

? Did you know?

Your Healthcare Plus and Illinois Health Connect show savings in Program Year Two

In May 2009, **Your Healthcare Plus™**, in partnership by McKesson Health Solutions and The Illinois Department of Healthcare and Family Services (HFS), reported more than \$104 million in net savings during the program's second year (July 1, 2007 – June 30, 2008). This is in addition to the \$34 million in net savings reported for program year one (July 1, 2006 – June 30, 2007).

HFS also reported that the state's Medicaid program saved an additional \$100 million in fiscal year 2008 through fewer hospital and ER visits as a result of the Primary Care Case Management program, Illinois Health Connect.

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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Provider Newsletter



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

What's New in Diabetes Management?

The American Diabetes Association (ADA) annually publishes updated information on standards of care in diabetes, based on the findings from recent clinical trials. In 2009, the ADA **updated the values correlating A1C test results with average glucose reading** (see chart on page 3).

The recommendations around frequency of testing remain unchanged:

- Twice yearly for persons who are stable and meeting treatment goals
- Four times yearly for persons whose therapy has changed or who are not meeting treatment goals

Lowering the A1C to below 7% is associated with reduced microvascular and neuropathic complications. In addition, long-term follow-up of the DCCT and UK Prospective Diabetes Study (UKPDS) suggests that treatment of A1C targets below or around 7% in the years soon after the diagnosis of diabetes is associated with long-term reduction in risk of macrovascular disease.

When patients know their A1C values and understand the implications when values are above target, the opportunity for improvements in outcomes and adherence is enhanced. For persons with diabetes who are eligible for the **Your Healthcare Plus™** disease management program, and who are struggling with their diabetes self care, you may wish to make a referral to the program. You can determine disease management program eligibility by accessing the MEDI system, or by calling 1.800.973.6792. Referral forms can be found at www.yourhealthcareplusdr.com.

And remember, you may also be eligible for a bonus payment from Illinois Health Connect when your patients get their A1C tests. Point-of-care testing counts, and this is also a valuable opportunity for making timely treatment decisions with your patients present. Also, don't miss the opportunity to do an annual cholesterol test when you are doing a draw for an A1C.

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2008 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 first year of the Illinois Health Connect (IHC) Bonus Payment for High Performance Program. The bonus program rewards IHC Primary Care Providers (PCP) 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 2008 bonus program payment determinations were based on services provided in calendar year 2008 for all patients that were enrolled on the IHC PCP's panel on December 1, 2008 and received one or more of the following services: Immunization Combo 3, Developmental Screenings, Asthma Management, Diabetes Management or Breast Cancer Screening. The HEDIS 50th percentile was used as the benchmark for these measurements except for Developmental Screenings, which was established by HFS. Adjudicated claims through May 7, 2009 were utilized in the bonus payment determination.

As a result of the bonus payment determination, more than 4,000 IHC PCPs qualified for a bonus payment for meeting or exceeding one or more of the qualifying measurements. The bonus payments for 2008 are \$25 per qualifying patient, per qualifying event. For each IHC PCP that met or exceeded the benchmark for a particular measurement, a bonus payment was made for each patient that received the measured service. Bonus payments were mailed to qualifying IHC PCP payees, by PCP location, the week of June 22, 2009.

In addition to the bonus payments, the bonus mailings 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

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Supporting Your Practice



MEDI: Bringing value to your practice

Did you know?

MEDI now not only houses the claims history of over two million HFS enrolled beneficiaries in Illinois, but also offers several tools for participating physicians, including:

- Free access to quarterly patient summary information for key clinical indicators
- Free access to your patient's claims history report detailing pharmacy fills, ER visits and in-patient hospitalizations submitted to HFS for payment.
- The most current Your Healthcare Plus eligibility information
- Links to new, free online CME programs, brought to you by Illinois Academy of Family Physicians (IAFP) and Your Healthcare Plus
- Links to web portals for both Illinois Health Connect and Your Healthcare Plus
- Monthly panel rosters

All you have to do is enroll to access all this and much more. To enroll, please go to www.myhfs.illinois.gov/gettingstarted.html and click on **register**.

If your office is currently enrolled with MEDI, you will still need to register to set up your personal access, then

your office's MEDI administrator needs to grant you access to the Your Healthcare Plus (YHP) link.

Once enrolled, using MEDI is as easy as following these steps:

- Go to www.myhfs.com and select **login**.
- Enter your **user name** and **password** from your Illinois Digital ID.
- Begin using MEDI resources from your home page.

