



SUMMER 2017



Provider Documentation Determines Quality Scores and Reimbursement Rates

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As payment and reporting systems make the shift from E&M and CPT coding to disease burden, or HCC coding, we as providers need to know the rules of the game to be successful. That means accurately capturing the complexity, or sickness of your patients when documenting diagnosis codes. Failure to do so could negatively impact your quality scores and how much you get paid. In 2017, we are seeing a lot more of our payments based on this methodology, so Lakeland Care is ramping up efforts to positively affect quality metrics and increase shared savings opportunities for practices.

Programs Driven by Patient Disease Burden Captured by Coding

1. Practices participating in CPC+ (the monthly care management payment determined by sickness of patients measured by RAF scores)
2. Medicare Advantage
3. Medicare Shared Savings Program ACO
4. Hospital expected mortality rates

What you can do: #1 - The Notion of "Low Hanging Fruit"

The relative sickness of our patients is determined by visit diagnoses submitted on bills for encounters. Based on billed diagnoses, a cumulative risk score, called a "RAF" score, is kept for each patient. Certain diagnostic codes, called HCC codes, indicate more complex patients and contribute to a higher RAF score.

Here are some high value codes that are easily missed:

- Morbid Obesity, if the patient's BMI is greater than 40
- Complicated Diabetes; i.e. Diabetes with Neuropathy, Nephropathy or Hyperglycemia
- Specifics related to Depression – change from "Nonspecific: Depression"
- History of any Amputations

This last example brings up an important point. Remember, each January the slate is wiped clean with CMS, which means your patients are considered healthy until you resubmit diagnosis codes on your claims. While it may seem redundant to resubmit an amputation, it's essential for your risk score and payment the following year.

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Lakeland Care Network *A partnership between your physician and Lakeland Health*

What's Inside

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Quality and Care Management

Practice Outreach

- ACO Data Specification Document - non-Epic practices in the ACO
- Continued MIPS Strategy Discussions
- Quality Dashboard Review

Lean for Clinical Redesign

Wave one wrapped up June 16 with shared learning between participants and a certificate ceremony. Below are some of the highlights from the participating practices:

SWMC, Bridgman

- Increased the percentage of wellness visits scheduled for patients, aged 55-69, from 54% to 66%
- Increased the amount of entered scheduling recalls from 41% to 92%
- Increased the percentage of recall follow up instructions communicated to patients from 89% to 100%
- Plans to implement new check-in/check-out workflow to optimize scheduling and recall input process for patients

SWMC, Stevensville Adult Medicine

- The percentage range by provider of charts closed within three days grew from 35-100%, to 80-100%
- The practice also decreased the amount of reimbursement dollars lost on open charts

Edgewater Family Health

- Focused on the Ophthalmology exam for patients with Diabetes
- Established a new workflow that helped them monitor and follow-up, ensuring they receive correspondence

Lakeland Ear, Nose and Throat

- Increased the amount of value-added time for patients (more time with a staff member), from 41% to 61.2%
- Reduced the number of double-booked appointments by almost 50%, per provider

The second wave of Lean for Clinical Redesign runs July 28 through December. The following practices are participating:

- SWMC, Stevensville Pediatrics
- Lakeside Healthcare Specialists
- Lakeside Urology

Wave three begins in January. If your office would like to participate, please contact the Lakeland Care Quality Team at **(269) 985-4408** or email **LCQuality@lakelandhealth.org**

Lakeland Care Network Patient Experience

2017 Year-to-date-Average



Benchmarks come from:

Agency for Healthcare Research and Quality (AHRQ)

