

Healthy Practices

A quarterly publication for MVP Health Care[®] Providers.

Making a Difference

Providers from Mohawk Valley Medical Associates (MVMA) IPA share some innovative programs that have had a positive impact on their patients.

In 2020, MVMA launched Program Innovation and Excellence. Can you elaborate on the goals of this initiative?

This program was designed to reward our Independent Practice Association (IPA) participating physicians that have identified areas of improvement in their practice that will positively impact the

patient experience, improve patient health, and increase patient satisfaction. Each program must have measurable goals, and reporting must be a component that illustrates the progress throughout.

Can you provide examples of programs that have been implemented and what successes have been achieved?

Inflammatory Bowel Disease (IBD) Qorus Program

Saratoga Schenectady Gastroenterology Associates

This program has been in place for six years and has consistently demonstrated high quality of care for inflammatory bowel disease patients. These patients have special access to the practice with dedicated staff that ensures prompt disease management. An integral part of the success of this program is due to the efforts of two IBD Nurse Care Coordinators and an IBD Nurse Practitioner. This has resulted in improved disease control, thereby reducing complications, ER visits, hospitalizations, and opiate usage. The program is aligned with the IBD Qorus initiative (a national quality improvement program of the Crohn's and Colitis Foundation) which has created a database so we can track quality measures, outcomes, and improvements.

Osteoporosis Management Program

Capital Region Orthopedic Associates and Albany Medical Center Endocrinology

This program has been in place for just over one year and is already showing great promise for improved management of osteoporosis following an initial fracture. The goal is to prevent a second fracture through an individualized treatment regimen in collaboration with Albany Medical Center Endocrinology. Male and female patients with fragility fractures are identified and seen by an in-house Advanced Practitioner as well as an Endocrinologist. These patients undergo testing for osteoporosis as well as underlying disease etiologies and a high percentage are started on antiresorptive therapy. The program is aligned with the "Own the Bone" registry sponsored by the American Orthopedic Association, a national systems-based multidisciplinary fragility fracture prevention initiative.

Opioid Management Program

Saratoga Regional Medical Group

This program began in 2019. Since that time, over 1,100 managed patients have improved in every measure including the reduction of average opioid dose and tapering off opioids completely. Many are willing to be actively followed by the comprehensive pain management team. The team consists of two pain management clinical pharmacists and a substance abuse counselor, who have integrated into the primary care setting, and work directly with primary care providers and staff to improve several opioid parameters revolved around opioid risk mitigation and utilization overall.

Specifically, these positions are embedded in Primary Care clinics throughout Saratoga Medical Group for referral from primary care providers to allow for pain management via face-to-face and telehealth consultation in patients prescribed long-term opioid therapy. Additional services include E-consultation reviews, core pain management activities and curbside consults, as well as administrative functions such as population management.

The program has expanded to include inpatient consultations prior to discharge for both substance abuse and chronic pain patients. In response to historic increases in behavioral health needs and engagement since the COVID-19 pandemic, the team has undergone extensive cross training for psychiatric medication management, especially for managing anxiety and depression. Provider feedback has been tremendous thus far, and pharmacy residents have joined the team for training.

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Fall 2023

Volume 19 Number 4

We welcome your comments.

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Penicillin Allergy Identification Program

Certified Allergy & Asthma Consultants

This group collaborated with a nationally renowned practice in Connecticut to develop this program that has been in place for four years. The group has successfully tested over 600 patients, both established and referred from outside the group specifically for a history of penicillin allergy, with a 4% positivity rate. This has allowed many patients to be de-labelled as penicillin allergic and thereby avoid more risky and expensive alternatives. The program is being expanded to primary care providers and surgeons in the community and the group is now coordinating pre-surgery evaluation, to guide in antibiotic choice, with pre-admission testing departments for appropriate candidates. This is especially important to identify true penicillin allergy for total joint replacements.

We thank the contributors of this discussion for sharing their innovative solutions for the continued health of their patients:

- Richard B. Toll, MD, MVMA President & CEO
- Robert Halbig, MD, MVMA Medical Director
- Arthur Ostrov, MD, Co-Director of IBD Center, President Emeritus, Saratoga Schenectady Gastroenterology Associates
- Cory Czajka, MD, Orthopedic Trauma, Capital Region Orthopedics
- Jeffrey J. Bettinger, PharmD, Pain Management Clinical Pharmacist, Saratoga Hospital Medical Group
- Dee Adkins, Executive Director, Certified Allergy & Asthma Consultants
- Debbie Zadrozny, RN, MVMA Executive Director

About MVMA

Mohawk Valley Medical Associates (MVMA) IPA and was founded in Schenectady, New York in 1983 by a small group of community-minded physicians. The goal was to lay the groundwork for a local, Schenectady-based HMO in response to market pressures both in the Capital District and beyond. MVMA has grown to over 3,200 physicians in nine counties that include the Capital District and surrounding counties in New York State.

