

# Care System Connection

News for providers participating in the Patient Choice programs

3<sup>rd</sup> Quarter 2008

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## Check Your Patient's Pulse with New Online Satisfaction Survey

Patient Choice is making it easier for providers to check whether their patients are satisfied with the care and service they provide by offering access to a new online survey at [www.HowWasYourCare.com](http://www.HowWasYourCare.com). Patients can use the tool both to rate their care experience and to see ratings submitted by others.

Site visitors can see patients' feedback about how easy it is to schedule urgent appointments with a particular physician, how friendly they think the physician's office staff is, whether the physician spends an appropriate amount of time with patients, and ratings for other aspects of a physician's care and service. Physicians can see how they're rated by looking up their name on the site's Physician Search page.



HowWasYourCare utilizes a survey that is managed by HealthGrades, a national health care quality ratings and services company. The survey is being promoted on Patient Choice's Web site ([www.pchealthcare.com](http://www.pchealthcare.com)) and on Medica's MainStreetMedica.com site. However, it is not health plan-specific, so information about the site can be distributed to all of your patients. And, the more people that complete the survey, the more meaningful the results will be. As a network provider, you can help promote the survey by linking to it from your organization's Web site (the survey's Web address is [www.HowWasYourCare.com](http://www.HowWasYourCare.com)). Suggested text for linking to the survey is:

### How Was Your Care?

Let us know by completing an [online survey](http://www.HowWasYourCare.com).

If you'd like to include the HowWasYourCare logo on your site, please request an electronic copy by e-mailing Tracy Schlumpberger in Patient Choice and Consumer/Provider Integrated Initiatives at [tracy.schlumpberger@pchealthcare.com](mailto:tracy.schlumpberger@pchealthcare.com).

## Patient Choice Using New Secure E-Mail System for Messages Containing Confidential, Protected Information

Last month, Patient Choice switched vendors for its secure e-mail service to [ZixCorp](http://ZixCorp). The new secure e-mail solution will continue to protect personal health information and other sensitive data, and streamlines the receipt of secure e-mails for some recipients.

The ZixCorp system will deliver secure messages from Patient Choice employees in one of two ways:

- If you currently use an e-mail encryption solution from ZixCorp, secure messages will be delivered directly to your e-mail inbox in a decrypted format. Messages delivered this way will include a note indicating that they have been encrypted and decrypted.
- If you do not have ZixCorp software, whenever an encrypted message is sent to you, you will receive an e-mail directing you to a secure Web site where you will log in to read and reply to the message. You can also use this Web site to send encrypted messages to Patient Choice. E-mails stored in the new secure mail system will be available for 60 days from the date of receipt.

Please note that physicians can get a free copy of ZixCorp software by registering at [www.healthyemail.org](http://www.healthyemail.org).

## ► Network Information

### **Two Care Systems Added to Patient Choice Network for 2009**

Patient Choice is pleased to welcome the St. Luke's Care System and the Columbia Park Medical Group (CPMG) Care System to the Patient Choice Care System and Insights networks.

- The **St. Luke's Care System** provides care to patients primarily in northeastern Minnesota and northwestern Wisconsin. Clinics are located in Ashland, Wis.; Duluth, Minn.; Hermantown, Minn.; Hibbing, Minn.; Silver Bay, Minn.; Superior, Wis. and Virginia, Minn. The Care System is affiliated with St. Luke's Hospital in Duluth, Minn.
- The **CPMG Care System** includes five clinics in the Minneapolis north metro area: Andover, Blaine, Brooklyn Park, Columbia Heights and Fridley. CPMG's affiliated hospitals include Fairview and Unity.

### **Additional Administrator Available in 2009**

Patient Choice is pleased to announce that effective Jan. 1, 2009, Aetna will begin offering the Patient Choice Insights program to self-insured employers in Minnesota. This new arrangement provides another opportunity to increase enrollment in the Patient Choice products.

Information, tools and updates will be provided as employer groups are enrolled. In the coming months, watch for:

- sample ID cards
- toll-free helpline numbers
- Web site addresses
- addresses/instructions for submitting paper and electronic claims
- fax information for referrals
- information about utilization review/case management/prior authorization (predetermination)

## **Patient Choice Survey Helped Providers Improve Their Tier, Promote Their Practice**

Earlier this year, specialty providers in the Patient Choice Insights network were invited to complete the 2009 Quality and Practice survey. Nearly half of the providers submitted a survey, giving them a chance to earn quality credits to apply toward their 2009 Patient Choice tier. In fact, approximately one in 10 providers who completed a survey improved their 2009 tier.

