

# Medicaid Physician & Managed Care Liaison Committee Meeting (MPMCLC)

April 10, 2014 from 10:00 AM - Noon in Conference Room 7A/B  
600 East Broad St. Richmond, VA 23219

## Meeting 3 AGENDA

Dial-In# 1-866-842-5779, Conf. Code - 8047864114, followed by the #

<b>I. Welcome</b> <ul style="list-style-type: none"> <li>➤ Update on DMAS Activities</li> <li>➤ Closing the Coverage Gap</li> </ul>	<b>Cindi B. Jones, Director</b> Department of Medical Assistance Services (DMAS)	10:00 am
<b>II. Update from Medical Society of VA</b> <ul style="list-style-type: none"> <li>➤ Preferred Results from the MPMCLC</li> <li>➤ Activities MSV Would Pursue to Assist in Closing the Coverage Gap</li> </ul>	<b>Michael Jurgensen</b> Senior VP, Health Policy & Planning Medical Society of Virginia (MSV)	10:10 am
<b>II. Health Plans' Presentations on Administrative Efficiencies</b>  <b>Focus on:</b> <ol style="list-style-type: none"> <li>1) What you perceive as the barriers to reducing the administrative hassles in caring for our patients.</li> <li>2) Recommendations on how to reduce these barriers – regulatory, legislative</li> <li>3) What your plan does to maximize administrative efficiencies</li> <li>4) Are there areas of the state that are experiencing a shortage in physician participation in MCOs?             <ul style="list-style-type: none"> <li>➤ If so, where?</li> <li>➤ What are the types of physicians or specialists needed?</li> </ul> </li> </ol>	<b>Health Plans</b>  Anthem Coventry InTotal Kaiser MajestaCare Optima VA Premier  (7 min. total per plan)	10:20 am
<b>III. Group Discussion</b> <ol style="list-style-type: none"> <li>1) As you are aware, the Commonwealth may take action this year to expand private health insurance options to close the coverage gap for uninsured Virginians. Is your practice, or are members of your association, making preparations to handle the potential increase in the volume of new clients in the event a decision is made to close the gap for the uninsured? Does your practice, or do members of your association, accept referrals from or otherwise work with Federally Qualified Health Centers, free clinics and public health clinics?</li> <li>2) Virginia Medicaid has recently expanded and enhanced its mental health program options. How does your practice, or members of your association, handle a Medicaid patient who presents with a behavioral health issue? How is the co-morbidity handled? How do the health plans support your efforts to deal with these issues?</li> </ol>	<b>Committee Members</b>	11:10 am
<b>VI. Wrap Up and Next Steps</b>	<b>Cindi B. Jones</b>	11:50 am



Medicaid Physician & Managed Care Liaison  
Committee

April 10, 2014

MSV's Expected Outcomes from the Committee  
and Initiatives for "Closing the Coverage Gap"

Mike Jurgensen  
Senior Vice President  
The Medical Society of Virginia

White smoke? No, just clouds.



## MSV's Expected Outcomes from the Committee

- Directed efforts to the standardization of prior authorization forms and requests across Medicaid managed care plans in order to reduce administrative complexity and increase transparency.

## MSV's Expected Outcomes from the Committee

- Demonstrated progress toward addressing eligibility and enrollment challenges, such as the ready availability across all plans of real time, accurate enrollment and eligibility verification.

## MSV's Expected Outcomes from the Committee

- Address the complexities inherent in plan switching and the difficulty it presents when plans are inconsistent in prior authorization and pre-certification requirements, quality and performance measures, formularies, and tiered medication programs.

“I gave Jefferson Smith a whole nickel for this?”



# Initiatives for “Closing the Coverage Gap”

- Communicate to physicians that the work of this committee has resulted in, and will continue to work toward, removing administrative barriers that keep physicians from participating in the Medicaid program enabling greater access.

# Initiatives for “Closing the Coverage Gap”

- Continue working with the major health care stakeholder organizations, state agencies, business groups, and the administration to expand awareness of the importance of “closing the coverage gap” for Virginia’s uninsured and underinsured citizens.

# Initiatives for “Closing the Coverage Gap”

- Involve our physicians leadership and members in the policy and political aspects of closing the gap so that they will be well informed of both the process and progress toward providing new health insurance coverage options.



**MSV**<sup>SM</sup>

**MEDICAL SOCIETY OF VIRGINIA**



**INSURANCE  
AGENCY**



**FOUNDATION**



**POLITICAL  
ACTION  
COMMITTEE**



**ALLIANCE**



# **Anthem HealthKeepers Plus**

Offered by HealthKeepers, Inc.

## **Supporting Practice Effectiveness and Efficiency**

**David Buchsbaum MD MSHA**

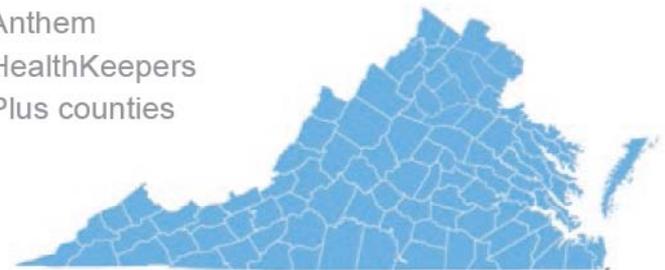


**Anthem HealthKeepers**  
Offered by HealthKeepers, Inc.

# Trusted Partner of the Commonwealth

- Medicaid Plan Operating as Anthem HealthKeepers Plus
- Corporate Citizen of VA since 1935
- Contracted with the Virginia Department of Medicaid Assistance since 1996
- NCQA Accredited
- The largest Medicaid Managed Care Organization (MCO)
- The only State-Wide Medicaid Health Plan
- Serving 255,000 Members
- Medicaid Programs Offered:
  - Children's Health Insurance Program
  - Temporary Assistance for Needy Families
  - Supplemental Security Income
- Through our parent company and its affiliated health plans, there are more than 5,800 associates in Virginia

 Anthem  
HealthKeepers  
Plus counties



# Four Questions on Efficiency

- What do we perceive as the barriers to reducing administrative hassles?
- What are our recommendations on how do reduce these barriers-regulatory, legislative?
- What does our plan do to maximize administrative efficiencies?
- Are there areas within the state experience a shortage in physician shortage?