Project TEACH Supports PCPs

Over the past several years, Providers have had to overcome the challenges presented by COVID-19, as well as environmental events that have impacted us all. Children and young mothers are often among the most vulnerable to these life-changing events, both physically, but equally as important, mentally.

MVP reminds Pediatric and Maternal Health Providers that there are resources available that may help to bridge any gap in the emotional well-being of your patients.

Project TEACH, a program funded by the NYS Office of Mental Health, aims to strengthen, and support Providers in delivering care to children, adolescents, and young adults up to 22 years of age who experience mild-to-moderate mental health concerns, including anxiety, depression, and ADHD. Project TEACH offers consultation, referrals, and CME training at no cost to NYS pediatric Primary Care clinicians.

Maternal depression and related mood and anxiety disorders are prevalent and have serious impacts on parents and their babies. Addressing these conditions early leads to better health outcomes for mothers and children.

To learn more about the consultation services and educational resources, visit projectteachny.org.

OnTrackNY

OnTrackNY is a mental health treatment program for adolescents and young adults that specializes in early psychosis to help them achieve their goals for school, work, and relationships. There are currently no wait lists for referrals. For more information, visit ontrackny.org.

Human-I-T and MVP

Bridging the digital divide

MVP understands some Members may face barriers accessing digital tools. Our goal is to support those Members with available resources, including the federal Affordable Connectivity Program (ACP), in support of their health journey. That's why MVP strategically refers eligible Members to Human-I-T, a third-party organization, to bridge the digital divide with step-by-step support to enhance access to virtual health care services.

Through this referral opportunity, Human-I-T links eligible Members with the Affordable Connectivity Program (ACP) to receive federal funding which provides:

- Low-cost internet that varies by Member. Actual rates and eligibility terms are answered by Human-I-T
- One time discount of \$100 toward a qualifying digital device. These devices include reduced cost Chromebooks, which have the capability to support MVP apps

If your patients receive government benefits, they may be eligible and will need to provide documentation and proof of these benefits. To learn more, contact Human-I-T by calling **1-888-391-7249** or visit human-it.org/acp.

Closing Gaps in Care

Medical Record Reviews for Data Submission and Coding Accuracy

As a Medicare Advantage Plan and an Affordable Care Act (ACA) Qualified Health Plan, MVP must meet standards for data submission and coding accuracy. To ensure these standards are met, our Chart Procurement Team is currently collecting Medicare records for 2022 and 2023 dates of service. This project will run through the end of December 2023. Additionally, the team is collecting records for the Initial Validation Auditor (IVA) Commercial Audit for 2022 dates of service. The IVA Commercial Audit will run through the end of October 2023. If MVP outreaches your office to request chart collections via fax, phone, or email, please ensure that the request is responded to promptly, as these are time-sensitive requests.

Together We Can Improve Health Outcomes

MVP is committed to providing resources that help you and your patients close gaps in care to ensure good health. Here are some tips to help:

1. Review your monthly Gaps in Care Reports: These monthly reports will help you quickly find which patients still need preventive care services. It may take a couple of months for Members to come off the report, therefore having a system in place that identifies Members that still need care from those who don't will improve efficiency. If you have any questions, contact MVPGapClosures@mvphealthcare.com.
2. Register your MVP Provider online account: Gaps in Care Reports are accessed in your MVP Provider online account. If you don't already have an account, visit mvphealthcare.com/Providers and select *Register Now for Access*. If you need technical support during the registration process, please contact MVP technical support at **1-888-656-5695** Monday-Friday 8:30 am-5 pm.
3. Submit supplemental medical record data: Follow the instructions in the Gaps in Care Welcome Letter tab so that data goes to the right department for prompt processing.

MVP Invites You to Connect with Us

Granting MVP remote access to your electronic health records (EHR) allows MVP to help with closing your patients gaps in care and freeing up your staff's valuable time to work with patients on other important health outcome needs. MVP nurses will be able to access required documentation for Annual HEDIS® medical record reviews, as well as number of other functions that will benefit your patients.

To learn more, visit mvphealthcare.com/Providers and select *Resources*, then *Quality Programs*, then *Grant MVP remote access to EHRs*.

