

WINTER 2018

AFCONNECT

HMO Provider Newsletter



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Enhancing Patient-Doctor Communication

Do you communicate with your patients? Since one of the essential factors in achieving patient-centered care is good physician-patient communication, this is one element that should not be overlooked. There are many suggestions such as maintaining eye contact as well as taking slowly, clearly and less often. You can also use the Teach-Back and Ask Me 3 Methods. The Teach-Back method is when you ask the patient to explain in their own words the information you gave them. This method demonstrates understanding and comprehension of the information the patient received. The Ask Me 3 Method encourages patients to ask 3 questions: 1.) What is my main problem? 2.) What do I need to do? and 3.) Why is it important for me to

take an active role in their care and lets the physician assess health literacy and understanding which ultimately helps improve health outcomes.

While it may not be customary, you can improve patient-physician communication by sharing your patient's medical notes with them. When patients are able to read their medical notes, it fosters patient engagement. Ultimately, when patients are more actively involved in their care, it enhances their care experiences, builds trust between the physician and patient, and improves their satisfaction.

Also, if a patient is able to read what is on the chart, he or she will have the opportunity to correct any mistakes or add other helpful

eventing medical errors. Notes-sharing also counts towards the Meaningful Use Stage 1 requirement of providing patients with an electronic copy of their health information, and the Stage 2 requirement of providing clinical summaries for patients for each office visit.

Keep in mind, though, while there are many platforms for sharing notes with patients, such as the successful OpenNotes project, physicians don't need to implement a formal electronic program to join this movement towards transparency and patient engagement. Rather, physicians can start engaging their patients today just by letting them look at their records during their regular appointments. It's a simple gesture with surprisingly beneficial results.

Care Coordination between Medical and Behavioral Healthcare Providers

Undeniably, communicating with patients is essential to establishing lasting relationships with them and enhancing quality of care. At the same time, patients often have multiple specialty providers; as the PCP, your overseeing and communicating with these specialists and they with you are also vital for excellent care.

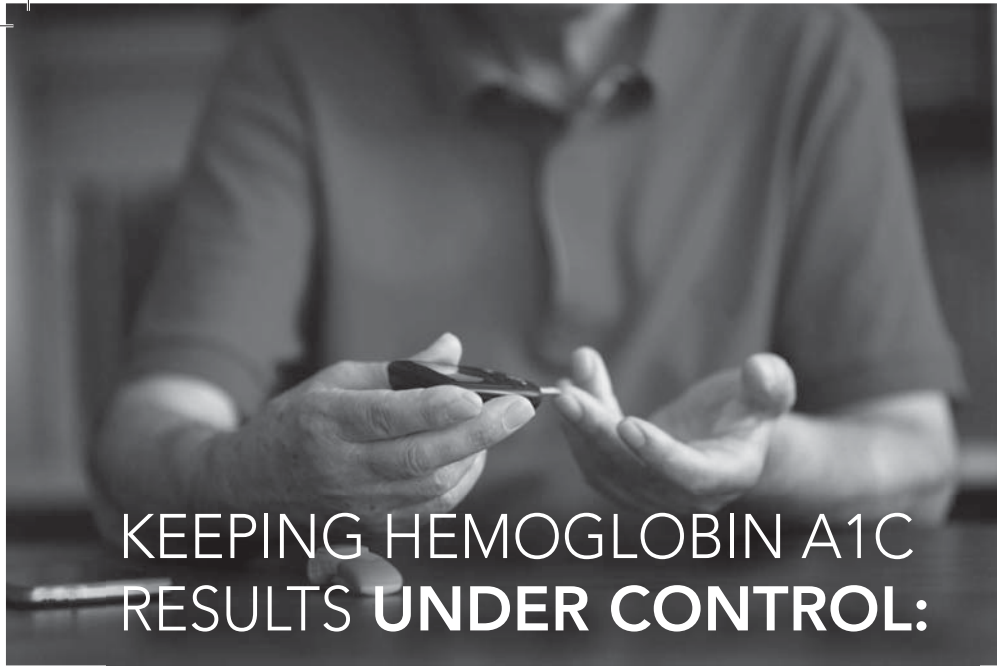
When providers exchange information about a patient, it can flesh out the treatment plan and decrease the chance of medical errors, complications, duplicate diagnostic testing and unnecessary emergency room visits. It can give providers a more expansive view of the patient to enable effective interventions.

This is especially true if the patient is seeing a behavioral health provider, whether a psychiatrist, a psychologist or a counselor.

