

PCP FOCUS



METROWEST AHO

JULY 2017

ALL PAYOR DASHBOARDS

Dashboards were sent via mwmc.com on June 9, 2017. Please contact tina.mangan@mwmc.com with any questions.

MASSHEALTH ACO

The State has selected Wellforce as one of the 18 organizations to move forward in the MassHealth ACO initiative. Wellforce will be partnering with Fal-lon Healthcare. Many of our physicians will be participating in this contract. This is to be implemented in 2018. To learn more please attend PCP Dinner Meeting scheduled for July 20, 2017. Details listed below.

PATIENT EXPERIENCE TIP OF THE MONTH

Providing answers to questions on the same day

One of the questions in the Organizational Access domain pertains to patients' medical inquiries during regular office hours and if they received same day answers.

Here are a few tips on how to achieve this:

- ◆ Using triage to answer questions if possible
- ◆ Continuously track patient's demand and your own performance in returning their calls
- ◆ Set aside time for staff to do same-day message management as part of standard work
- ◆ Reduce the volume of incoming messages by ensuring clear communications with patients, families, and caregivers

SAVE THE DATES

Adult and PEDI PCP Dinner Meeting

Thursday, July 20, 2017, 6 pm, MacPherson Hall, Framing-ham. Please RSVP to Ashley.Page@mwmc.com.

NEQCA Fall Forum

Thursday, October 19, 2017, Boston Marriott Newton. De-tails will be sent to you directly from NEQCA to your mwmc.com e-mail.

MetroWest Health Care Alliance Annual Dinner Meeting

Thursday, November 16, 2017, 5:30 pm Crowne Plaza, 1360 Worcester Road, Natick

TACO (CHACO) 3 DAY SNF WAIVER

The ACO has been able to utilize the 3 day SNF waiv-er for some of our patients. This waiver allows a Medi-care patient to be transferred to a SNF without the required 3 overnight hospital stay. The patient must meet certain criteria to qualify, but it has allowed us the opportunity to move some patients earlier to a more appropriate level of care. For any questions you may have regarding this, please contact Tricia Gay at 508-650-7928 or via email at patria.londergangay@mwmc.com

BCBS MEDICARE ADVANTAGE (BCBSMA)

BCBSMA and NEQCA have recently completed a new AQC contract for a commercial and value-based contract for Medicare Advantage products. NEQCA will be participating in the Medicare Ad-vantage HMO and PPO products (BCBSMA).

If the threshold of participation of PCP is met for the BCBSMA product, NEQCA is able to get fee enhance-ments on all products they contract with including HMO and PPO members.

We are excited to have this opportunity to partner with NEQCA in this contract.

A detailed letter outlining some of the benefits of par-ticipating has been sent under separate cover via mwmc.com and snail mail.

Have A Happy And Safe



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