

# Care System Connection

News for providers participating in the Patient Choice programs

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1st Quarter 2010

## **Care System Connection to Soon be Combined With Medica Connections Publication**

Starting next month, Patient Choice Care System providers will begin receiving the *Medica Connections* monthly newsletter, which will provide more frequent and more timely information about Patient Choice programs as well as other news relevant to all Medica network providers. *Medica Connections* will include a new section specific to operational and reimbursement aspects for Patient Choice providers. This newsletter consolidation is intended to streamline administrative costs and achieve consistency with communications to the Medica provider network overall.

Care System providers do not need to do anything as a result of this changeover. Medica will ensure a smooth transition using current provider e-mail addresses.

[Providers can request additional Medica e-mail updates at medica.com.](http://www.medicacomm.com)

## **Updated Patient Choice Hospital Guide and Facility Pricing Catalog Helps Consumers Understand Health Care Costs, Quality**

As individuals continue to assume more responsibility for the cost of their care, pricing information is increasingly important to health care consumers. The *Hospital Guide and Facility Pricing Catalog* is one way Patient Choice makes cost information available to consumers. The guide is available to individuals who participate in plans that offer the Patient Choice Insights network, and contains:

- pricing information for a variety of inpatient and outpatient services, lab services and imaging services at dozens of facilities in the Twin Cities and surrounding areas;
- details about hospital patient safety measures; and
- a list of various resources that provide additional quality information for consumers.

The 2010 version of the Patient Choice *Hospital Guide and Facility Pricing Catalog* is available on the Patient Choice Web site at

[http://www.patientchoicehealthcare.com/ins/2010\\_pricing\\_cat.pdf](http://www.patientchoicehealthcare.com/ins/2010_pricing_cat.pdf).

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

## Watch for Upcoming Patient Choice Quality Survey

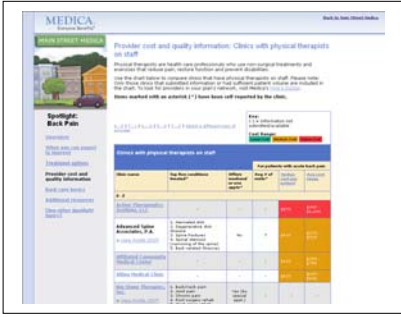
Each year, Patient Choice asks Care Systems, hospitals and certain individual specialty clinics to complete a survey about their quality processes, clinical guideline implementation, service capabilities, Web tools and more. Results from the survey are used in two ways:

- **Tiering** – Survey results are scored, allowing facilities to earn quality credits that can help improve their tier placement in the 2011 Patient Choice and/or Patient Choice Insights networks.
- **Consumer materials** – Portions of the survey results appear in print and online consumer materials, including the Patient Choice Web site ([www.patientchoicehealthcare.com](http://www.patientchoicehealthcare.com)) and [www.MainStreetMedica.com](http://www.MainStreetMedica.com) (learn more in the sidebar article).

Patient Choice is currently developing this year's round of surveys. The table below provides an at-a-glance look at when each survey will be available and how the survey is taken.

2011 Patient Choice Quality Surveys		
Facility/provider type	Survey availability	How survey is taken
Ambulatory surgery center	Spring 2010	Online
Care System	Spring 2010	Electronic file sent via e-mail
Hospital	Spring 2010	Electronic file sent via e-mail
Specialty provider	Spring 2010	Online

When the survey for your provider type is available, detailed information will be sent to you via e-mail (for electronic file surveys) or postal mail (for online surveys). In the meantime, if you have questions about the survey process, please e-mail [pcnews@pchealthcare.com](mailto:pcnews@pchealthcare.com).



**Survey participation allows providers to market capabilities to consumers**

Did you know that responses from Patient Choice surveys were used to create Main Street Medica profiles for providers who treat low-back pain? The profiles are found in the [Back Pain Spotlight](#) on [www.MainStreetMedica.com](http://www.MainStreetMedica.com), under [Provider cost and quality information](#) (providers with profiles will have a "View Profile" link in their listing). The profiles allow site visitors to compare providers on a variety of measures, including the top five conditions a provider treats, whether the provider uses electronic medical records, whether the provider offers weekend appointments, and other details about their practice.