In addition, all providers who completed the survey will be featured on Medica's Main Street Medica Web site in the near future. Online profiles are being developed for each of these providers based on select responses from their surveys.

If you didn't complete a survey but would like to promote your practice with a profile on Main Street Medica, it's not too late! To be included, complete the online survey at [www.patientchoicesurveys.com](http://www.patientchoicesurveys.com). (Completing the survey is for information purposes only. It will not affect your 2009 Patient Choice tier.) To enter the site, use the login information mailed to you earlier this year. If you no longer have this information, you may request your user ID and password by contacting Photine Saar, Patient Choice, at (952) 992-1712 or [psaar@pchealthcare.com](mailto:psaar@pchealthcare.com).

If you have any questions about the profile or survey, please e-mail [pcnews@pchealthcare.com](mailto:pcnews@pchealthcare.com).

Note: Clinics that are designated as primary care clinics for Patient Choice networks recently received information about completing a customized version of the online survey. The submission deadline is Monday, Oct. 13, 2008. If you received an invitation to complete a survey and have questions, please contact Kathleen Butterfield-Miles, manager, Patient Choice Provider Services, at [kbutterfield-miles@pchealthcare.com](mailto:kbutterfield-miles@pchealthcare.com) or (952) 992-1721.

## **► Industry Information**

### **2008 Bridges to Excellence Award Recipients Announced**

#### ***More than 100 Clinics Recognized for Excellent Diabetes, Cardiovascular Care***

Minnesota Bridges to Excellence (BTE) and the Buyers Health Care Action Group (BHCAG) recently recognized 104 clinics from 22 medical groups in Minnesota, Western Wisconsin and North Dakota for meeting diabetes and cardiovascular treatment goals.

The goals, established by the Minnesota BTE guiding coalition, include clinical measures designed to help patients manage their illness and reduce complications. Physicians with patients who met the treatment goals received up to \$300 for each patient covered by a BHCAG employer. BHCAG, a coalition of nearly 40 public and private employers who purchase health care, sponsors the Minnesota BTE program.

Created in 2002, Bridges to Excellence encourages improvements in care quality by rewarding providers who deliver safe, timely, effective, efficient and patient-centered care. Since the program's inception, Minnesota Bridges to Excellence has paid more than \$750,000 in bonuses.

A list of the 2008 BTE honorees is available on the BHCAG Web site ([www.bhcag.com](http://www.bhcag.com)) and will also appear in Patient Choice's *2009 Care System Comparison Guide*, provider directories and other enrollee materials. In addition, BTE recognition can help Care Systems earn quality credits used in Patient Choice tiering. 2008 BTE recognition will be used during next year's tiering process.

## Study Shows Leapfrog Group Highlights Hospitals that Deliver Better Results

Do hospitals that report patient safety practices have better care quality or clinical outcomes than those who don't? A recent Harvard School of Public Health study says yes.

In the study, researchers looked at data from the Hospital Quality Alliance and the Leapfrog Hospital Quality and Patient Safety Survey for three common conditions: acute myocardial infarction (AMI), congestive heart failure (CHF) and pneumonia. The study found that hospitals that had begun to implement [Leapfrog safety practices](#) had lower mortality and better care quality than hospitals that either didn't perform well on the survey or chose not to complete one.

**Did You Know?**  
Patient Choice includes Leapfrog survey results in its tiering process, and provides Leapfrog information and survey results to enrollees.

For example, hospitals that performed well on the Leapfrog measures:

- had better process quality for AMI and CHF.
- had lower mortality rates for pneumonia and AMI (for hospitals that had begun or finished implementing a computerized system for ordering medication, and for hospitals that employed intensivists in their intensive care units).

“The study affirms Leapfrog,” said Leah Binder, CEO of The Leapfrog Group, “but more importantly it affirms the many hospitals that voluntarily participate in the Leapfrog survey and have made impressive strides in improving patient safety.”

The study, “Does the Leapfrog Program Help Identify High-Quality Hospitals?” was published in the June 2008 issue of the Joint Commission’s *Journal on Quality and Patient Safety*.

