

Provider Newsletter



Your **Healthcare Plus**™
Extra help for better health

Introducing the Your Healthcare Plus Physician Recognition Program

We at YHP are excited to introduce the YHP Physician Recognition Program. Many providers have been striving to achieve measurable excellence in care, and it's time to congratulate that great work. After reviewing statewide claims-based clinical metric reports for each of the top five chronic conditions (diabetes, asthma, COPD, HF, and CAD), YHP leaders have identified performance excellence thresholds. Practices that surpass these performance thresholds in several areas within a given chronic condition will be recognized in a variety of ways.

The first award program we're implementing is for diabetes. For this condition, practices with 16 or more YHP diabetes patients that surpass the performance excellence threshold for three of seven clinical metrics receive the YHP Diabetes Care Excellence Award. Those practices that surpass thresholds in more than three metrics are given the added distinction of YHP Diabetes Care Blue Ribbon Excellence.

For both award categories, recognition includes:

- a Certificate of Excellence presented to providers and staff at your site by YHP staff
- the YHP Performance Excellence insignia, provided for display on your Web site and print materials so that patients, colleagues, and others are aware of your great work
- acknowledgment on the YHP provider web site
- recognition as an awardee in various planned publications
- a press release for you to share with your local publications

The insignia for Blue Ribbon awardees will show the added performance distinction.

Recognition for excellence in diabetes care is currently being extended to 25 federally qualified health centers and rural health clinics, 11 of whom are Blue Ribbon awardees; and 39 private providers, 13 of whom are Blue Ribbon awardees.

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2009 Illinois Health Connect Bonus Payment for High Performance Program

The Illinois Department of Healthcare and Family Services (HFS) and Automated Health Systems (AHS) are pleased to announce the results of the second year of the Illinois Health Connect (IHC) Bonus Payment for High Performance Program. The bonus program rewards IHC Primary Care Providers (PCPs) for providing primary and preventive services in accordance with quality measurements, encourages the adoption of quality improvement initiatives, and increases access to care for IHC patients.

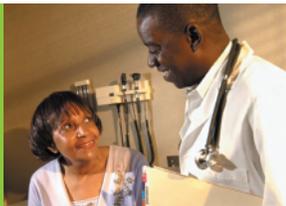
The 2009 bonus program payment determinations were based on services provided in the calendar year 2009 and received one or more of the following services: Immunization Combo 3 by 24 months, Developmental Screenings, Asthma management with controller medication, Diabetes management per annual HbA1c testing, or Breast Cancer Screening per mammogram testing. The HEDIS 50th percentile was used as the benchmark for those measurements except for Developmental Screenings, which was established by HFS.

As a result of the bonus payment determination, more than 4,200 IHC PCPs qualified for a bonus payment for meeting or exceeding one or more of the qualifying measurements. The bonus payments for 2009 are \$25 per qualifying patient, per qualifying event. This totaled over \$3.3 million dollars in bonus payments paid statewide, compared to \$2.8 million for the 2008 Bonus program.

The bonus mailings also include a remittance advice detailing which bonus measures were met and the total amount paid per measure. IHC PCPs can also access detailed patient specific information for the bonus measurement determinations online through the IHC Provider Portal via HFS secure MEDI system. If you need assistance with accessing the IHC Provider Portal, please contact your IHC Provider Service

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Supporting Your Practice



Illinois Health Connect Panel Rosters

Illinois Health Connect Panel Rosters are a great tool to help practices manage their IHC patients. An IHC Panel Roster is a listing of all the patients currently linked to a PCP for a medical home. The Panel Rosters are posted online on the IHC Provider Portal. PCPs can access the IHC Provider Portal through HFS's MEDI system. If you do not have a user name and password to access the MEDI system, your IHC Provider Service Representative can assist you in MEDI registration. PCPs can also request that the roster be mailed to their clinical location; however, the online Panel Roster is updated daily and is available in a CSV (Excel) format so that it can be sorted or even used for a mail merge to send notices to patients.

