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## Feature Article: 5 Steps to Patient Attribution

As we move ahead with HMSA's Payment Transformation and CMS's Comprehensive Primary Care Plus program, success begins with patient attribution. We must be able to accurately tie our PCPs to the patients they care for.

Under HMSA's Payment Transformation program, patients are attributed to primary care physicians (PCPs) in the following ways:

1. Patient selects the PCP when enrolling in HMSA's HMO or QUEST Integration plan or HMSA Akamai Advantage plan.
2. PCP adds the patient to his or her panel via Cozeva and has a signed copy of the patient attestation form.
3. Based on a claims algorithm, HMSA attributes a patient to the PCP seen most often in the last 16 months or, in the case of a tie, the PCP seen most recently.

It's a good idea to proactively attribute patients rather than rely on an algorithm. Using a **patient attestation form**, patients can formalize their relationship with you as their PCP. At HHP, we've developed the following five-step patient attribution process to help:

### Step 1: Patient services representative (PSR) should initiate process and validate PCP.

Front desk staff should explain registration process and:

- Validate name and date of birth.
- Validate address and phone number.
- Validate insurance. If HMSA HMO, request for card to be scanned.
- Verify PCP via Epic "Care Teams."

In the event the patient is younger than 18, the PSR should verify who is accompanying the patient before proceeding to the next step.

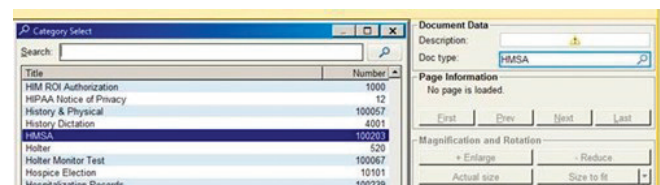
### Step 2: Provide the patient or parent with the HMSA provider selection form.

Explain the role of the PCP, as well as the purpose of the provider selection form, and have the patient or parent complete and sign the form.

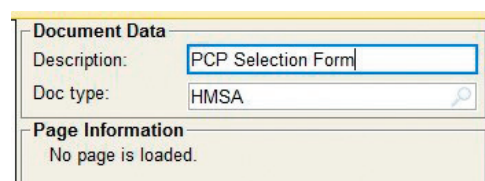
### Step 3: Scan and save a copy of the attestation form in Epic.

Scanning process:

1. Select "Media Manager."
2. Select "Scan."
3. Click on magnifying glass, located in the "Doc type" window.



4. Description field: Type "PCP Selection Form."



5. Complete the scanning process.

### Step 4: Fax the completed form to HMSA.

You do not need to submit this form for PPO patients. For all other HMSA patients, fax the completed form to:

- Attention: Membership Services.
- 948-8235 (800-540-1668 toll free on Neighbor Islands).

## Step 5: Have care coordinator update Cozeva.

In Cozeva:



1. Select provider.
2. Validate if patient is attributed to provider.
3. Search patient name.
4. If no match, patient name will not appear.
5. Click arrow next to "Panel," "Add Patient" will appear.
6. Click on "Add Patient." The screen below will appear.

The screenshot shows the 'Add Patient' form in Cozeva. It has fields for 'First Name', 'Middle Initial', 'Last Name', and 'Date of Birth'. Below these are dropdown menus for 'Gender', 'HMSA', and 'R0000', along with a 'Search' button. A 'Search Result' section is visible below the form. Below that, there is a section titled 'For all providers:' with two checkboxes: one for 'I confirm that there is a medical need to access this patient's PHI and understand that by checking "Add", this patient will be added in Cozeva, but will not count towards performance in any measure. I understand that the patient must still contact the Health Plan to change their PCP and this change will not reflect in Cozeva immediately.' and another for 'Primary Care Providers must also complete the section below: Add patient to play program or Payment Transformation program.'

1. Enter first name, last name, date of birth, gender, HMSA and insurance number.
2. Click "Search," and the search result noted on the bottom will appear.
2. Click "Search," and the search result noted on the bottom will appear.
3. Be sure to check both boxes.
4. Sign by typing name as appears.
5. Click "Add."

## HMSA Expands ACP Efforts and Other Measure Changes for 2017

Primary care physicians (PCPs) will be focusing even more on advance care planning in 2017, with recent changes to HMSA's Pay for Quality (P4Q) Program. In its [2017 program guide](#), released late last month, HMSA expanded the Advance Care Planning measure for all three lines of business to include patients 65 and older (vs. 75 and older).