Future Of HEDIS

In 2021, the National Committee for Quality Assurance (NCQA) presented innovative ideas for increasing the use and standardization of electronic clinical data for HEDIS reporting. The NCQA felt the development of the HEDIS Electronic Clinical Data Systems (ECDS) would encourage improved health information exchange, with the secure sharing of patient medical information electronically. This bold strategy enables a digital quality system and aligns with the industry's move to digital quality measures.

Starting in 2023, New York State and NCQA began implementing ECDS quality measures. This new category of measures will change how we collect information to close gaps in care. ECDS measures allow for four different data sources to contribute to measure performance:

1. Administrative (claims submissions)
2. EHR data feeds
3. Registry data (i.e., HIXNY or HealthE Connections)
4. Case management data

ECDS measures will no longer rely on supplemental data to close gaps in care. The first HEDIS measure that has transitioned to ECDS for measurement year 2023 is breast cancer screening (BCS). Please look for upcoming communications from MVP on how we will implement these changes into our data collection for BCS. If you have any questions about data submission for ECDS quality measures, please contact your MVP Professional Relations Representative.



Lead Poisoning Prevention

Health care providers are in a unique position to help prevent lead poisoning by identifying high risk children, testing blood lead levels, and referring to appropriate county resources when exposure is identified. The WHO Guideline for Clinical Management of Exposure to Lead recommends a blood lead concentration of five micrograms per decilitre (µg/dL) as a trigger for a thorough review of the ways in which a person is being exposed to lead and for action to reduce or end this exposure. To understand your counties resources, visit the NYS County Public Health Department at health.ny.gov/environmental then select *Lead Exposure & Lead Poisoning Prevention* for information.

Medical, Pharmaceutical, and Pharmacy Formulary Updates from Last Quarter

All MVP Medical, Pharmaceutical, and Pharmacy Formulary policies are reviewed at least once annually. MVP provides a recap of the updates that went into effect the last quarter. To review these updates, visit mvphealthcare.com/PolicyUpdates.

Provider Policies and Payment Policies Effective October 1, 2023

MVP Provider Policies and Payment Policies includes revisions on operational procedures, plan type offerings, and clinical programs. The policies are designed to serve as a reference tool for Providers and facilities. The following policies have been updated, with an effective date of October 1, 2023, and are posted at mvphealthcare.com/policies.

PROVIDER POLICY UPDATES EFFECTIVE OCTOBER 1, 2023

Claims

Credentialing

Inpatient and Outpatient Services

PAYMENT POLICY UPDATES EFFECTIVE OCTOBER 1, 2023

Applied Behavior Analysis Services

Article 28 Split Billing

Audiology Services

Contrast Materials

Diagnosis Matching Edits

Elective Delivery for Providers and Facilities

Evaluation and Management

Eye Wear Coverage

Implantable Devices

Laboratory Services

Mental Health and Substance Use Disorder

Modifier Policy for Physician

Observation Status for Facility and Provider

Personal Care/Consumer Directed Personal Assistance Services - Service Units Billing

Preoperative Lab Testing

Preventive Health Care

Radiology

Radiopharmaceuticals

Robotic and Computer Assisted Surgery

Surgical Supplies

Unlisted CPT Code

Urgent Care

Virtual Check-ins and Interpersonal



Increasing Access to Healthy Food

This past summer MVP launched a farmers’ market in downtown Albany—the Albany County Farmers Market. The market series was the first major project supported by the Innovation Fund, a partnership between Albany County and MVP. The Innovation Partnership is focused on one mission: leveraging the power of collaboration and innovation to improve the health and wellbeing of our communities.

MVP hosted four farmers markets throughout the Summer and into the Fall. The markets were held in front of the MVP Arena and were managed by the Downtown Albany Business Improvement District (BID). Each market featured a variety of vendors, local musicians, artists, and activities for children.

To help our neighbors access fresh food at the market, Albany County, MVP, and the Downtown Albany BID established the Farmers Market Dollars program. Individuals who are currently enrolled in SNAP were eligible to receive a credit of \$25 in the form of vouchers, which could be spent on SNAP-eligible products at participating vendors.

It was a successful first year, and we are excited to grow the market for years to come. For more information about the Albany County Farmers Market please visit downtownalbany.org.



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Take Care of Your Asthma

A new resource for MVP Members

Designed for MVP Members living with asthma, our new educational brochure focuses on three key parts of asthma management: proper medication use, knowing and avoiding triggers, and using an asthma action plan. Members can also see MVP resources, like Gia and the MVP Asthma Care Program, that may be available to them. Our goal in creating this new brochure is to help Members develop or recall foundational asthma management habits so they can avoid gaps in care, be confident and prepared in case of asthma symptoms, and breathe easier.

To request a supply of *Take Care of Your Asthma*, please contact your MVP Professional Relations Representative.