# Provider Community Outreach

- **Improve Member No-Shows**
  - Member Outreach to ensure critical preventive services
  - Clinic Days
- **Improve Coordination of Care**
  - Intense Care management for Special needs populations
  - Medical and Behavioral Health Homes
  - Meaningful Value Based Payment Programs
  - Integrated programs to support Special Needs populations
  - Provider Friendly Web Portals
  - Electronic Longitudinal Medical Record



# Value Based Payment Program

- **Improve clinical quality results**
  - Opportunity to reach all assigned members for preventive services and chronic condition management
- **Improve medical cost management**
  - Provide incentives and tools for providers to reduce unnecessary utilization and costs
- **Improve provider service**
  - Increase contact with individually assigned HealthKeepers, Inc. provider representative
- **Promote quality, safe and effective patient care across the health care delivery system**

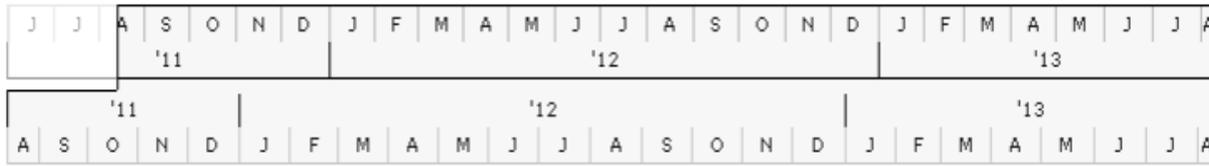


# M360 Utilization Timeline

- Member Care Summary
- Eligibility
- Claims
- Utilization
- Pharmacy
- Labs
- Care Management
- Episodic Viewer
- Communication
- Reports

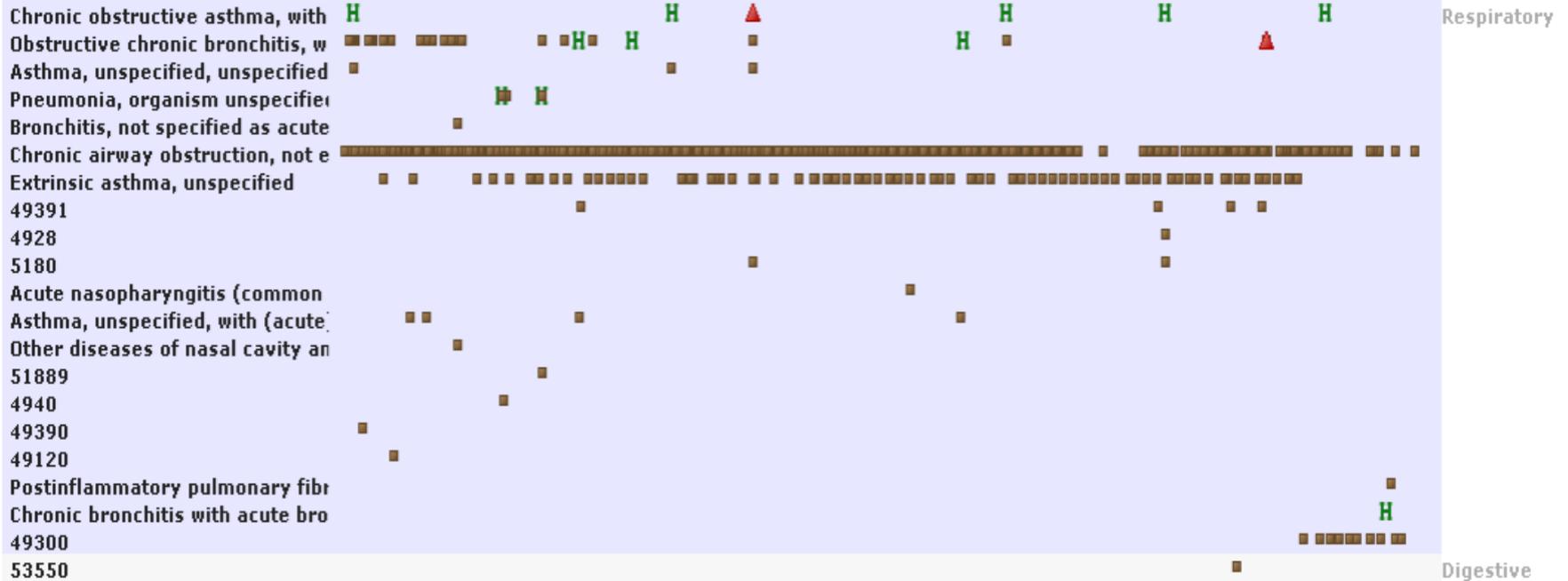
Show Source

Drag edges to set date range



- H** Inpt
- ▲** ER
- Clinic/Office
- ◆** Home/Hospice

44022



Anthem HealthKeepers  
Offered by HealthKeepers, Inc.



# CoventryCares of Virginia

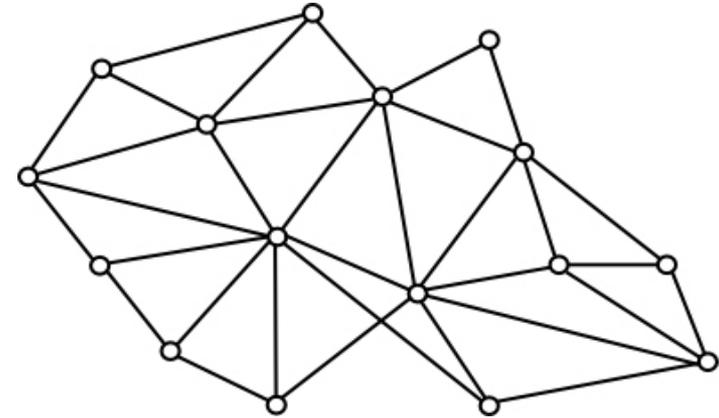


## Administrative Efficiencies

# Barriers to Reducing Administrative Burden



- Infrastructure / Systems
  - No universal patient centered medical record
  - Lack of seamless connectivity
    - Patient-Provider-MCO
  - Complexity of system - # members, # providers, # EHRs, # MCO's
  - Unintended consequences



# Barriers to Reducing Administrative Burden



- Environment / Mindset
  - Cottage Industry
  - Episodic Care
  - Ownership of Cost Control
  - Payment Mechanism
  - Herding the Cats
  - Adversarial Climate
  - Litigious Climate
  - Bureaucracies
  - Innovation – Yin & Yang



**CoventryCares of Virginia**

**aetna**<sup>SM</sup>



# Barriers to Reducing Administrative Burden



- Regulatory / Legislative
  - Unintended Consequences
    - NCQA / JCAHO / EQRO
    - HIPAA
    - HEDIS
    - Program Integrity



# Recommendations On How To Reduce These Barriers - Regulatory / Legislative



- Be Judicious
- Incentives to Support Market Driven Innovation
  - Standards, Data Structures & Systems for:
    - Universal Patient Centered Medical Record
    - Seamless Connectivity – Patient-Provider-MCO



# Recommendations On How To Reduce These Barriers - Regulatory / Legislative



- Be Judicious
- Incentives to Support Market Driven Innovation
  - Payment Mechanism That Aligns Incentives for Better Care Coordination
    - Reduce - Cottage Industry, Episodic Care, Herding the Cats, Adversarial Climate, Bureaucracies
    - Improve Ownership of Cost Control at Point of Care
  - Tort Reform to Reduce the Litigious Climate



# Recommendations On How To Reduce These Barriers - Regulatory / Legislative



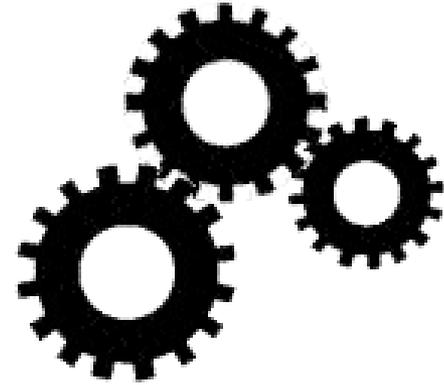
- Be Judicious
- Incentives to Support Market Driven Innovation
  - HEDIS Coordination
  - Decrease the Bureaucratic Burden
    - NCQA / JCAHO / EQRO
    - HIPAA
    - HEDIS
    - Program Integrity