IHC Panel Rosters contain the most recent demographic data about each patient. More important, the rosters also contain useful clinical information about each patient. For adult females, the rosters include the dates of last pap smear and mammogram. For children, the rosters include the dates of last well-child visit, lead screen, vision screen, and objective developmental screen.

The rosters also show which clients are eligible for additional, free case-management services through Your Healthcare Plus. Your Healthcare Plus is a disease management program available through HFS that assists busy clinicians in patient management by working with

patients in their homes and communities and assisting them with issues such as transportation and access to social services. In addition to targeting patients with chronic diseases and disabilities, YHP also targets patients with persistent asthma and patients who visit the Emergency Department (ED) six or more times in a 12-month period. The persistent-asthma patients and frequent-ED patients are specifically noted on the IHC Panel Rosters so that IHC PCPs can adjust their management or assist patients in connecting with the YHP program. IHC PCPs can refer YHP patients to YHP Client Services at **1-800-973-6792**.

The front page of the Panel Roster contains monthly updates about the IHC program, such as notices about upcoming webinars or changes in HFS billing policies. The last page of the Panel Roster gives a summary of the clinical recommendations for the preventive services listed. Several IHC PCPs have indicated that they use the rosters to monitor what preventive services are due for each patient and to outreach to patients to get them to obtain the necessary services. One physician recently commented, "We use the roster all the time to help us locate patients and get them in for their tests." The IHC QA Nurses can assist PCPs in developing outreach strategies, engaging patients in getting needed preventive services, and connecting patients to community-based resources. We welcome your feedback about IHC Panel Rosters. If you have additional questions about your IHC Panel Roster, contact your IHC Provider Service Representative, IHC QA Nurse or the Provider Services Help Desk at **1-877-912-1999**. ■

Phasing Out HFS Paper Mailings

As of June 1, 2010, HFS is no longer mailing paper copies of notices and bulletins to the following providers: advanced practice nurses, audiologists, chiropractors, dentists, occupational therapists, opticians, optometrists, physical therapists, physicians, podiatrists, and speech therapists.

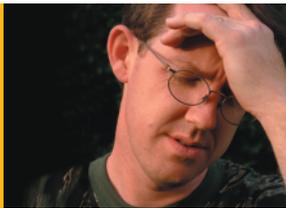
Effective October 1, 2010, HFS will no longer mail paper copies of notices and bulletins to the following providers: certified health departments, encounter rate clinics, federally qualified health centers, imaging centers, independent laboratories, Medicare screening clinics, rural health clinics, school-based linked health clinics, and transportation providers.

Provider notices and bulletins will be posted to the HFS web site, and providers will be responsible for downloading

the material via the Internet. HFS will use its e-mail notification feature to notify providers when notices and bulletins are posted to the web site. If you are not registered for e-mail notification, it is imperative that you register immediately. To register for e-mail notification, go to **www.hfs.illinois.gov/provrel** and select your area of interest. In addition to registering for the provider-specific categories, you should also enroll for the "All Medical Assistance Providers" category to ensure notification of all applicable information.

Provider-specific information—such as requests for updated medical licenses, provider information sheets, and remittance advices—will continue to be mailed to providers. ■

Supporting Your Patients



Promote Breastfeeding: How HFS can Help

Breastfeeding is recognized as the natural method of infant feeding for the first year of life. As a physician, you are familiar with the many advantages of breastfeeding, including nutritional, health, immunological, developmental, psychological, and economic benefits. Research has shown that breastfed babies have fewer and less severe bacterial and viral infections, and that breastfeeding promotes earlier development of the immune system; provides nutritional and growth benefits, including protection against obesity; reduces the risk of chronic diseases; improves maternal health with positive hormonal, physical, and psychosocial effects; and provides economic and social benefits to the family and society.^{1,2}

Encouragement from a physician is an important factor in the initiation of breastfeeding³; so HFS encourages providers to discuss the benefits of breastfeeding with pregnant women and women who are planning a pregnancy. Policy statements that provide recommendations and guidance to physicians in promoting and supporting

breastfeeding are available from the American Academy of Family Physicians, the American Academy of Pediatrics, and the American College of Obstetricians and Gynecologists.

