



# Care System Connection

*News for providers participating in the Patient Choice programs*

Spring/Summer 2005

## PATIENT CHOICE INSIGHTS<sup>SM</sup> BY MEDICA LAUNCHES

Medica has rolled out its new tiered-network product called Patient Choice Insights<sup>SM</sup> by Medica effective July 1, 2005. It's the first product to combine the strengths of Medica and Patient Choice, which was acquired by Medica in the spring of 2004.



This new product promotes a higher level of engagement between providers and patients by equipping members to take control of their health care decisions and to become better health care consumers.

It features the Patient Choice Insights open access network in which providers are ranked into three tiers based on cost, quality and efficiency. Medica offers the Patient Choice Insights network, and providers are reimbursed at Patient Choice contracted rates. Members have access to any network provider, but generally will have lower copayments and/or coinsurance when they obtain services from network providers who are in lower tiers.

Patient Choice Insights by Medica will initially be offered to fully funded and self-insured employers in the Twin Cities metro area. Plans to expand the service area in 2006 are currently being reviewed.

### Communication of the Group Practice Tiers

In the coming weeks, providers who participate in the Patient Choice Insights network will receive notification of their 2005 tier placement (which is set at the Tax ID level), along with information about the Insights product.

In the meantime, providers interested in checking their tier information can go to [medica.com](http://medica.com) and access the online directory by clicking on "Find A Doctor." You can also call Medica's Provider Service Center for assistance 952-992-2232.

Please note that Patient Choice continues to obtain contracts with various non-metro facilities. As contracts are finalized, these facilities will be added to Medica's online directory as well as the Patient Choice web site at [www.pchealthcare.com](http://www.pchealthcare.com).

### Claims Submission

Claims for Patient Choice Insights by Medica will be administered the same as other Medica commercial claims. Paper claims should be sent to the address indicated on the back of the member ID card—PO Box 659752, San Antonio, Texas 78265-9752. Providers who have questions about Patient Choice Insights by Medica may call Medica's Provider Service Center.

## PATIENT CHOICE INSIGHTS TRAINING

Medica's Provider College is offering an educational session to help providers, who participate in the Patient Choice Insights network, better understand this new and exciting product.

The training will cover specific information about the tiering process and the methodology used in the Patient Choice Insights network. In addition, participants will see examples of product benefit structures and review provider claims payment information.

Medica Provider College presents—  
Patient Choice Insights Educational Sessions:

Date : Thursday, August 25, 2005  
Time: 8:30 AM – 10:00 AM  
Location: Medica Headquarters  
Minnetonka, MN

### How to register:

- **Online.** Go to [medica.com](http://medica.com), click on 'Provider Resources' and select 'Provider College.'
- **Email.** Send an email to [providercollege@medica.com](mailto:providercollege@medica.com) and include your name, facility/clinic name, phone number, email, fax and session name and date.
- **Fax.** Complete the registration form (attachment C) and fax it back to Medica at 952-992-8090.
- **Phone.** Call Medica at 952-992-2764. Be prepared to provide your name, facility/clinic name, phone number, email, fax and session name and date.



## Patient Choice Insights Training (cont.)

Patient Choice staff will also be offering a training session specifically designed for Care Systems and providers who participate in the Patient Choice Care System program. It is scheduled for:

Date: Wednesday, August 17, 2005  
Time: 8:30 AM – 10:00 AM  
Location: Medica Headquarters  
Minnetonka, MN

### How to register:

- **Email.** Send an email to [pcnews@pchealthcare.com](mailto:pcnews@pchealthcare.com) and include your name, title, facility/clinic name, phone number, email and fax.

If you do not have access to email or have questions about the training session, please call Patient Choice at 952-992-1700.

### MEDICA TO ANNOUNCE SURGEONS, HOSPITALS APPROVED FOR BARIATRIC 'CENTERS OF EXCELLENCE' PROGRAM

Upon completion of an approval process currently underway, a listing of surgeons and hospitals that are part of Medica's new "Centers of Excellence for Bariatric Care" program will be posted online at [medica.com](http://medica.com). The Centers of Excellence program is administered by the Surgical Review Corporation (SRC) for the American Society of Bariatric Surgeons (ASBS); SRC handles the applications and makes recommendations for approval status to ASBS. The listing of providers approved for the program will also be available by calling Medica's Provider Literature Request Line.

