



# Care System Connection

News for providers participating in the Patient Choice programs

Winter 2006

## Happy New Year (English)

**Szczesliwego Nowego roku** (Polish)   **Maligayng Bagong Taon** (Pilipino)   **Feliz Año Nuevo** (Spanish)  
**Bonne année** (French)   **Gung hay fat choy** (Cantonese)   **Xin nian yu kuai** (Chinese)  
**Gutes Neues Jahr** (German)   **Buon Capo d'Anno** (Italian)   **Godt Nyttår** (Norwegian)  
**Nyob zoo xyoo tshiab** (Hmong)   **alamat Tahun Baru** (Indonesian)

### PATIENT CHOICE WINS NATIONAL HEALTH PLAN AWARD FOR ITS INNOVATIVE TIERING PROCESS

The National Business Coalition on Health (NBCH) recently recognized Patient Choice with an eValue8™ Innovation Award for its pioneering approach to value-based purchasing that leverages employer/provider collaboration and a provider bidding process to create an innovative tiered network.

The award was given to Patient Choice at the NBCH's 10th Annual Conference in Scottsdale, Arizona. Over 100 programs were submitted for consideration and 12 were selected as finalists for the awards based on information submitted on "Best Practices and Innovations" as part of NBCH's 2005 eValue8™ submission tool. The finalists were reviewed by a panel of judges from the Centers for Disease Control and Prevention, The Leapfrog Group, George Washington University and the Buyers Health Care Action Group. Based on creativity, effectiveness and the ability to be replicated, three winners were selected. Aetna and Medica also received awards.

#### About eValue8

eValue8 is a Request for Proposal tool that allows plan purchasers, namely employers, to survey and measure plan performance on a state and national basis. Use of the tool is growing, especially among large employers and health care consultants.

Through a common request for information from health plans, employers hope to achieve consistency in the information requested, to reduce consumption of health plan resources in providing information and to improve the volume and level of comparative information (i.e., cost, quality and value) available to purchasers. Specific purchaser goals include:

- reduction of unnecessary costs
- improved access to appropriate services
- measurable improvement in quality/outcomes of health care services

- established performance and accountability standards in health vendor agreements with coalitions and purchasers
- use of standardized measures and data collection methods

### MEETING THE CHALLENGE – HEALTH LITERACY AND CULTURAL COMPETENCY NEEDS

Increasingly, employers describe health literacy and cultural competency as a key measure for evaluating their purchasing options. The eValue8 tool collects information in this area by requesting that plans report on programs that demonstrate the health plan's awareness—and the awareness of its participating providers—of cultural differences in prevalence, access to care, responses to specific treatments as well as religious and cultural attitudes towards certain treatments and medications.

Medica submits information on a number of its cultural competency initiatives that were launched in 2004 including the addition of cultural training to Medica's Provider College and the assessments of the quality of interpreter services from the perspective of providers and members.

A key development in this area has been to convert Medica's health literacy and cultural competency programs into a train-the-trainer kit called 'Walking in their Shoes.' This change in format is being tested by plan providers in 2006, but early results have shown that the move has sparked greater interest in the program and improved its portability.

The kit, which is being provided *free* to plan providers, includes two modules:

- *The Challenge of Health Literacy: What Health Care Providers Need to Know*
- *Working Effectively with Human Differences: Improving Cross-Cultural Understanding*

For more information about the Walking in their Shoes kit or to obtain a copy of it, please contact Sue Metoxen, director of Compliance and Product Administration, via e-mail at [sue.metoxen@medica.com](mailto:sue.metoxen@medica.com).



## CHIROPRACTIC CARE – MODIFIER 59

*For Patient Choice programs that are administered by Wausau Benefits, do you know when it is appropriate for a claim to be billed with code 97140 and the 59 modifier along with a manipulation code such as 98941?*

Both Chiropractic Associates of South Dakota (CASD) and the American Chiropractic Network (ACN) have requested clarification about the appropriate use of modifier 59 in submitted billing.

Wausau Benefits utilizes McKesson claim system edits. As a result, claims with the code 97140, with or without the 59 modifier, will deny when billed with a manipulation code (98940-98943). However, Wausau will consider payment for services in which the practitioner has determined that additional specific service such as spinal manipulation with trigger point work and myofascial release are indicated and meet the quality and efficiency standard of care for payment when billed with the 59 modifier.

In instances where additional claim payment is initially denied, practitioners may contact Wausau and will be required to submit documentation for payment consideration.

## ORTHOPEDIC SERVICES FOR THE PATIENT CHOICE INSIGHTS NETWORK

Please be aware that Twin Cities Orthopedics has chosen not to participate in the Patient Choice Insights network at this time. While this group continues to participate in the Patient Choice Care System network, it is considered out-of-network for all Patient Choice Insights members.

The group practice names that are included in Twin Cities Orthopedics include:

- Northwest Orthopedic Surgeons, Ltd
- Orthopaedic Consultants, PA
- Orthopaedic Partners, PA
- Orthopedic Medicine & Surgery, Ltd
- Orthopedic Surgeons, Ltd
- Edina Open MRI at Centennial Lakes

The Patient Choice Insights network currently includes more than 140 clinic sites that provide orthopedic services. You can access a list of participating clinics through our online directory at [www.pchealthcare.com](http://www.pchealthcare.com).

You can also contact either Medica's or Wausau Benefits' Customer Service Department and a representative will help you. The appropriate telephone number is listed on the member's identification card.

We appreciate your assistance in helping Patient Choice Insights members access in-network services so they can maximize their plan benefits.

## ONLINE PROVIDER RESOURCES EXPANDED

Patient Choice recently enhanced the information available on its web site for prospective and current providers who contract directly with the organization.

New content includes product overviews, administrative tips, information about credentialing and important contact information.

To access the information, go to [www.pchealthcare.com](http://www.pchealthcare.com) and click on "Physicians, Hospitals, Health Care Providers" and review areas of interest to you.

## MEDICA TO ENHANCE ONLINE SECURITY AND FUNCTIONALITY WITH NEW PROVIDER PORTAL REGISTRATION PROCESS

If you provide services to members who are enrolled in the Patient Choice Insights by Medica product, you may be interested in knowing that Medica will be redesigning the provider portal registration process as a precursor to enhanced functionality on [www.medica.com](http://www.medica.com).

The redesign of provider portal registration will coincide with the new security model for the secure areas of the Web site. This process will allow for consistency across all secure areas of [www.medica.com](http://www.medica.com), promote provider self-service, and allow Medica's business partners to have the ability to better manage their organizations' access to member and provider information protected under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

With this effort, providers will be required to re-register in order to access secure online information at Medica's Web site. Affected transactions are those available on [www.medica.com](http://www.medica.com) in the "Provider Resources" section under "Electronic Transactions" (or directly through this Web page: <https://provider.medica.com/ProviderLogin/default.aspx?ReturnUrl=%2fC6%2fElectronicTransactions%2fdefault.aspx&Lmsg=>

In the coming months, Medica will begin the initial planning and design phase of this project. Medica will convey its progress and provider impacts as it moves toward an implementation and transition date.

**Note:** *Care System Connection* is provided to you as a participant in the Patient Choice program. Please distribute across your organization and sites.