Survey responses are also used to create profiles for [same-day surgery centers](#).

## Positive Patient Satisfaction Results Can Help Practices Improve Their 2011 Patient Choice Tier

Although you may just be getting used to your facility's 2010 tier, Patient Choice's preparations for next year's tiering process are already underway. One component included in tiering is patient satisfaction. To collect this information, Patient Choice uses the national, independent, online survey called [HowWasYourCare](#). This survey allows patients to rate the service and care provided by their physician and to see ratings for their own and other physicians. Providers can also use the tool to find out what their patients think about the care they provide.

In the coming weeks, ratings from the [HowWasYourCare](#) survey will be collected from the online survey tool. Results for primary care clinics will be aggregated to a Care System level to create an overall Care System rating. Results for specialty providers will be aggregated to a clinic level to create an overall clinic rating. Clinics and Care Systems that receive an above average rating will earn quality credits that can be applied toward improving their tier.

To help ensure that your clinic or Care System has a sufficient number of ratings from HowWasYourCare, we are asking that you promote the survey by linking to it from your organization's Web site(s). (If you are already linking to it, thank you!) The survey can be used by anyone, not just Patient Choice members, and can be accessed at [www.HowWasYourCare.com](http://www.HowWasYourCare.com). Suggested text for linking to the survey from your site is:

### How Was Your Care?

Let us know by completing an [online survey](#).

If you'd like to include the HowWasYourCare logo on your site, request an electronic copy by e-mailing [pcnews@pchealthcare.com](mailto:pcnews@pchealthcare.com).

*The HowWasYourCare survey is managed by Health Grades, a national health care quality rating and services company.*

## ► Network Information

### Reminder: 2010 Patient Choice Insights Tiers in Effect

Patient Choice Insights features an open-access network, where participating providers are grouped into three tiers. 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. The 2010 provider tier assignments are now in effect. Please ensure you are using the correct tier assignment when seeing patients who are enrolled in a plan that uses the Patient Choice Insights network. If you are unsure of your tier, refer to the letter mailed to you in October 2009, or check the online provider directory on the Patient Choice Web site (<http://www.patientchoicehealthcare.com/providers.html>) or check the online provider search tool on the Medica Web site (<https://www.medica.com/C11/FindADoctor/default.aspx>).

## ► Administrative Information

### IVR Fax Service Now Available 24/7 From UMR

The Patient Choice Claim Administrator UMR has implemented extended hours for provider toll-free phone access to patient eligibility and benefits information. This interactive voice response (IVR) access is now available 24 hours a day/seven days a week and is accessed as described below:

After calling the toll-free number listed on the member's ID card, you can easily request a quick fax with the patient's eligibility and benefits information.

For accessing eligibility and benefits information on **one** patient:

1. Call the number on the member's ID card
2. Press 1 for Providers
3. Press 1 for Medical
4. Enter the member's ID or Social Security number
5. Enter and confirm date of birth
6. Press 1 for eligibility and benefits information
7. Enter and confirm your fax number

For accessing eligibility and benefits information on **several** patients:

1. After you hear "Your fax is being sent," press 1
2. Repeat steps 4 through 6 as noted above

### 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 (administered by Aetna)</b>	Aetna	<a href="http://www.aetna.com">www.aetna.com</a>	1-888-632-3862
<b>Patient Choice Insights and Patient Choice Care System</b>	UMR	<a href="https://fhs.umr.com">https://fhs.umr.com</a>	1-877-390-7632 (providers press option 1)
<ul style="list-style-type: none"> <li>▪ <b>Patient Choice Web site:</b> <a href="http://www.patientchoicehealthcare.com">www.patientchoicehealthcare.com</a></li> <li>▪ <b>Patient Choice Care System Connection newsletter archive:</b> <a href="http://www.patientchoicehealthcare.com/physicians/newsletters.html">http://www.patientchoicehealthcare.com/physicians/newsletters.html</a></li> </ul>			