# How Do We Maximize Administrative Efficiencies for Providers?



- [DirectProvider.com](http://DirectProvider.com)



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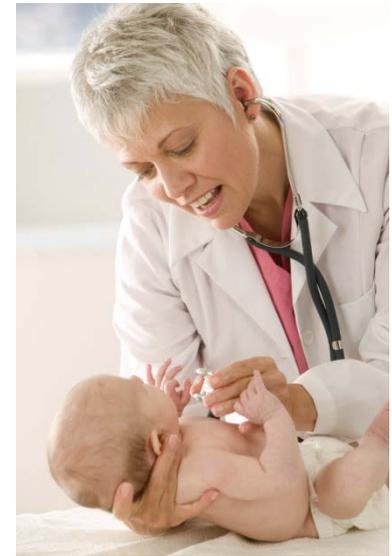


# What is...Directprovider.com



Directprovider.com is the web-based tool for CoventryCares of Virginia allowing providers to access a wealth of information regarding their business activities with Coventry.

- Claim Inquiries & Adjustments
- Eligibility and Benefit Inquiries
- Viewable Remittance Advices
- Viewable Member ID Cards
- Business Related Documentation
- Secure Messaging
- Authorization Inquiry, Requests and Updates/Edits
- HEDIS Reporting (select Medicaid Plans)
- ePrescribing



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# Directprovider.com Landing Page

[Logout](#)[Online Help](#)[Contact Us](#)[HOME](#)[MANAGE ACCOUNT](#)[MESSAGE CENTER](#)[RESOURCE LIBRARY](#)[NEWS](#)[MANAGE CONTENT](#)[HEALTH PLANS](#)[CLAIM INQUIRY](#)[REMITTANCE ADVICES](#)[ELIGIBILITY](#)[MEMBER ID CARD](#)[ePRESCRIBING](#)[AUTHORIZATION](#)[REPORTS](#)[HEDIS REPORTS](#)[COST ESTIMATION](#)[PPO FEE SCHEDULE](#)[WORKERS' COMP](#)

Welcome *John Shovlin*

SELECT A HEALTH PLAN

Coventry Health Care of Kansas

SUBMIT

SELECT A PROVIDER

Please enter an IDX provider ID.

## CLAIM INFORMATION

- Claims **rejected**
- Claims **pending**
- Claims **denied**
- Claims **paid**

Check information about claims under each status for the past **30** days for your current provider.

## AUTHORIZATION PROCEDURE CODE LOOKUP

### SELECT A SERVICE LOCATION

< SELECT A LOCATION >

Enter One Procedure Code

Enter a valid procedure code to see if authorization is typically required. There is no guarantee of claim payment for any service.

## NEWS

- Coventry Annual Contracted Provider Conference 2011 (PDF)
- CHCFL Fee Schedule Updates (PDF)
- LCQA - New QA Analyst - DP.com (PDF)

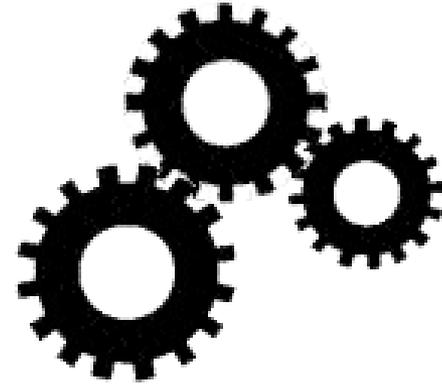
## MESSAGE CENTER

Go to Secure Message Center

# How Do We Maximize Administrative Efficiencies for Providers?



- DirectProvider.com
- Annual Review of Preauth List
- Attempt to Obtain All Needed Information on First Contact
- Outreach Calls – Gaps in Care / Appointments
- Concierge Level Provider Services
  - Address Changes
  - Practice Updates
  - Claims Issues
  - Onsite Visits



**CoventryCares of Virginia**

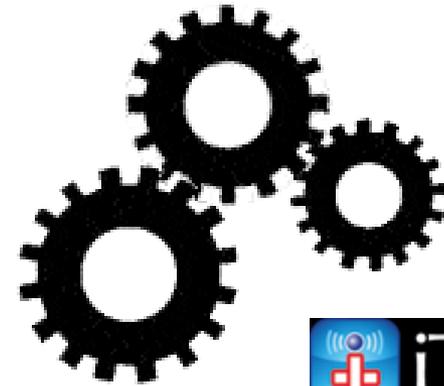
**aetna**<sup>SM</sup>



# How Do We Maximize Administrative Efficiencies for Providers?



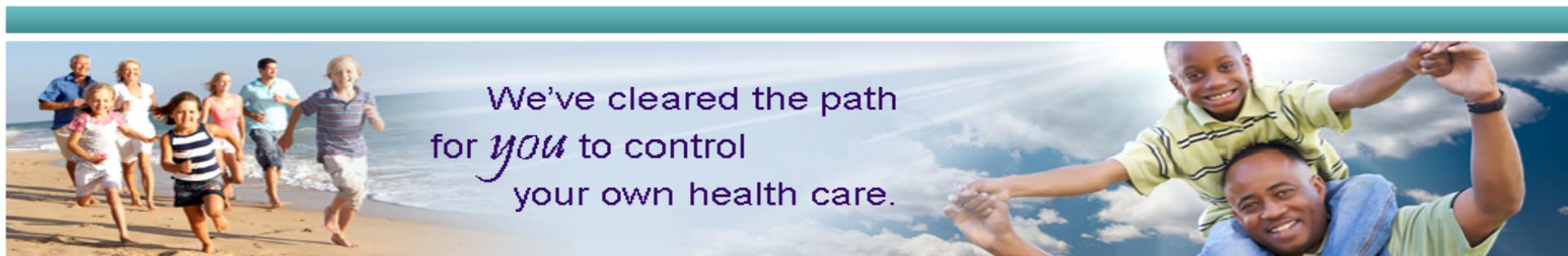
- Future Projects
  - Aetna Credentialing – Online Application
  - “Gold Card” – Providers
  - Medicity – HIE – 800 Hospitals / 250,000 providers & endusers
  - iTriage
- Value Based Purchasing
  - High Performance Networks
  - Medical Homes



# How Do We Maximize Administrative Efficiencies for Members?



Your Health Care.  
Simplified.



We've cleared the path  
for *you* to control  
your own health care.

Splash Image

## Welcome to My Online Services<sup>SM</sup>

Make the most of your health and benefits online:

- Access valuable health and wellness tools
- View your claims and benefit usage details
- Sign up to receive email notifications for new explanations of benefits (EOBs), if they are available for your plan
- Request, display or print your member ID card
- And much more

Not registered? Do so today! We've made the process easier to get started. Or log in if you already have an account.

Have dependents? We've made it easier for you to access their information. We've also updated the options for family access. [Learn more.](#)

### Member Login

Username

[Forgot Username?](#)

Password (Case sensitive)

[Forgot Password?](#)

[Forgot Username & Password?](#)

[Submit Login](#)

### Register Now

Create an account to use the secure features and tools for managing your health information.