We strongly encourage you, as the head of the Medical Home, to request your patients – our members – to ask their behavioral health providers to share records with you. In order to do this, each patient who sees a behavioral health provider would need to complete a Release of Information Form and present it to that provider. As information is exchanged, you can document it in the medical record.

Shared information is essential to good care. **Thank you for encouraging information exchange in the interests of helping patients attain and maintain optimal health.**





KEEPING HEMOGLOBIN A1C RESULTS UNDER CONTROL:

Our Chronic Care Improvement Program(CCIP)

In order to continue our great efforts to impact our Diabetic members, the Health Plan has selected a subset of the Plan's Diabetic disease management programming and population as our 2019, 3 year, Chronic Care Improvement Program. Diabetes is a chronic condition that can be managed if the individual has the necessary education, support and tools.

Beginning May 2018, the Health Plan initiated outreach and disease management efforts by expanding our Diabetes disease management program to include members with Hemoglobin A1c (HbA1c) results ≥ 8 and <9 (previous enrollment criteria an HbA1c of ≥ 9). According to HEDIS[®] population subset and industry standards, an HbA1c result that is greater than 9 is considered poorly controlled. Uncontrolled HbA1c results have been linked to emerging comorbidities such as cardiovascular disease, obesity, kidney disease and other

debilitating conditions. Individuals with an HbA1c result ≥ 8 and <9 are already considered at risk of becoming uncontrolled and therefore can greatly benefit from targeted interventions in order to achieve optimum health.

Effective, January 1, 2019 we will enhance this populations health and disease management efforts by establishing a corresponding Chronic Care Improvement Program (CCIP) for this targeted population. CCIP interventions will include a cross functional work group that will review the outreach

“WE BELIEVE THAT CREATING PARTNERSHIPS WITH OUR PROVIDERS AND COLLABORATING ON THE BEST APPROACH WITH EACH MEMBER WILL LEAD TO THE SUCCESS OF THIS PROGRAM.”

process, disease management education, and related data to identify new and alternative

interventions to improve outcomes and positive impact.

Through this program, members will receive ongoing communication and education from the Health Plan nurse, as well as assistance to becoming familiar with available tools and resources that aim to support the member in successfully managing their Diabetes. Such education may include lifestyle changes in areas of diet, blood glucose testing and staying active, encouragement to communicate with their primary care provider, and essential preventive care such as regular eye exams. Our goal is to engage members as partners in their pursuit of optimum health and support them in lowering their HbA1c to <8 , thereby reducing their risk for Diabetic complications and comorbidities.

We believe that creating partnerships with our providers and collaborating on the best approach with each member will lead to the success of this program. We will communicate with you regarding each member participating in the program through a care plan. We will reach out to you

for member-specific needs when appropriate and will keep the lines of communication open.

CREDENTIALING



CORNER

Is your information current in the CAQH Proview database?

So we may continue to download your information for re-credentialing purposes, please ensure the following items (as applicable) are current:

- State Medical License(s) expiration date(s);
- DEA Certificate;
- Valid insurance information;
- Practice locations;
- Partners/Covering Colleagues;
- Hospital affiliations;
- Questionnaire responses and explanations as required, etc.

The Plan's access to your current and complete information via CAQH ProView will facilitate a smooth and timely re-credentialing process. Thank you.



**To assist you in reporting violations,
the Plan's Compliance Department
has established the following
mechanisms for reporting
suspected violations:**

How to Report Suspected Violations of HIPAA, Fraud Waste and Abuse and Non-Compliance Issues

- **SECURED EMAIL:** Compliancereporting@americas1stchoice.com
- **SECURED WEBSITE AT:** www.americas1stchoice.ethicspoint.com
- **COMPLIANCE OFFICER:** (888) 548-0095
- **FAX:** (888) 548-0092
- **P.O. BOX:** Compliance Department
P.O. Box 152137
Tampa, FL 33684

LAB REMINDER

Quest Laboratory

www.questdiagnostic.com **866-697-8378**

Solstas www.solstas.com **888-664-7601**

Laboratory Services of America (LabCorp)

www.labcorp.com **800-432-6078**

TIP: Lab and pathology tests for America's 1st Choice members performed at a participating facility can improve HEDIS® scores.



Provider Relations Directory

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Provider Relations General Line	All SC Areas	22290	



I would like to take a moment to thank you for your significant contributions. Without your participation, we could not achieve the quality of care we strive to deliver to the communities we serve. As we close out a very exciting year for our health plan and look forward to 2019, the entire team at America's 1st Choice of South Carolina wishes you and your families a very Happy Holiday season and the very best in 2019!

Jane C. Young

WINTER 2018

America's 1st Choice
of South Carolina, Inc.

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**HAPPY
HOLIDAYS!**