Any questions you may have about accessing the MEDI system should be directed to the Help Desk, toll free at 1-800-366-8768. Illinois Health Connect PCPs may also contact the Illinois Health Connect Provider Relations Helpdesk at 1-877-912-1999. You can also access a MEDI tutorial at www.myhfs.illinois.gov/training/guides.html.

About MEDI

MEDI provides quick online access to vital information regarding your YHP patients. To ensure the privacy, security, and confidentiality of provider and patient information, Healthcare and Family Services requires providers to enroll with the state's MEDI system.

The MEDI system utilizes federally approved access protocols that allow only approved providers and their authorized staff to access sensitive patient and provider information. MEDI was developed and is maintained by HFS. ■

2008 Illinois Health Connect Bonus Payment

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contact your IHC Provider Service Representative or call the IHC Provider Services Helpdesk at 877.912.1999. For more information on the Provider Portal and the 2008 Bonus Payment for High Performance Program, you may also refer to the resources available on the IHC website at www.illinoishealthconnect.com, under Quality Tools.

IHC offers many quality tools that can assist PCPs in the management and coordination of care for their IHC patients, and in reaching the bonus program benchmarks for future bonus payment programs. To learn more about these quality tools, contact an IHC Quality Assurance Nurse at 877.912.1999. IHC Quality Assurance Nurses work with providers and their staff in moving toward the goals of the

IHC quality initiatives and programs and with the medical home to achieve a higher standard of care for IHC patients. IHC also offers online resources, monthly provider education webinars and in-office training opportunities to PCPs and their staff. Contact the IHC Provider Services Helpdesk at 877.912.1999 to learn more about these opportunities.

HFS and AHS would like to thank all IHC PCPs for their dedication in providing primary and preventive services to IHC patients. Together, utilizing the resources that are available, we can continue to work toward the goal of ensuring that patients receive care in their medical home, and assist providers in the management and coordination of care for their IHC patients. ■

Supporting Your Patients



Your Healthcare Plus Expands to Serve Additional Beneficiaries

As of July 1, 2009, the Illinois Department of Healthcare and Family Services (HFS) has expanded the **Your Healthcare Plus™** disease management program to include two additional groups: participants in the Home and Community-Based Waiver for Persons with Disabilities, and in the Home and Community-Based Waiver for Persons Who are Elderly (65 years of age and older).

Your Healthcare Plus does not take the place of any services that are currently available for these individuals through their participation in the waiver programs.

Your Healthcare Plus supports medical providers and case managers with care coordination services for participants with complex chronic illnesses. The goal is to improve their health, thereby reducing the incidence of health complications. HFS has commissioned McKesson Health Solutions to administer the program. Participation is voluntary.

Your Healthcare Plus helps participants

- Manage ongoing health problems, including adherence to their physician's plan of care.
- Understand how to proactively manage their health issues.
- Know about and understand how to correctly take their medications.
- Obtain answers to any healthcare-related questions they may have.

The first step in McKesson's outreach efforts will be to contact those who have been identified as potential program participants. The Your Healthcare Plus nurse will answer any questions they may have about the service and explain that Your Healthcare Plus does not replace any services currently in place.

We look forward to expanding our partnership with Illinois providers to help serve these additional beneficiaries.

If you have any questions about the addition of these waiver populations, please contact Your Healthcare Plus at 1.800.973.6792. ■

What's New in Diabetes Management?

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Correlation of A1C with Average Glucose*

A1C (%)	Mean plasma glucose	
	mg/dl	mmol/l
6	126	7.0
7	154	8.6
8	183	10.2
9	212	11.8
10	240	13.4
11	269	14.9
12	298	16.5

Estimates based on ADAG data of ~2,700 glucose measurements over 3 months per A1C measurement in 507 adults with type 1, type 2 and no diabetes. Correlation between A1C and average glucose: 0.92. A calculator for converting A1C results into eAG (estimated average glucose), in either mg/dl or mmol/l is available at <http://professional.diabetes.org/eAG>.

*ADA Standard of Medical Care In Diabetes—2009; Table 8 http://care.diabetesjournals.org/content/32/Supplement_1/S13.full.pdf+html

Summary of Revisions for the 2009 Clinical Practice Recommendations http://care.diabetesjournals.org/content/32/Supplement_1/S3.full.pdf+html

2009 ADA Executive Summary: Standards of Medical Care In Diabetes—2009 http://care.diabetesjournals.org/content/32/Supplement_1/S6.full.pdf+html ■