[Register Now](#)

[Take the Guided Tour](#)

[View the alternate text version](#)

[View Registration Demo](#)

# CoventryCares of Virginia



# How Do We Maximize Administrative Efficiencies for Members?



Coventry<sup>®</sup> Mobile

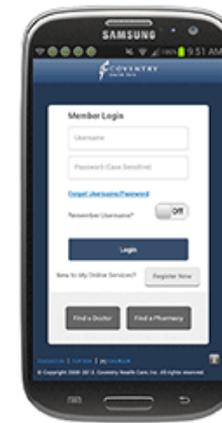
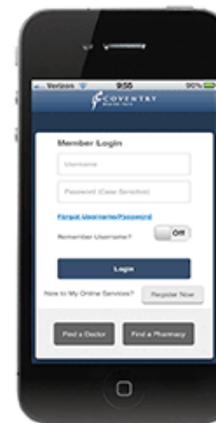
Home > Coventry<sup>®</sup> Mobile

## Going Places? Get Coventry Mobile.

No matter where you go, stay connected to your health and benefits information with the Coventry Mobile app!

- Review status of your medical and pharmacy claims
- Search for lower-cost alternatives to maintenance medications
- Browse your medication history
- Manage health and wellness for you and your family
- Use symptom checker to learn about conditions and treatment options
- View, email or fax your member ID card
- Monitor your deductible and current out-of-pocket balances
- Keep your personal My Health Record updated
- Search for a doctor, hospital, urgent care center or pharmacy
- Change member view to access dependent information

Log in or register to discover all Coventry Mobile has to offer. And check back often as we continue to introduce more new features with you in mind.



## CoventryCares of Virginia



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# Physician Shortages



- Lynchburg / Appomattox
  - Adult Orthopedics
  - Pediatrics and Pediatric Specialties such as orthopedics
- Far Southwest
  - Endocrinologist
  - Pain Management
  - Optometrist





# Questions?

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# Medicaid Physician & Managed Care Liaison Committee Meeting



# Sources of Administrative Requirements

- Centers for Medicare and Medicaid Services (CMS)
  - Heightened oversight of potential Fraud, Waste & Abuse (FWA)
  - Delay in migration to ICD-10
- Department of Medical Assistance Services (DMAS)
  - NCQA/HEDIS (e.g. chart review)
  - Credentialing process
- Managed Care Organizations
  - Pre-authorizations
  - Claim edits

# MCO Competition

Why not eliminate managed care and return to a single payer system (fee for service)?

- We compete for members
- We compete for your participation in our network
- We work to insure all of our requirements improve the integrity of the program

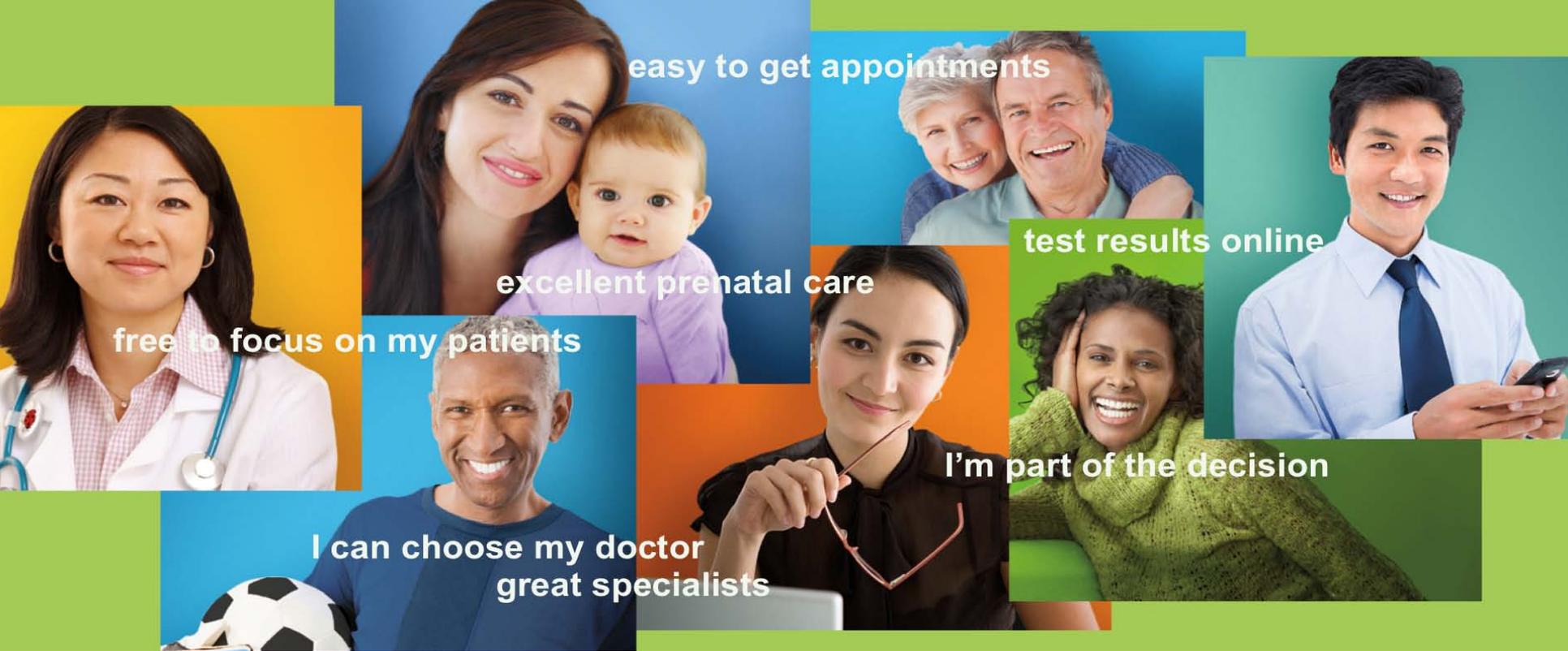
# How is INTotal Health Competing Today?

## Responsive to provider feedback

- Improved transparency (Disposition Summary Report)
- Pilot program for new born notification at discharge
- New financial arrangements that align the providers' interest with ours
- Shortened credentialing application
- Accepted billing for member physicals
- Continuous updates to communication vehicles

# Questions?





easy to get appointments

test results online

excellent prenatal care

free to focus on my patients

I'm part of the decision

I can choose my doctor  
great specialists

# Kaiser Permanente- Eliminating Administrative Inefficiencies Through Integration and Advanced Information Technology

Douglas Cappiello, MD Medical Director Virginia Medicaid Program  
Physician-in-Chief Mid Atlantic Permanente Medical Group, Northern Virginia Service Area

# Fragmentation Leads to Administrative and Clinical Inefficiency



# KP Creates Order out of Chaos Through Integration and Technology.



Comprehensive clinical data access and workflows to achieve coordination, elimination of waste, and quality are in place



# How an Integrated Platform Can Improve Quality-Carepoint 2010 Inreach Module



## Automatic prompting for proactive care at any patient touch point

Epic Hyperspace - OPHTHALMOLOGY SPRGFLD - Production - HCPRDMMAM PRODMAM

Home Sch Inbskt Chart Enc Tel Enc Refill Enc Msg Enc Pt Sec Msg Pt R

Ambassador, Physician

**Ambassador, Physicia\*** MRN: 18158567 Age: 42 Yr Sex: F PCP: Z Dont Book Zztest M\* PCP Loc: Kensington

**Proactive Care**

**Care Management Summary Sheet (CMSS)**

Patient: AMBASSADOR,PHYSICIAN MRN: 18158567 DOB: 02/10/1969 Gender: F  
 PCP: Z DONT BOOK ZZTEST MAS PROVIDER (M.D.) PCP Apt: Phone: (000) 000-0000 Language  
 Last BP: 1) 2) Last MAM: 02/06/2008 Last PAP:

**Recommended Care**

- Arrange mammogram.
- Arrange Pap
- Patient current smoker. Advise to quit, offer strategies, and document.
- DIABETES: hemoglobin A1c due.
- DIABETES: microalbumin due.
- DIABETES: If B/P > 140/90, consider starting lisinopril, HCTZ, or atenolol (GOAL: 130/80).
- High CVD risk: Should be on aspirin (81-325MG) daily unless contraindicated.
- High CVD risk: lipid panel due (LDL is missing).