Benchmark

■ 25th Percentile

■ 50th Percentile

■ 75th Percentile

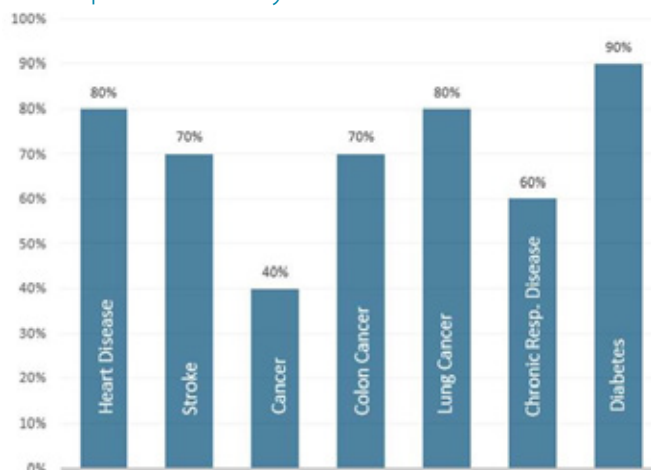
■ 90th Percentile

Employer Services

The Lakeland Care Employer Services staff works with clients to encourage healthy behaviors including establishing a healthy diet pattern, regular physical activity and stress management techniques. Having a healthy diet pattern and regular physical activity is important for long term health benefits as well as prevention and management of chronic diseases such as Type 2 Diabetes and heart disease. Here's a look at the percentage of major diseases caused by lifestyle factors.

For more information on the programs we offer, please email employerservices@lakelandhealth.org or call (269) 927-5154

The Impact of Lifestyle Factors on Disease



Adapted from the World Health Organization Report "Preventing chronic diseases: a vital investment." Geneva: World Health Organization; 2005. Available from: http://www.who.int/chp/chronic_disease_report/full_report.pdf

CME Corner

NEW

COMET has a new search feature. To use it, click the library tab and type your keyword into the search bar. Search results include activity titles, summaries and objectives.

Affirmant Health Partners is working with Lakeland Care COMET to provide educational CME activities and enduring material options for all health systems in the statewide clinically integrated network.

Reminder: The Thursday weekly CME program is on hiatus for July and August. The program resumes Thursday, September 7

Provider Documentation (continued)

What you can do: #2 - How to Stay "On Track"

Participants in pilot programs focused on HCC coding have seen positive movement in terms of reimbursement rates. For those unsure about best practices, please watch for future HCC coding educational opportunities. You can also check out HCC "how-to coding" CME videos in COMET, and PDF tutorials provided in EPIC.

Focusing on these few important tips and resources could make a huge difference in your quality measures and reimbursement rates, as plans continue to shift from "fee for service" to "fee for value" for our patient population.

Network News

Priority Health – New Authorization Company and Process

This June, Priority Health moved authorizations for advanced diagnostic imaging from AIM to eviCore. This is a welcomed change as many Lakeland Care practices experienced problems with AIM's accuracy of information.

New authorizations will be required for the following services:

- All musculoskeletal procedures, such as surgeries or arthroscopies for hips, knees and shoulders
- Spinal procedures, including open, percutaneous and endoscopic interventions, like fusions and laminectomies
- Genetic testing

For a complete list of CPT codes that require prior authorization, FAQs, and other information, visit: evicore.com/healthplan/priorityhealth

Your practice must now work directly with eviCore to request authorizations through one of the following options:

- Log in to the Priority Health provider account and click "Auth Request" in the provider tools menu
- Call eviCore directly at (844) 303-8456
- Fax radiology/spine/joint authorization requests to **(800) 540-2406**; For lab: **(844) 545-9213**

Credentialing of Advanced Practitioners

Lakeland Care authorized the credentialing of advanced practitioners, such as Nurse Practitioners, Physician Assistants and Certified Registered Nurse Anesthetists into the Lakeland Care Network. Since last September, the Medical Staff Office has completed 85 of the 103 identified practitioners in our service area.

If you have an advanced practitioner in your practice who has not yet been credentialed into the Lakeland Care Network, please verify that they have received and completed their credentialing packet. If they need another packet, or have questions about the credentialing process, please contact Morgan Vincent at (269) 983-8282, or mlvincent@lakelandhealth.org. The target date for completing this project is August 1.

2017-18 Lakeland Medical Office Association (LMOA) Season Update

Your Lakeland Medical Office Association board is busy building a new season of speakers for the 2017-2018 year. Please allow your staff time to attend these informative meetings. They are held the third Wednesday of every month, September through April. Keep an eye out for this season's registration, coming to your office manager, via email, in August.

The new season begins September 20.



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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