

# PCP FOCUS



**METROWEST AHO**

**JUNE 2017**

## **PRACTICING EXCELLENCE TIP OF THE MONTH**

After taking a history and exam, how often are you telling patients what you are looking for?

*"I always try to place myself in the patient's spot although occasionally I don't due to rushing. When I do, I think everyone is better served. "What would I say or do if it were my mom?" never fails."*

## **PRE-DIABETES**

There is no specific diagnosis code for Pre-Diabetes as it's not considered an actual "disease" but a state of elevated blood glucose between 100 and 125. In order to **avoid placing patient in diabetic measure** when ordering an A1c, provider should code the symptom code 73.09 "elevated blood glucose level". This will eliminate pulling patient into measure and having to file an appeal.

## **NEQCA ANNUAL FORUM**

New Format and Location! Boston Marriot Newton - **Thursday, October 19, 2017.**

3:00 pm Welcome Reception and Registration  
4:00 pm Breakout Sessions  
5:00 pm Cocktails & Networking  
6:15 pm Dinner & Awards Ceremony

**INVITATIONS WILL BE SENT FROM NEQCA PRIOR TO EVENT**



## **PEDIATRIC CORNER**

**Ricardo Lewitus, M.D., Pediatric Medical Director**

**Reminder** - Pediatric PCP Dinner – June 21<sup>st</sup>. **Note room change for this meeting is the Living Room down the hall from the Board Room.**

All Pediatricians should view and bring lists of patients over 18 that should **NOT be on your panel**. Please create a document outlining when certified letter and two phone calls were made. Dr. Lewitus will follow-up with health plans on your behalf.

**OFFICE MANAGER MEETING (PCP OFFICES)  
JUNE 8TH - HELM - NATICK**

## **FLEECE JACKETS**

If you have not ordered your "free" to physicians MetroWest Healthcare Alliance fleece jacket, there is still time. Contact Adorine Sharron @ [adorine.sharron@mwmc.com](mailto:adorine.sharron@mwmc.com).

## **PATIENT EXPERIENCE TIP OF MONTH INTEGRATION OF CARE - KAYI TEKO**

Engage patients in care outcomes by efficiently sharing test and lab results

A couple of dimensions to explore:

Does the physician discuss the impact of the result(s) with patients? Do you have an effective method to communicate results (normal and abnormal) to patients?

## **POD MEETINGS**

May was a busy month with POD meetings. Thank you to our PCPs for attending and your engagement.

## **ATHENA PATIENT REGISTRY – 2017**

Patient information is now in the registry. Remember, you have to manually change the date to 2017 when you log in. Also as a reminder we are financially penalized if your PRO does not go onto the Registry and log on at least **one time a month**. This is a citizenship requirement for both NEQCA and the AHO.

## **PATIENT APPEALS**

As a Risk Bearing Provider Organization (RBPO), the Massachusetts Health Policy Commission (MHPC) is now requiring NEQCA to have a patient appeals process available to our commercial population.

**What do you and your practices need to do?**

NEQCA is providing a "Patient Notice" that must be posted in each PCP practice, in clear view, and the letter should be copied onto the practice letterhead. Practices should have a general awareness of this process that is available to their patients. The LCOs, physicians and practices must also make themselves available, when needed, to collaborate with the NEQCA CMO, Medical Director, or other NEQCA staff on any appeals review and resolution for their patients. This has been sent to you via mwmc.com e-mail and placed in POD meetings of 5-18-17 and 5-30-17.

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