Diseases / Risks				Cr, K, Microalb, A1c, ALT, Theophy (Last :)			
CVD	DM	HTN		Date		Type	
LOW	MOD	NO BP					

All Meds (Last 20 dispenses in 12 mo)

Date	Drug	Qty	RFD

Proactive Care

# How an Integrated Platform Can Improve Quality-Carepoint 2010 Outreach Module



Easy population tracking for proactive outreach to members in need of care by primary care

http://carepointmas.dwny.ca.kp.org - POINT: Care Management - Microsoft Internet Explorer

Care Management

Back | POINT Home Panel Asthma CVD HF Diabetes HTN CAD CKD Unscreened cancer

Personalized For MARY GERKEN Thursday, June 02, 2011

Panel Management

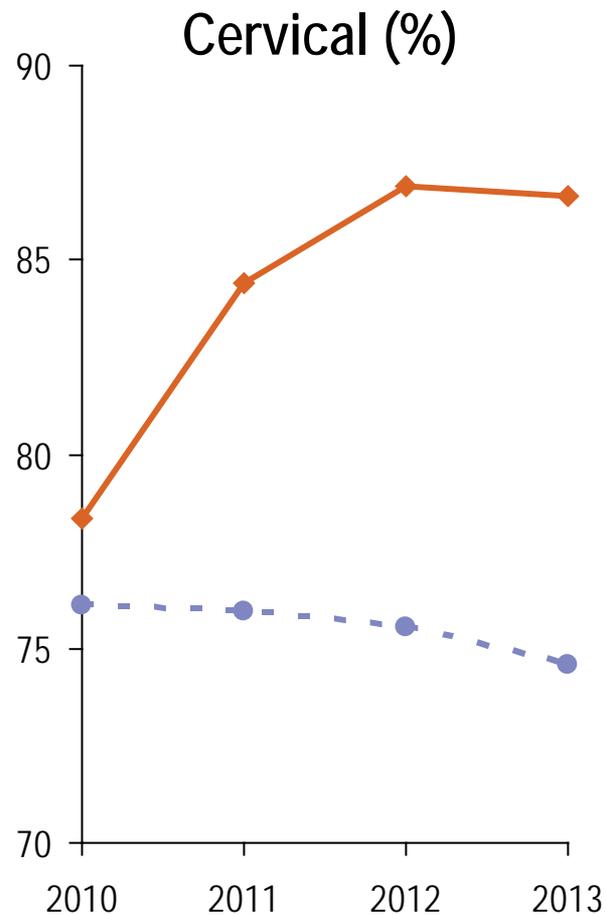
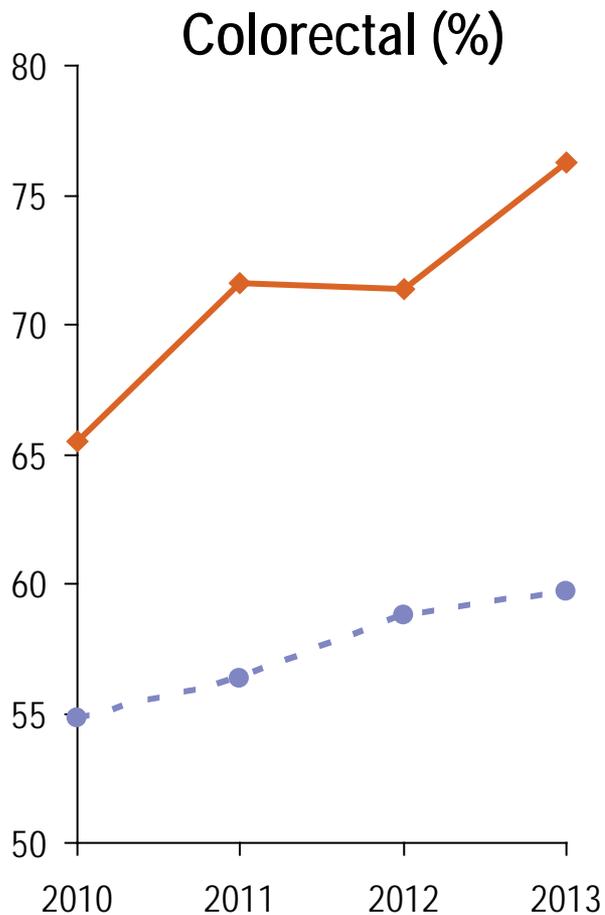
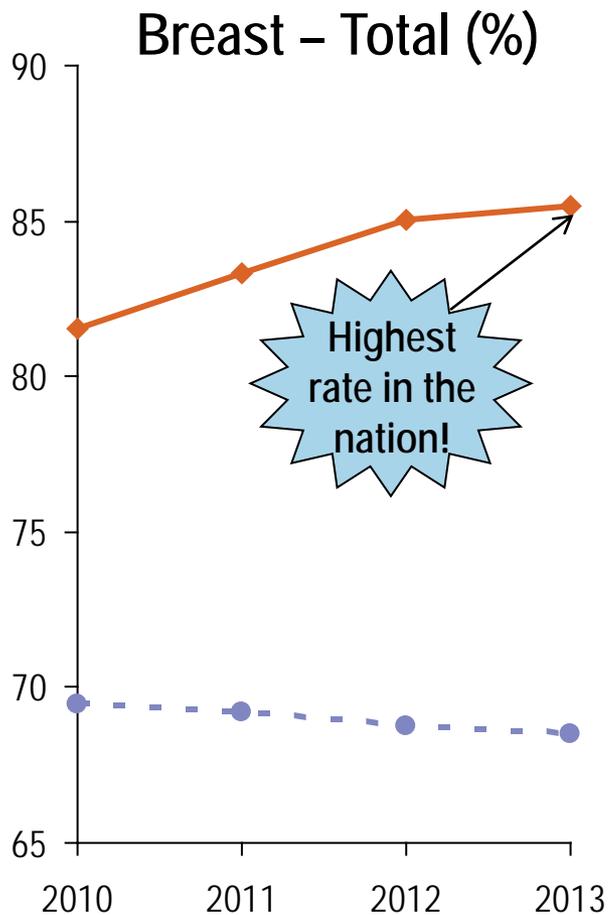
Location Directory Live Help Help Print Export Provider Batch Export

