



FALL 2016

Contracts Across Affirmant Health Partners

The contracting committee for Affirmant Health Partners, the largest clinically integrated network (CIN) in Michigan, has been charged with completing contracts with like-minded payors who share the “Triple Aim” vision of patient experience, value, and population health.

The job of the contracting committee is to provide support and payor funding to meet the robust patient-centric goals as set out by the clinical integration committee. The committee contains two members each from Lakeland, Sparrow, Bronson, Mid Michigan, Henry Ford, Spectrum, and Covenant, with more than 400 years of combined contracting experience.

The initial strategy, approved by the Contracting Committee and the Affirmant Board of Directors, is to explore contracts with Affirmant member owned plans, including PHP, HAP, and Priority. Other regional and national payors will be added over time. The first contract, targeted for the beginning of 2017, is expected to cover Medicare Advantage lives with up-side gain sharing potential. At-risk contracts may be considered in the future as the full quality and value potential of clinical integration is realized.

The Contracting Committee is working with the Clinical Integration Committee to standardize the quality and value initiatives across each payor contract, thereby improving the focus, reducing overhead, and accelerating the rate of improvement.

In addition to supporting the clinical integration goals, the approved contract terms call for an emphasis on improving physician office and health system efficiency. The approved contracting terms will not include physician or health system fee schedules, which will remain under the control of each local clinically integrated network.

Sincerely,

Lowell Hamel, MD

Vice President Medical Affairs/Chief Medical Officer, Co-Chief of Quality Chair, Affirmant Health Partners, Contracting Committee



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Quality and Care Management

Program Update

Blue Cross Blue Shield of Michigan's Provider Group Incentive Program (PGIP) has recognized 10 Lakeland Care Network primary care offices as Patient-Centered Medical Homes (PCMH).

LCN has three newly recognized offices:

- Coloma Medical Center, Coloma
- Edgewater Family Practice, St. Joseph
- Stagg Medical Center, Hartford

The following seven offices have renewed with LCN:

- Family Physicians of St. Joseph
- (3) Lakeland Medical Practices
- Lakeside Healthcare Specialists
- Southwestern Medical Clinic, Niles
- University Medical Specialties

Process Standardization Using Widescreen

The Lakeland Care Quality (LCQ) team has partnered with Connect IT to create a standard workflow in EPIC for MAs, LPNs, and RNs to use when rooming a patient. This process of standardization began in July with MAs at pilot offices using the new widescreen view in EPIC. Currently all offices are in a "try it" mode with widescreen and still have the option to revert back to the original view. LCQ and ConnectIT are encouraging office staff to utilize and become familiar with widescreen as this will go live with the EPIC upgrade on October 22.

Managing Controlled Medications

The Controlled Medications Committee has been meeting for more than a year to develop EPIC enhancements, a policy/procedure with associated protocol, and other tools based upon the CDC Guidelines for Prescribing Opioids for Chronic Pain in the United States that were released in March 2016. The Committee's work focuses upon narcotics prescribed in the primary care setting and will be released via the COMET (Continuing Online Medical Education and Training) program for enduring CME education after November 10, 2016.

The goal was to create a workflow within EPIC to meet the CDC guidelines, and improve patient safety regarding opioid prescriptions. The committee is led by **James Kroeze, DO** along with **Jay Shah, MD; Sharon Deskins, MD; Christopher Harvey, MD; Jason Hamel, MD; Brad Ferrari, MD; Pete Paruch**, Director of the Lakeland Pharmacy; **Katherine Crouch**, Laboratory Director; **Jeanne Sandman**, Ambulatory ConnectIT; and **Karen Riley**, Lakeland Care Network, Quality.

New Tableau Software Replaces PHO Report

The PHO Report has been retired in favor of a more robust, electronic dashboard called Tableau. This will be used to visualize, analyze, and disseminate data to physicians. Expect a Lakeland Care Network representative to visit your practice, set up the software, and provide a quick training session. Any questions can be directed to **Chris McNeese** at cmcnees@lakelandhealth.org

This Quarter's Local Clinically Integrated Network Outreach Hot Topics for Practice Visits

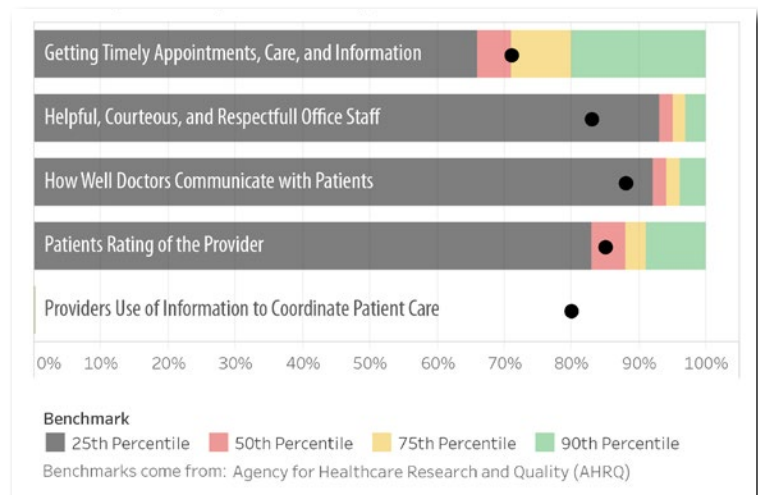
- New Electronic Quality Dashboards
- Data Sharing and Reverse Business Associate Agreements
- Medical Neighborhood
- Tablet Project

Affirmant Health Partners Update

- Local ACO participants – 92 primary care and 157 specialty physicians
- Local CPC + Applications – Lakeland Family Medicine, Niles; Southwestern Medical Clinics (SWMC), Bridgman, Buchanan (formerly Buchanan Family Medical Center), and Stevensville; Alimenti Family Medicine; Family Physicians of St. Joseph; Matthew J. Campbell, MD; Lakeside Healthcare Specialists; Rappha Medical Center; and University Medical Specialties
- Notifications of acceptance by CMS is anticipated by November 30, 2016

Lakeland Care Network Patient Experience

Scores represent 2016 year-to-date average.



