

Care System Connection

News for providers participating in the Patient Choice programs

4th Quarter 2008

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Medica Announces Recipients of “Raising the Bar” Innovation Award for 2008

To reward excellence in cutting-edge care delivery, Medica launched a new innovation award in 2008. In November, winners and finalists were announced for this “Raising the Bar: Rewarding Care Delivery Innovation” award.

Award winners:

- **Access Psychiatric Home Health**, recognized for their in-home nursing program for mental health patients that ensures proper drug compliance.
- **SMDC Health System**,¹ recognized for a comprehensive outreach program for Medicaid-covered well-child care.
- **Western Wisconsin Medical Associates**, recognized for using a whole-patient approach to provide both preventive care and chronic-care services during a single office visit.
- **WestHealth**, recognized for implementing a quality improvement process for all of its staff members.

Award finalists:

- **Allina Medical Clinic**, recognized for implementing a comprehensive chronic-care model to redesign the way its clinic staff works using a patient-centered team approach, making patient visits more effective.
- **Cedar Riverside People’s Center**,¹ recognized for reconfiguring its clinic flow to be more patient-centered, to improve administrative efficiencies and to optimize patient support functions.
- **Marshfield Clinic**,¹ recognized for enhancing its care management process for patients with high cholesterol.
- **St. Paul Heart Clinic**, recognized for improving an emergency department process for patient cardiac care.

Award winners received \$25,000 and a plaque recognizing their achievement. Finalists received a recognition plaque.

Presented annually, the “Raising the Bar” innovation award recognizes the work of provider groups – from single-site practices to health care systems – that are undergoing unique changes to improve patient care and that have proven results (through measures of clinical outcomes or effectiveness, for example). As Medica

¹ Clinic/facility does not participate in all Patient Choice networks.

has adjusted its pay-for-performance programs to align more with other community initiatives, this award similarly recognizes the provider community's work in defining health care excellence.

The award highlights programs outside the standard care paradigm through which provider groups have established a commitment to integrating a change model. Providers demonstrate how they are leading the way in improving quality of care and setting up systems and processes to sustain those improvements.

Patient Choice Rewards Ten PCCs with Lunch for Their Clinic Staff

Earlier this year, Patient Choice introduced the new Primary Care Clinic *Quality and Practices Survey*, an online tool designed to gather information about clinics' services and capabilities. Responses from the survey will be used to create clinic profiles on Main Street Medica. To encourage participation, Patient Choice held a drawing to give away 10 \$250 gift certificates for lunch for clinic staff. Clinics that completed a survey by the deadline were entered into the drawing. Winners of the drawing were:

- Boynton Health Services (Minneapolis, Minn.)
- Burnett Medical Center Clinic (Grantsburg, Wis.)
- Fridley Children's and Teenagers' Medical Center, P.A. (Fridley, Minn.)
- Lifesteps Family Physicians, P.A. (White Bear Lake, Minn.)
- Metropolitan Pediatric Specialists (Shakopee, Minn.)
- Northwest Family Physicians (Crystal, Minn.)
- Parkview Medical Clinic (New Prague, Minn.)
- Pediatric & Adolescent Care of Minnesota (West St. Paul, Minn.)
- Quello Clinic, Ltd. (Burnsville, Minn.)
- University Affiliated Family Physicians – Bethesda Clinic (St. Paul, Minn.)

Online Resource Grid Updated

A new resource grid is now available on the Patient Choice Web site. The updated grid provides a high-level overview of the various Patient Choice products, along with links to detailed information for each of the product administrators. These administrator pages provide information such as:

- Provider Services phone numbers and links to resources on the administrators' Web sites
- Links to administrative manuals and quick-reference guides
- Claim addresses and links to information for submitting claims online
- ID card samples

You can [access the new grid](#) at www.patientchoicehealthcare.com under Physicians, Hospitals, Other Providers > Tools & Resources.

► Network Information

2009 Patient Choice Insights Tiers to Take Effect Jan. 1

Patient Choice recently completed the annual tiering process for the Patient Choice Insights network. Patient Choice Insights features an open-access network where participating providers are grouped into three tiers. Provider tier assignments are based on provider performance on various cost and quality measures. Depending on

the services delivered, the provider's tier assignment can affect member benefits. Generally, the lower – or better – the tier, the lower the member's copayment and/or percentage of coinsurance.

Participating providers received a letter in November 2008 with their 2009 tier assignment. Please begin using your 2009 tier Jan. 1, 2009, when seeing patients who are enrolled in a plan that uses the Patient Choice Insights network. You can also look up your 2009 tier in the online provider directory on the Patient Choice Web site (www.patientchoicehealthcare.com/providers.html) or on Find A Doctor on Medica's Web site (<http://www.medica.com/C11/FindADoctor/default.aspx>).

► Administrative Information – Aetna

Aetna Set to Administer Patient Choice Insights Beginning Jan. 1, 2009

As announced in the 3rd quarter issue of *Care System Connection*, Aetna will begin offering the Patient Choice Insights program to self-insured employers in Minnesota. Two clients will make the program available to their employees beginning Jan. 1, 2009. Information about the new program was presented to providers in a recent webinar. In addition, program details and resource links are available on the Patient Choice Web site (www.patientchoicehealthcare.com) under Physicians, Hospitals, Other Providers > [Tools & Resources](#).

► Administrative Information – Meritain (formerly CBSA)

Meritain Health to End Administration of Patient Choice Programs

Effective Jan. 1, 2009, Meritain Health will no longer administer Patient Choice programs. Please submit all outstanding Meritain claims in a timely fashion; the claim run-out period will end June 30, 2009. Claim information and addresses are available on the Patient Choice Web site (www.patientchoicehealthcare.com) under Physicians, Hospitals, Other Providers > [Tools & Resources](#).

Patient Choice Provider Resources			
Product	Administrator	Web site	Phone number
Patient Choice Insights by Medica	Medica	www.Medica.com	1-800-458-5512
Patient Choice Insights (administered by Aetna)	Aetna	www.aetna.com	1-888-632-3862
Patient Choice Insights and Patient Choice Care System	UMR (formerly Fiserv Health)	https://fhs.umar.com	1-877-390-7632 (providers press option 1)
Patient Choice Care System	Meritain Health (formerly CBSA)	www.Meritain.com	1-888-593-6598 or 952-593-6598
Patient Choice Web site: www.patientchoicehealthcare.com			