Display By [v] | Sorting Order Ascending [v] | Detailed View Region : MA | Area : NOVA-MA | Facility : O-MA | Department : IM FO | SubDept : INTERNAL MED FR OAKS

PCP	Patient Count	Mammograms Overdue	Mammograms Coming Due	Pap Smears Overdue	Pap Smears Coming Due	Needing Colorectal screen	Needing Pneumovax	A1c >= 9.0		DM LDL >= 100 and no LLRx	CAD LDL >= 100 and no LLRx	HTN BP >= 140/90		Persistent asthmatic no IAI		beta-agonist overuser no IAI				
		Pats.	Pats.	Pats.	Pats.	Pats.	Pats.	Pats.	%	Pats.	%	Pats.	%	Pats.	%	Pats.	%	Pats.	%	
AKBARY, WASEL S (D.O.)	722	72	94	111	149	162	33	22.8 %	11	8.9 %	4	3.2 %	2	3.6 %	40	11.1 %	2	15.4 %	3	4.2 %
BENALFEW, YODIT B (M.D.)	927	114	155	145	189	165	37	14.9 %	11	6.7 %	5	3.1 %	1	1.2 %	71	13.3 %	1	4.2 %	4	4.3 %
GOLEMBIESKI, MICHAEL E (M.D.)	728	36	59	25	44	159	41	14.9 %	26	15.7 %	12	7.2 %	4	3.3 %	65	13.8 %	1	4.8 %	7	10.3 %
KELLY, KATHLEEN A (M.D.)	709	74	91	87	135	105	30	18.4 %	13	9.3 %	8	5.7 %	2	3.7 %	37	10.5 %	1	4.3 %	4	2.7 %
MCCLAIN, PAUL H (M.D.)	589	26	31	34	45	78	20	7.7 %	18	10.2 %	0	0 %	1	1 %	39	8.5 %	0	0 %	1	2.9 %
MUKHERJEE, SARA (M.D.)	636	40	59	56	99	63	11	5.9 %	11	6.1 %	3	1.7 %	0	0 %	33	8.3 %	0	0 %	1	1.3 %
NA	1	1	1	1	1	1	0	0 %	0	0 %	0	0 %	0	0 %	0	0 %	0	0 %	0	0 %
NANDURI, KUSUMA K (M.D.)	798	124	165	177	227	209	45	30.2 %	16	12.8 %	5	4 %	1	2.5 %	43	12.5 %	0	0 %	1	1.3 %
TESFAZION, ISAIAS (M.D.)	781	59	87	68	105	161	30	14.7 %	18	9.8 %	10	5.5 %	1	1.2 %	50	10.8 %	0	0 %	6	7.7 %
	5891	546	742	704	994	1103	247	15.1 %	124	9.9 %	47	3.7 %	12	2 %	378	11.2 %	5	3.7 %	27	4.1 %

# Quality – Cancer Screening

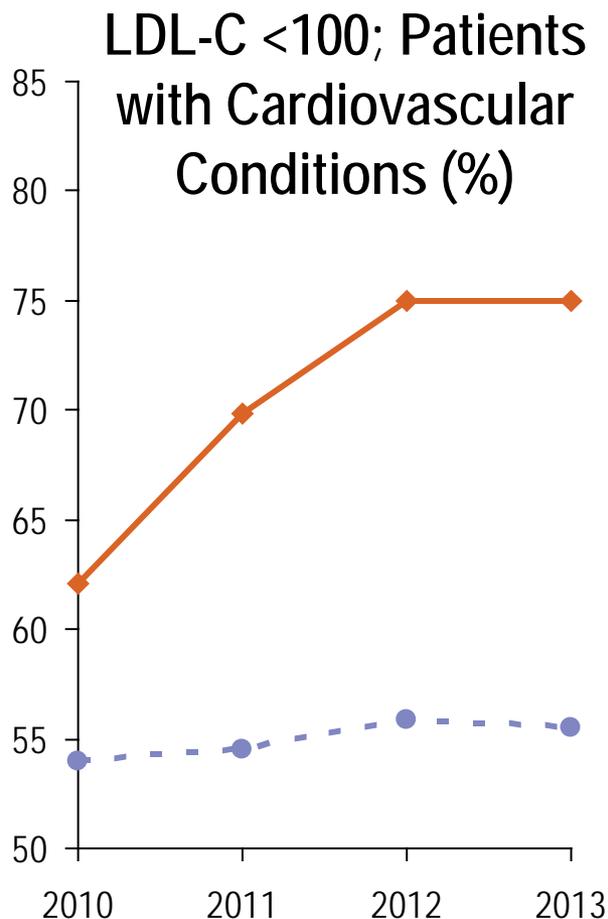
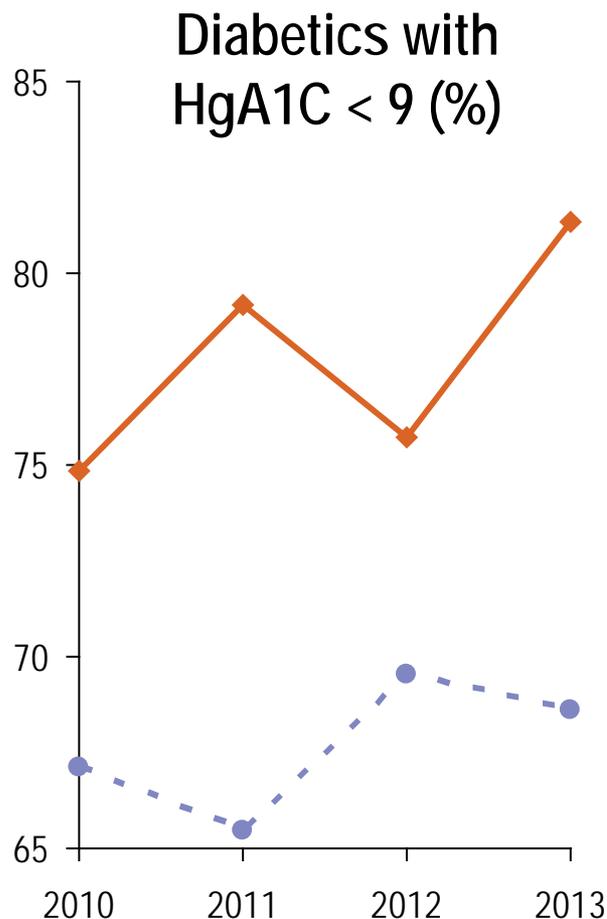
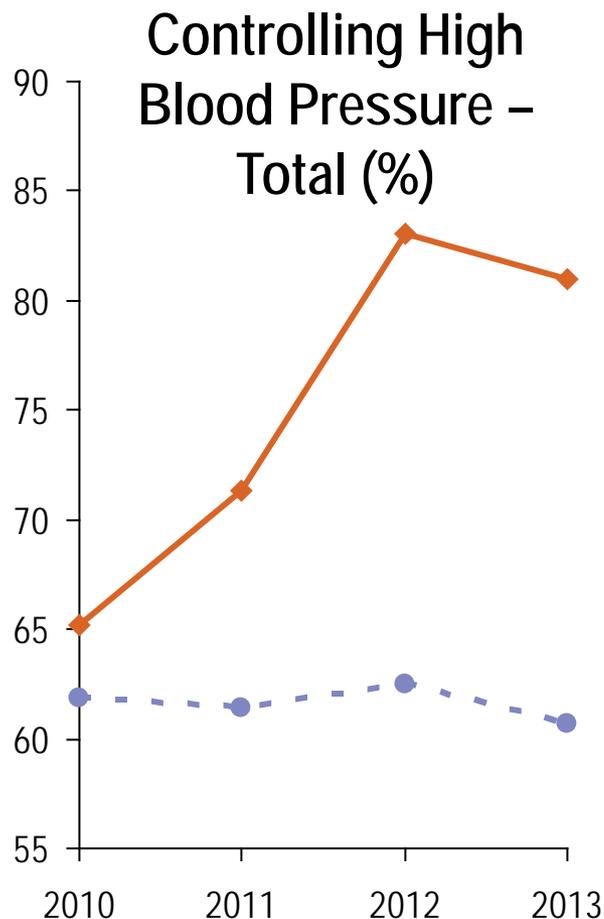
- ◆— Kaiser Foundation Health Plan of the Mid-Atlantic States
- All Plan/All Line of Business National Average