Medica will be launching the quality-focused Centers of Excellence program that relies on evidence-based care to ensure that members get safe, high-quality care for certain procedures related to morbid obesity. This program will also be incorporated into the Patient Choice Insights product.

The Centers of Excellence program identifies experienced surgeons and comprehensive surgery facilities related to bariatric care. Through an application process, surgeons and hospitals are required to meet certain qualifications in order to achieve an approved certification status for Medica's bariatric care program. Providers retain their approval status for a three-year term.

As developments with this program occur, information will be published in *Care System Connection*.

### THE LEAPFROG GROUP UPDATES

As you may know, The Leapfrog Group is an initiative driven by organizations that buy health care who are working to initiate breakthrough improvements in the

safety, quality and affordability of health care. It is a voluntary program in which hospitals share information about their medical error prevention measures—or "four leaps."

Again this year, Patient Choice will be incorporating The Leapfrog Group's Hospital Survey results into the Patient Choice Insights 2006 tiering process. We will access the data at the end of July. To view your entity's most recent Leapfrog Group status, visit <http://leapfroggroupdata.org/>

### MARKET-WIDE CORNER

Providers or groups who are interested in submitting an application to contract and participate in Patient Choice programs, can access the form online at [medica.com](http://medica.com). Simply go to 'Provider Resources' and click on 'Products.' The form is also available on [patientchoicehealthcare.com](http://patientchoicehealthcare.com).

### EVALUE8 RESULTS

The eValue8 health plan quality comparison tool is an important resource for employers. Employers can use eValue8 results to assess potential vendors for their health benefit contracts. In addition, the eValue8 process encourages health plans to adopt the best in continuous quality improvement and clinical effectiveness strategies.

Organizations seeking to be rated by eValue8 complete a massive survey. Overall, Patient Choice scored very well on the survey. We were evaluated as a PPO and ranked number one in three of the eight areas: Plan Profile, Health Information Technology and Consumer Engagement. Patient Choice received the highest overall score of all PPO and HMO participants for 'Consumer Engagement'.

Thank you to the many Care Systems who assisted in responding to information and example requests. We couldn't have done it without you.

### Patient Choice PPO Results

- #1 in 3 of 8 areas
  - Consumer engagement
  - Health information technology
  - Plan Profile
- Highest consumer engagement score among all HMOs, PPOs

**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

<b>PATIENT CHOICE INSIGHTS PRODUCT GRID</b>
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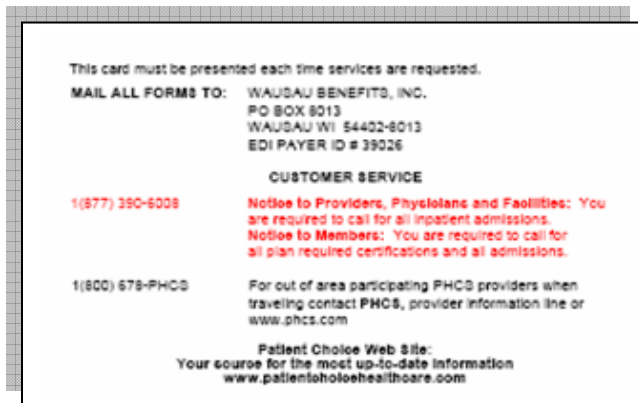
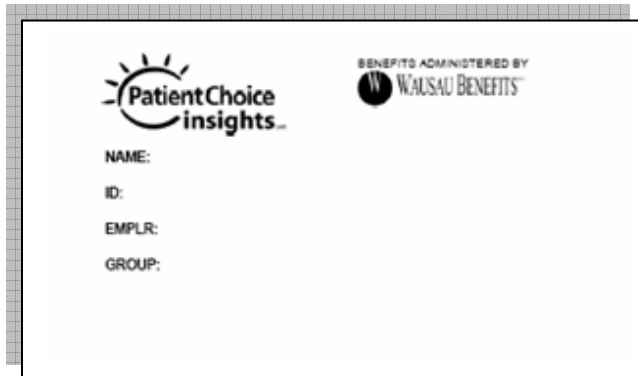
	<b>Patient Choice Insights<sup>SM</sup> administered by Wausau Benefits</b>	<b>Patient Choice Insights<sup>SM</sup> by Medica</b>
<b>Member Enrollment</b>	Member enrolls in a plan that offers Patient Choice Insights network administered by Wausau Benefits. Network is open access. Members choose providers based on service, quality and tier at point of service.	Member enrolls in Patient Choice Insights by Medica plan. Network is open access. Members choose providers based on service, quality and tier at point of service.
<b>Tier Levels</b>	Primary Care Clinics, Specialty Care Clinics, Hospitals, Other Facilities	
<b>ID Card/Logo</b>	See Attachment B	
<b>BH/SA Network</b>	Product will utilize the UBH network (which is also utilized by Medica's SelectCare product), effective 04/01/05. Wausau Benefits will provide claim payment and managed care. Claim address: Patient Choice Claims PO Box 8013 Wausau, WI 54402-8013	Product will utilize the UBH network (which is also utilized by Medica's Choice product), effective 7/1/05. UBH/Medica will provide claim payment, managed care, triage and UM. Claim address: United Behavioral Health PO Box 30757 Salt Lake City, UT 84130
<b>Chiropractic</b>	Product will utilize the ACN network. Claim address: ACN/ChiroCare, PO Box 212, Minneapolis, MN 55440-0212	
<b>Referrals to Non-par</b>	No, except for UM-related care availability.	
<b>Web Site</b>	www.pchealthcare.com & www.wausaubenefits.com	www.medica.com
<b>Claim Address</b>	Wausau Benefits: Patient Choice Claims PO Box 8013 Wausau, WI 54402-8013	Medica: Mail Route 2901 PO Box 659752 San Antonio, TX 78265-9752
<b>Provider Service Center</b>	1-877-390-7632	952-992-2232 or 1-800-458-5512