HFS provides reimbursement for breast pumps for women returning to school or work. Pumps must be ordered by a physician and obtained through a durable medical equipment provider. The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) provides education on how to use the breast pump and how to store breast milk.

Additionally, WIC provides general breastfeeding education, classes, counseling, and direct support during the prenatal and postpartum periods for low-income pregnant and breastfeeding women. Lactation consultants and breastfeeding peer counselors are available to help mothers achieve their breastfeeding goals. With the new food packages introduced in 2009, exclusively breastfeeding women and their infants receive greater benefits from the WIC program.

You can help by referring HFS patients who are pregnant to WIC. Call the HFS Automated WIC Locator toll-free at **1-800-323-4769 (TTY: 1-866-295-6817)** to help a pregnant or breastfeeding woman locate a WIC agency near her home. ■

¹ US Department of Health and Human Services, *Blueprint for Action on Breastfeeding*, Washington, DC, US Department of Health and Human Services, Office on Women's Health, 2000.

² American Academy of Pediatrics, "Breastfeeding and the Use of Human Milk," *Pediatrics* 115, no. 2 (February 2005): 496–506.

³ M. C. Lu and others, "Provider Encouragement of Breast-feeding: Evidence from a National Survey," *Obstetrics and Gynecology* 97, no. 2 (2001): 290–295.

Your Healthcare Plus Physician Recognition Program *(Continued from page 1)*

One of our Blue Ribbon awardees, SIU Quincy Family Medicine Clinic, surpassed performance excellence thresholds for six of the diabetes clinical metrics. The program director, Dr. Tom Miller, reports the following key success strategies:

- A commitment to quality by every member of the team is essential. Dr. Miller believes that published performance measures of all types represent a minimum level of performance. The whole team must embrace this perspective and work together for measurable excellence.
- Jamie Ferguson, a medical assistant at SIU Quincy, reviews the YHP clinical metric reports and communicates guideline gaps with the providers. She then calls patients to get them in for needed care. Ferguson remarked, "For some of these patients, it makes their day that I called. They feel great that we're paying attention to their healthcare needs."

- A cross-disciplinary group including nurses, coding, medical assistants, and provider leaders brainstorm quality improvement solutions and then work with the rest of the team to make changes.
- Practical decision support tools, like the SIU Quincy "at a glance" diabetes lab flow sheet are key success strategies. Important tests like HbA1C and cholesterol testing are quickly found instead of searching through the chart to see what tests are needed.

We're excited to be able to offer congratulations to so many of Illinois' primary care providers. Watch for more news on how these providers have reached their patient-care goals. ■



Did you know?

Did you know that Medicaid will cover a prescription for aspirin? Patients who have a medical indication for daily aspirin therapy can get this medication covered if you write a prescription. The additional benefit of writing a prescription is that it gets captured in claims data and is more accurately reflected on your YHP Clinical Metric Reports. Don't miss this opportunity to help your patients better afford their medicines AND demonstrate your own great results with placing them on aspirin therapy.

2009 Illinois Health Connect Bonus Payment *(Continued from page 1)*

Representative or call the IHC Provider Services Helpdesk at **877-912-1999**. For more information on the Provider Portal and the 2009 Bonus Payment for High Performance Program, you may also refer to the resources available on the IHC website at **www.illinoishealthconnect.com**, under the Quality Tools section. To learn more about these quality tools, contact your IHC Quality Assurance Nurse or the IHC Provider Services Helpdesk number mentioned above.

For the 2010 Bonus Payment for High Performance Program, the measures will remain the same as 2009. HFS and AHS would like to thank all IHC PCPs for their dedication to working towards ensuring that patients receive care in their medical home for primary and preventive services. ■

Visit the Your Healthcare Plus and the Illinois Health Connect web sites for information on upcoming events.

This newsletter is available on the Your Healthcare Plus and Illinois Health Connect websites:
www.yourhealthcareplusdr.com • www.illinoishealthconnect.com

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1400 S. Wolf Road
Building 200
Wheeling, IL 60090

