Provider Literature Request Line at 952-992-2355 or 1-800-458-5512, option #1, then option #8, ext. 2-2355.

If you are not sure if a particular practitioner has been credentialed, please contact Medica's Demographic voice mailbox at 952-992-8616.

Behavioral health providers that have been credentialed through United Behavioral Health (UBH) will automatically be credentialed for the Patient Choice networks. Providers can submit their applications through UBH

- Go to www.ubhonline.com and click on 'Join our Network'
- It will give the UBH criteria and direct you to the application forms

The process for participating behavioral health providers who are not credentialed with UBH is still being reviewed. We will provide more information as it becomes available.

Please know that for claims received from a new provider who has not completed the credentialing cycle as of January 7, 2005, the TPA will deny the claim back to provider responsibility. This is true for all new providers – medical, behavioral health, chiropractic, etc. Members cannot be balance billed for covered services furnished by a provider who has not yet been credentialed.

Patient Choice is working very closely with the Medica Credentialing team so that once a provider has been credentialed; Patient Choice will be loading the provider into the database. The effective date will be the effective date of credentialing as indicated on Medica's confirmation letter to the provider.

NEW CARE SYSTEM IN 2005

The Regional SelectCare System has joined the Patient Choice Care System network for 2005. This Care System replaces America's Care System and is made available to those Patient Choice participants who reside in select areas of rural Minnesota, as well as parts of Iowa, North Dakota and Wisconsin.

The Regional SelectCare System is in cost tier II. The ID card for participants that enroll in this Care System will include the SelectCare logo.

HOLIDAY HOURS

Wausau Benefits

Closed Friday, December 24th and Friday, December 31st

CBSA

Closed Friday, December 24th

Patient Choice

Closed Thursday, December 23rd, Friday, December 24th and Friday, December 31st



MARKET-WIDE CORNER

Kyle McIntyre recently joined the Patient Choice staff as a contract manager. He replaces Jon Sackett and is responsible for contracting activities to expand the Patient Choice network.

Kyle has more than fifteen years of health care experience from both the provider and payer side. His areas of expertise include contracting, finance, and data analysis.

Should you have any questions or concerns about participating in the Patient Choice network, please contact Kyle via telephone at (952) 992-1727 or by email at kyle.mcintyre@pchealthcare.com.

E-VISITS OFFERED BY THE PARK NICOLLET CARE SYSTEM

Park Nicollet/Methodist Care System will implement e-visits for the Patient Choice program effective 1/01/05. Patient Choice has worked with our third-party administrator partners to develop a process for providers to obtain payment for these services.

Employers offering the Patient Choice program have the option to cover e-visits and many have chosen to do so. Those who do cover e-visits have the ability to set their own copay level. A member whose employer has chosen not to cover e-visits will be responsible for the entire cost of the visit.

EMPLOYERS ELECT A VARIETY OF PHARMACY BENEFIT MANAGERS (PBM)

Currently, the Patient Choice program is offered by self-funded employer groups. As such, they are able to choose different organizations to manage their pharmacy benefit programs including Express Scripts, Wausau Benefits, PharmaCare and Merck. Some Patient Choice participants will have a prescription card that is separate from the medical card, while others will have their pharmacy information on the medical ID card.

IMPORTANT BILLING REQUIREMENTS

Urgent Care Centers

In a previous issue of *Care System Connection*, Patient Choice communicated that providers could begin to submit Urgent Care claims with the valid place of service (POS) code of '20' (field #24b on the CMS form). Please note that claims submitted with POS code 20 will pull the facility RVU. The non-facility RVU is applied when a POS code other than 20 is on the claim.

Medical Record Information

CPT Code 51797 (Intra-abdominal pressure test)
To process these claims, the claims administrator/s require that medical record information be submitted with the claim. This will proactively expedite claim processing/payment.

Hospital 510 Revenue Code

Beginning 01/01/05, the revenue code 510 which is a facility rental or overhead item will no longer be paid as a separate item. This is to be included in the conversion factor or percentage of charge.

WAUSAU BENEFITS LAUNCHES A NEW WEB SITE

This fall, Wausau Benefits launched its newly designed Web site. The new site provides important benefit information to users through customized portals for members, employers, providers and producers. Each portal has pertinent data specific to that user group, making it more convenient and expedient. The site includes one-click access to claims, benefit and health information within a confidential and secure environment.



WORDS OF WISDOM

Sculpturing

It is something to be able to paint a particular picture, or to carve a statue, and so to make a few objects beautiful; but it is far more glorious to carve and plain the very atmosphere and medium through which we look. To affect the quality of the day--that is the highest of arts.

HENRY DAVID THOREAU

Note: Care System Connection is provided to you as a participant in the Patient Choice program. Please distribute across your organization and sites.

Attachment A

Sample Patient Choice Insights ID card



BENEFITS ADMINISTERED BY
WAUSAU BENEFITS™

NAME:

ID:

EMPLR:

GROUP:

CUSTOMER SERVICE:
PROVIDERS - CALL 1(877) 233-1800
MEMBERS - CALL 1(877) 390-8008

Print Date

This card must be presented each time services are requested.

MAIL ALL FORMS TO: WAUSAU BENEFITS, INC.
PO BOX 8013
WAUSAU WI 54402-8013
EDI PAYER ID # 39026

CUSTOMER SERVICE

1(877) 390-8008

Notice to Providers, Physicians and Facilities: You are required to call for all inpatient admissions.
Notice to Members: You are required to call for all plan required certifications and all admissions.

1(800) 678-PHCS

For out of area participating PHCS providers when traveling contact PHCS, provider information line or www.phcs.com

Patient Choice Web Site:
Your source for the most up-to-date information
www.patientchoicehealthcare.com