## Attachment B

### Patient Choice Insights<sup>SM</sup> administered by Wausau Benefits Identification Card

#### Features:

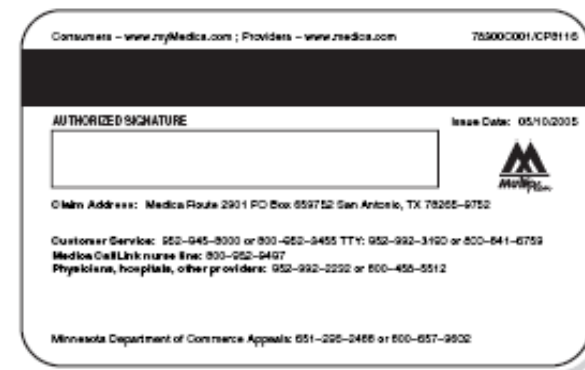
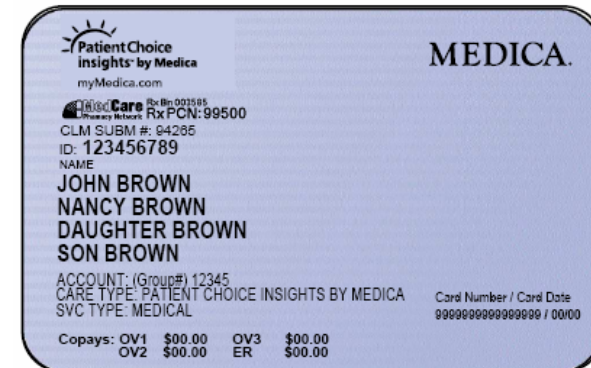
- **Dual Logo.** Both the Patient Choice Insights and Wausau Benefits logos will be on the member ID card.
- Claims submission address as listed on the back of the member ID card: Wausau Benefits, INC.  
PO Box 8013  
Wausau, WI 54402-8013  
NEIC Payor ID #39026



### Patient Choice Insights<sup>SM</sup> by Medica Identification Card

#### Features:

- **Dual Logo.** Both the Medica and Patient Choice Insights by Medica logos will be on the member ID card.
- **Copay Information.** Copay information listed on the card will be OV1, OV2, OV3 and ER.
- **Provider Service Phone Number.** The Provider Service phone number will be listed on the back of the member ID card.



# Attachment C

## Medica Provider College Registration Form

PLEASE PRINT CLEARLY



Yes, the following providers will be attending a Provider College training session – Patient Choice Insights by Medica

Facility/clinic name: \_\_\_\_\_

Contact person's name: \_\_\_\_\_ Phone No.: \_\_\_\_\_

**E-mail:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

*(Include for receipt confirmation)*

Registrant name	Session Date
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

**Fax completed registration form to Medica at 952-992-8090.**