Another major change was made with the Controlling Blood Pressure measure. This measure is now a shared group goal as a physician organization (PO)-level measure; it's no longer an individual measure. **Other measure changes include:**

- **Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents.** The measurement periods for this measure will be based on rolling 12-month periods. Improvement points will be awarded for this measure using the corresponding measurement periods from the 2016 program year as baseline periods for 2017 performance.
- The following measures were removed from the program:
  - **Appropriate Testing for Children with Pharyngitis (Commercial, Quest).**
  - **Appropriate Testing for Children with Upper Respiratory Infection (Commercial, Quest).**
  - **Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis (Commercial).**
- **Review of Chronic Conditions.** The measurement period for this measure will be January 1, 2017, to December 31, 2017. The baseline period will be January 1, 2016, to December 31, 2016. The per member per month (PMPM) for this measure will be \$5.00 over the 12-month measurement period in 2017 (Akamai).

There were also programmatic changes:

- Providers must be participating in the P4Q program at the end of the measurement period to receive their quality payments earned in that program (Commercial, Quest and Akamai).
- If a provider ends his or her P4Q participation and begins participating in HMSA's Payment Transformation Performance Measures prior to the end of the P4Q measurement period, that provider forgoes any P4Q award earned and won't receive payment for that P4Q measurement period.
- Patients who have received hospice services during the measurement period will be excluded from all measures for which they are eligible (Commercial, Quest and Akamai).
- Providers begin accruing member months when they join a physician organization (PO). For example, a provider who joins a PO in February will be eligible for February and March member months for the first quarter measurement period (Commercial, Quest and Akamai).

Click [here](#) to access the 2017 program guide.

## New Referral Resource Available

HHP has developed a new tool to help improve network awareness and assist physician members and their staff with patient referrals. In addition to [HHP's Physician Directory](#), the new [referral resource](#) can be used to search HHP members by specialty and features contact information, whether the physician is on Epic, and additional office details and notes.

Please share this [referral resource](#) with your staff and don't hesitate to send suggestions for improving the tool to [info@hawaiihealthpartners.org](mailto:info@hawaiihealthpartners.org). However, please note that this is a work in progress and information may not be available right away for everyone.

We hope you find this new resource useful in your efforts to provide the right care to your patients.

## HHP Honor Roll

HHP would like to recognize the following physicians who improved their HMSA Pay-for-Quality performance by at least 15% between Q2 and Q3 of 2016. Great job! Keep up the good work!

- [Katherine Williams, MD](#) (31.3%)
- [Anne Dempsey, MD](#) (26.3%)
- [Stacy Kanayama-Trivedi, MD](#) (24.1%)
- [Bennett Loui, MD](#) (23.5%)
- [Melinda Ashton, MD](#) (21.8%)
- [Mark Lee, MD](#) (21.3%)
- [Clara Krebs, MD](#) (21.0%)
- [Elizabeth Kim, MD](#) (19.1%)
- [Justin Hino, MD](#) (18.4%)
- [Tony Trpkovski, MD](#) (18.4%)
- [Thomas Nordyke, MD](#) (17.4%)
- [Monica Price, MD](#) (17.0%)
- [Kristen Akina, MD](#) (16.3%)



## Member Satisfaction Survey: Your Feedback Wanted!

In an effort to help us better identify what is needed by our membership, please take a few minutes to take this short, anonymous survey.

Click [here](#) to take the survey now. We will be closing the survey on **March 17, 2017**. Mahalo for your time!

## HHP Welcomes New Members

HHP would like to welcome the following individuals who were recently appointed by the HHP Board of Managers as new members to the organization:

- [Christella Guzman, NP](#), Adult Nurse Practitioner, Pali Momi Heart Center
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- [Jorge C. Samaniego Jr., MD](#), Internal Medicine, Straub Medical Center
- [Laura A. Spector, DO](#), Obstetrics & Gynecology, Hawaii Women's Health care
- [Takashi Shinha, MD](#), Infectious Diseases, Internal Medicine & Infectious Diseases, Inc.
- [Cyrus C.L. Szeto-Wong, MD](#), Cardiology – Cardiac Electrophysiology, Pali Momi Health Center

## Updating Your Online Physician Profile

In an effort to make our online physician directory more complete and user-friendly, the Hawai'i Pacific Health Marketing Department is requesting new biographical information and photos from our physician base.

As patients increasingly turn to the Internet to search for health care providers, it is more important than ever that we have a robust and reliable online directory. Your participation is essential in making this happen.

Click [here](#) to access a set of instructions for submitting content directly to Marketing through email and a custom-built web tool. Please follow the directions and respond within the next two weeks.

Please note that these additions to the online physician directory are intended for providers with current clinical privileges.

Thank you for your cooperation in our efforts to improve the online experience for our patients. For questions or concerns, please email [digitalmarketing@hawaiipacifichealth.org](mailto:digitalmarketing@hawaiipacifichealth.org).

Questions? Contact us at [info@hawaiihealthpartners.org](mailto:info@hawaiihealthpartners.org)

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