Employer Services

Lakeland Care and Outpatient Nutrition wants to partner with your practice to provide Medicare covered Intensive Behavioral Therapy (IBT) for obesity.

IBT is delivered by a Registered Dietitian (RD) in your office. The RD conducts a dietary (nutritional) assessment, and provides intensive behavioral counseling and therapy. In order to promote sustained weight loss, high intensity interventions occur with diet and exercise. IBT focuses on education of disease prevention and lifestyle

modifications, and is an excellent opportunity for you as a provider to help support a healthier lifestyle for your Medicare patients.

The IBT for obesity (up to 22 visits a year) is a standalone billable service. IBT is separate from the Initial Preventive Physical Examination or the Annual Wellness Visit. While Medicare pays for a variety of preventive benefits, many Medicare beneficiaries do not fully realize that using preventive services and screenings can help them live longer, healthier lives.

If you are interested in having IBT for your patients at your practice, please contact **Melissa Hahn** at **mhahn@lakelandhealth.org** or **(269) 927-5275**



CME Corner

COMET has a new look and web address! Visit <http://cometlearn.com> to see more.

Based on your feedback, COMET is now more user friendly. To easily claim your CME credit(s), Live Activities are displayed on the home page. Simply select the activity that you attended and click on "claim credit." You have until midnight on the day of the event to complete the evaluation form and claim your credit.

Our weekly CME program on Thursdays at noon resumed on September 8. It is presented LIVE in the Frederick S. Upton Education Center at Lakeland Medical Center, St. Joseph and video conferenced to Niles, Watervliet, and the Marie Yeager Cancer Center via live stream. Please visit COMET for a complete list of program topics and speakers for the upcoming CME schedule.



If you have forgotten your COMET username or password, or have any questions please contact Deb Killingbeck, RN, Lakeland Care CME Coordinator at dkillingbeck@lakelandhealth.org or (269) 983-8231

Network News

Annual Payor Conference Scheduled for Wednesday, October 19

The annual payor conference sponsored by Lakeland Care Network will be held this year on Wednesday, October 19, 2016 at the Hilton Garden Inn, Benton Harbor. Lunch will be served at 11:30 a.m. and the program will begin immediately following and last until approximately 4:30 p.m. The payor conference presents a unique opportunity for offices to be able to hear from each of the LCN contracted payors, collect a variety of handouts, ask questions, and have a chance to speak face-to-face. Lakeland Care Network will provide an update on the network's initiatives in a variety of areas including credentialing, the clinically integrated network (Affirmant Health Partners), Medicaid access, quality reporting, patient satisfaction surveys, and more.

Credentialing of Advanced Practitioners

Southwestern Michigan provider practices have been greatly impacted by Michigan's Medicaid expansion. There are more Medicaid patients that need access to our physicians than ever before. In order to expand our network's Medicaid access to primary care providers, Lakeland Care Network has approved the expansion of our credentialing efforts to include advanced practitioners. This expansion is estimated to increase our current panel of providers by over 200 nurse practitioners, physician assistants, and certified registered nurse anesthetists. This initiative began on September 1, 2016 and will continue through 2017.

Insurance Marketplace Changes

United Healthcare has announced that for 2017 they will no longer be participating in the individual insurance marketplace for both Michigan and Indiana, as well as 24 other states. This leaves Blue Cross Blue Shield and Priority Health as the only options for Michigan residents looking to sign up for insurance on the exchange. PHP of northern Indiana has also opted to exit the Indiana individual marketplace, as well as its individual product line for 2017.

Enrollments for 2017 begin on November 1, 2016, and continue through January 31, 2017 for effective dates from January 1 through March 1, 2017. If you have patients who are in need of insurance, you can direct them to **Shannon** at **(269) 556-7161**.

Medicaid Access to Primary Care Providers

Lakeland Care Network (LCN) has completed the first phase of the Medicaid Access project with our Primary Care Physician (PCP) practices. Each of the LCN PCP practices identified their desired status for participation with each of our four Medicaid payors: Meridian, United Healthcare's Community Plan, Priority Health, and McLaren. The vast majority of our PCP practices will remain open to see their existing patients only. Each of our rural health clinics and our federally qualified health centers will accept their existing and new Medicaid patients. The second phase of this Medicaid Access project has just begun with our specialty practices.

If you are a specialty practice, look for the attestation form in your office manager's email. If you have questions, please contact **Jim Nason, Monica Roney, or Cathy Pampalone** at **(269) 927-5207** in the operations department of Lakeland Care Network. Completed forms can be faxed to **(269) 556-7177** or emailed to **mroney@lakelandhealth.org** or **cpampalone@lakelandhealth.org**

Lakeland Care Network is a partnership between your physician and Lakeland Health. We are the largest Physician Hospital Organization (PHO) in southwestern Michigan. We are not an insurance company, but rather a comprehensive health care network of hospitals, physicians, and other providers who share a commitment to excellence.

Our provider panel consists of more than 90 primary care physicians, and over 180 specialty care physicians who are dedicated to serving the health care needs of our community. Lakeland Health includes three acute care hospitals in St. Joseph, Niles, and Watervliet, as well as multiple other state-of-the-art facilities throughout the region.

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Lakeland Health