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# Quality – Chronic Conditions

◆ Kaiser Foundation Health Plan of the Mid-Atlantic States  
● All Plan/All Line of Business National Average



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# Patient Snapshot - High Level Overview of Pertinent Patient History

LOB = VA Medicaid



EpicCare

Healthconnect, J | Age: 4 yr ol... | Sex: Male | PCP: (R.N.), Unspecified-M... | Allergies: No Known Alle... | Alert: FYI | HM: Due | Prim. Loc: KENSINGTON 11... | None | None | Spec Feat: No | kp.org: Inactive | IB Msg: | Curr Meds: Atenolol 25 mg Oral T... | Prob List: DEVELOPMENTAL SCR...

**SnapShot**

← SnapShot | Recent: Specialty Visit | IMM | FACE SHEET | MEDS | Risk Scrn | Dev Scrn | Hearing/Vision | APPT HX | Report: SnapShot

**Demographics**

**J Healthconnect** | 11941 N BOURNEFIELD WAY APT 4  
COLESVILLE MD 20905  
4 year old male  
202-222-1112 (H)  
222-222-2222 xmom (M)  
301-625-1414 (W)

Comm Pref: None

**Problem List** Chronic

- DEVELOPMENTAL SCREENING FOR AUTISM IN TODDLERS
- ECZEMA
- VENTRICULAR SEPTAL DEFECT

**Health Maintenance** Hold Soon Due Late

Topic	Due	Last Communication
Imm Peds: Diph Tet/ Acel Pertussis (#1)	5/3/2009	
Imm Peds: Polio (#1)	5/3/2009	
Imm Peds: Haemophilus B (#3)	3/3/2010	
Imm Peds: Pneumococcal Conjugate (#2)	6/7/2010	
Flu Shot, Mas	9/1/2013	

**Immunizations/Injections**

- HIB PRP-OMP (Haemophilus influenzae b) | 7/7/2009, 5/5/2009
- PNUcn13 (PREVNAR 13) (Pneumococcal conjugate, 13 valent) | 4/12/2010

**Allergies** Mark as Reviewed

No Known Allergies

**Medications** Long-Term

- Atenolol 25 mg Oral Tab

**Specialty Comments** Edit Show All Report

1/3/2014 outreach done, need old shot records CJ

**Family Comments** Edit

None

Reminders and Results

# Physician Inbasket - Everything Consolidated in One Place. Nothing slips through the cracks.



Hyperspace - FAMILY PRAC FALLS CH - STST - SZADDB17 STSTMA2

Epic Home Sch Inbskt Chart Enc Tel Enc Refill Enc Msg Enc Pt Sec Msg Pt Rmdr eConsult Support Patient Lists Open Ord Print Secure Log Out

In Basket ? Close X

New Msg Sec Pt Msg Refresh Edit Pools Settings Search Attach Out

**\*\*URGENT NOTICE\*\* (1)**  
**CALL CENTER (1)**  
**Canceled Ord (1)**  
**CC'd Charts (1)**  
**Chart Cosign (1)**  
**Charts (5)**  
**EPIC TIPS (1)**  
**My Open Encounters (2)**  
**Order Cosign (5)**  
**Patient Communication (3)**  
**Patient Secure Message (2)**  
**Provider Cancellation (1)**  
**Pt Reminder (1)**  
**Pt Unread Msg Alerts (1)**  
**Results (4)**  
**Rx Cosign (4)**  
**Rx Refill (2)**  
**Staff Message (3)**

**Folder Summary** ? Resize

**Favorite Searches** [Add/Remove](#)

Private: No searches found

Public:  
 Done'd Msgs- last 5 days  
 Find Future Msgs (ie Pt Reminder & postponed msgs)

**Attached In Baskets**

- M.d., Nivedita Mohanty's In Basket
- Md, Cassandra M Hodziewicz's In Basket
- M.d., Ayse N Turgut's In Basket

**Opened Patients**

Folder Summary - In Basket			
**URGENT NOTICE**	1 / 1	EPIC TIPS	1 / 1
CALL CENTER	1 / 1	My Open Encounters	2 / 2
Canceled Ord	1 / 1	Order Cosign	5 / 5
CC'd Charts	1 / 1	Patient Communication	3 / 5
Chart Cosign	1 / 1	Patient Secure Message	2 / 6
Charts	5 / 23	Provider Cancellation	1 / 1
		Pt Reminder	1 / 1
		Pt Unread Msg Alerts	1 / 1
		Results	4 / 17
		Rx Cosign	4 / 5
		Rx Refill	2 / 5
		Staff Message	3 / 6

My In Basket  
 Attached In Baskets  
 My Out Basket

ELIAS B A CALL CENTER Patient Communication Results \*\*URGENT NOTICE\*\* Addendum Canceled Ord CC'd Charts Chart Cosign Charts EPIC TIPS Expiring Orders 1:58 PM

# Chart Review - Encounters Tab. Every touch point with every patient.



**Healthconnect, J** | Age: 4 yr ol... | Sex: Male | PCP: (R.N.), Unspecified-M... | Allergies: No Known Alle... | Alert: FYI | HM: Due | Prim. Cvg: None | Spec Feat: No | kp.org: Inactive | Curr Meds: Atenolol 25 mg Oral T... | Prob List: DEVELOPMENTAL SCR...