## Joint Commission Announces 2009 Patient Safety Goals

Three new requirements for preventing health-care-associated infections are among the Joint Commission’s recently announced National Patient Safety Goals (NPSGs) for 2009. Each year the Joint Commission releases updated goals and associated requirements to promote specific improvements in patient safety. Additional changes for 2009 include:

- new requirements aimed at eliminating transfusion errors related to misidentification of patients; improving the safety of using medications; and accurately reconciling medications across the continuum of care.
- modifications to several existing NPSGs, including adding elements of performance to encourage patients’ involvement in their own care.
- improvements to the Universal Protocol, which was initiated to help prevent errors in surgical and non-invasive procedures performed by hospitals, ambulatory surgery centers and other facilities.
- a new method for numbering the goals plus minor language changes (e.g., “implementation expectations” are now called “elements of performance”).

Organizations that are certified or accredited by the Joint Commission must comply with the requirements in order to continue their accreditation or certification status. More information about the 2009 NPSGs is available on the Joint Commission Web site ([www.jointcommission.org](http://www.jointcommission.org)) under Patient Safety > [National Patient Safety Goals](#).

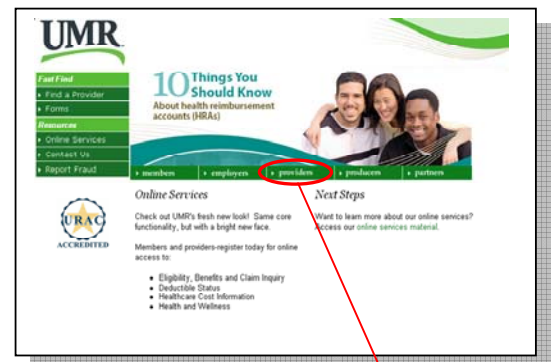
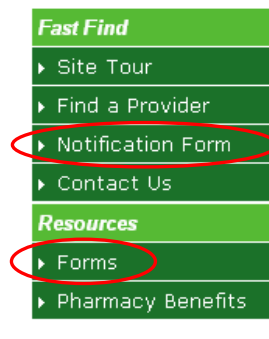
## ► Administrative Information – UMR (Formerly Fiserv Health)

### New UMR Web Site Replaces Fiserv Site

As part of Fiserv's transition to the new UMR name and brand, the Fiserv Web site has been replaced with a new site at <https://fhs.umar.com>. Visit the site's "Providers" section, accessible from the horizontal menu bar, for a variety of helpful information, including:

- A link to the Notification Form (in the left menu, under "Fast Find")
- A link to the "Forms" section (in the left menu, under "Resources"), which contains the Dental Claim Form, Medical Claim Form and Pharmacy Benefits Reimbursement Form, plus the Patient Choice Provider Manual and other information.

While you may access the new site using the previous Web address ([www.fiservhealthservices.com](http://www.fiservhealthservices.com)) this redirect is only temporary. Please update your bookmarks to point to the new site (<https://fhs.umar.com>). In addition, please note that this online services site is a separate site from the UMR corporate site, which is located at <http://www.umar.com>.



► providers



### Please Note: New UMR Paper Claims Address

UMR (formerly Fiserv Health) has a new address for processing Patient Choice paper claims. Effective immediately, please send all paper claims to:

**UMR**  
P.O. Box 30541  
Salt Lake City, UT 84130-0541

Claims mailed to the previous post office box in Pueblo, Colo., will be forwarded to the correct address; however, mailing claims directly to the Salt Lake City address will improve turn-around times. Thank you for updating your processes to accommodate this change.

## Patient Choice Provider Resources

<i>Product</i>	<i>Administrator</i>	<i>Web site</i>	<i>Phone number</i>
<b>Patient Choice Insights by Medica</b>	Medica	<a href="http://www.Medica.com">www.Medica.com</a>	1-800-458-5512
<b>Patient Choice Insights and Patient Choice Care System</b>	UMR (formerly Fiserv Health)	<a href="https://fhs.umar.com">https://fhs.umar.com</a>	1-877-390-7632 (providers press option 1)
<b>Patient Choice Care System</b>	Meritain Health (formerly CBSA)	<a href="http://www.Meritain.com">www.Meritain.com</a>	1-888-593-6598 or 952-593-6598
<b>Patient Choice Web site: <a href="http://www.patientchoicehealthcare.com">www.patientchoicehealthcare.com</a></b>			