Chart Review (Last refresh: 3:46:19 PM)

Encounters | Lab/Path | Rad | Procedures | ECG | Other Orders | Referrals | Meds | Photos | Episodes | Letters | Notes/Trans | Misc Reports

23 records match filters, more records to load

Filters: Hide Add'l Visits

Hide Add'l Visits |  Scans |  Well Child 2m-17yr |  Pr:CJoseph |  Transcription Attach |  Otitis dx |  Scans

**Users can filter by various criteria, and save these filters to apply with other patients.**

	Date	Type	Depart...	Provider	Description
	01/21/2014	Letter (Out)	RAD CG	Yyyyyyyvalidation-Only, X...	
	01/08/2014	Office Visit	PED SS	Joseph, Cynthia (M.D.)	Dietary Surveillance and Counseling (Primary Dx); Well Child Care; Exe...
	11/05/2013	Office Visit	RAD MH	Yyyyyyyvalidation-Only, X...	
	08/11/2013	UC	UCC TY	(R.N.), Intake-Uc Cdu-Tyson	
	05/28/2013	Letter (Out)	OTO FC	Kaza, Sarita (M.D.)	
	03/05/2013	Office Visit	PED SS	Joseph, Cynthia (M.D.)	
	02/14/2013	Office Visit	PED CP	Schwartz, Martina (M.D.)	Well Child Physical, Partial Or Complete, Ages 0 -17 Years (Primary Dx)...
	10/25/2012	Letter (Out)	PED FO	Zhang, Alexander L (M.D.)	
	10/10/2012	Office Visit	PED SS	Joseph, Cynthia (M.D.)	Prophylactic Vaccine for Rsv (Primary Dx); Prophylactic Vaccine for S P...
	05/18/2012	Office Visit	PED LA	Yyyyyyyvalidation-Only, X...	
	05/18/2012	Office Visit	PED FR	Yyyyyyyvalidation-Only, X...	Cough (Primary Dx)
	05/01/2012	Office Visit	PEDCAP	Joseph, Cynthia (M.D.)	
	03/23/2012	Abstract	PED FO	Patel, Mala R (R.N.)	NEWBORN CLUB VISIT
	02/08/2012	Office Visit	PED SS	Joseph, Cynthia (M.D.)	
	01/26/2012	Office Visit	PED SS	Joseph, Cynthia (M.D.)	
	11/15/2011	Clinical Documentation	CDPCAP	Hanash, Carla R (M.D.)	BLOOD PRESSURE CHECK
	11/15/2011	Office Visit	CDPCAP	Hanash, Carla R (M.D.)	Syncope (Primary Dx)
	11/10/2011	Office Visit	PED FO	(R.N.), Unspecified-Mas	Case/Care Mgmt, Newborn Screening (Primary Dx)
	10/19/2011	Office Visit	PED SS	Joseph, Cynthia (M.D.)	Prophylactic Vaccine for Rsv (Primary Dx); Heart Murmur; Eczema; Feve...
	09/14/2011	Office Visit	IM AN	Yyyyyyyvalidation-Only, X...	
	09/14/2011	Office Visit	IM CG	Yyyyyyyvalidation-Only, X...	Atherosclerosis Bypass Graft of Limb (Primary Dx)
	09/12/2011	Office Visit	PED AS	Yyyyyyyvalidation-Only, X...	
	09/06/2011	Office Visit	PED FO	Patel, Mala R (R.N.)	Screening (Primary Dx)

[Load more](#)

# Sophisticated Filtering Tools Makes Searching for Pertinent Clinical Information a Snap.



Hyperspace - OPHTHALMOLOGY SPRGLD - Production - HCPRDMMAM PRODMMAM

Home | Sch | Inbskt | Chart | Enc | Pt Sec Msg | Status Board | Surgeon Daily Schedule | eConsult Queues | PT Rmrd | Support | Tel Enc | Patient Lists | Refill Enc | Open Ord | Hosp Enc | Ord Only | Msg Enc | In Basket Class

Ambassador, Physician

Age: 44 yr ... POP: (M.D.), Z Dont Book Z... Allergies: Sufia Class c... Alert: FYI HM Due Prim. Cvg.: MAS KP-MID AT... Spec Feat: No kp.org: Active IB Msg: None Curr. Meds: Aspirin 325 mg Oral ... Prob List: 1-HIGHEST ELDERLY MULTIGRAVIDA, SUPE...

MRN: 18158567 Sex: Female Prim. Loc.: KENSINGTON [1...]

Chart Review (Last refresh: 11:42:47 AM)

Encounters | Lab/Path | Rad | Procedures | ECG | Other Orders | Referrals | Meds | Photos | Episodes | Letters | Notes/Trans | Misc Reports

10 records match filters, all records loaded

Hide Add'l Visits | Scans | OPH and OPT

Filters: Hide Add'l Visits, Department Specialty (Ophthalmology)

Attachment Type	Episode-Linked Problem	Date	Type	Depart...	Provider	Description
Chief Complaint	Episode	07/15/2013	Clinical Documentation	OPH SF	Cappiello, Douglas A (M.D.)	EYE DISORDER
Department Specialty	Medication	11/30/2012	Clinical Documentation	OPH SF	Cappiello, Douglas A (M.D.)	
Dx/Impressions	Primary Dx	11/30/2012	Clinical Documentation	OPH SF	Cappiello, Douglas A (M.D.)	
Encounter Class	Provider	10/02/2012	Letter (Out)	OPH KE	Manzitti, Vanessa	
Encounter Department	Test	07/28/2011	Clinical Documentation	OPH LA	Savage, Howard I (M.D.)	RED EYE
Encounter Type		07/18/2011	Clinical Documentation	OPH SF	Cappiello, Douglas A (M.D.)	
		11/18/2010	Clinical Documentation	OPH LA	Savage, Howard I (M.D.)	EYE PAIN
		11/17/2010	Clinical Documentation	OPH LA	Savage, Howard I (M.D.)	EYE PAIN
		05/20/2010	Clinical Documentation	OPH LA	Savage, Howard I (M.D.)	MEDICAL PROBLEMS
		05/11/2010	Clinical Documentation	OPH LA	Savage, Howard I (M.D.)	EYE PAIN

Department Specialty	Cnt	Last Date
<Unknown>	1	08/12/2010
Allergy, Asthma and Immu...	1	09/04/2012
Cardiology	11	05/21/2013
Dermatology	2	04/14/2011
Family Practice	5	05/24/2011
Gastroenterology	2	09/24/2012
Internal Medicine	28	07/19/2013
Obstetrics, Gynecology	11	03/12/2013
<b>Ophthalmology</b>	<b>10</b>	<b>07/15/2013</b>
Orthopaedics, Medicine	4	03/27/2013
Otolaryngology	3	05/21/2010
Pediatrics	16	07/11/2013
Physical Therapy	2	08/11/2010
Podiatry	9	07/16/2012
Pulmonary Diseases	12	07/12/2013
Urology	4	12/07/2010

Date Range: Filter Options

From: To:

Save Edit Clear All Close

Filter for Ophthalmology Visits

# Lab Results



**Ambassador, Physician** Age: 44 yr ... Sex: Female POP: (M.D.), Z Dent Book Zz... Prim. Loc.: KENSINGTON [1... Allergies: Sulfu Class (... Alert FYI HM Due Prim. Cvg.: MAS KP-MID AT... Spec Feat No kp.org: Active IB Msg: None Curr Meds: Aspirin 325 mg Oral ... Prob List: 1-HIGHEST, ELDERLY MULTIGRAVIDA, SUPE...

Chart Review (Last refresh: 11:48:09 AM)

Filters: Canceled Orders

21 records match filters, all records loaded

Clear All

Sort by Specific Test  
Hemoglobin A1C

Date/Time	Test	Status	Encounter Type	Expected Date	Order Occ...	Auth Provider	Accession #
05/06/2010 12:0...	GLUCOSE, QUANTITATIVE	Final result	Abstract	05/06/2010 12:...		Awad, Elias B ...	
10/06/2009 12:0...	GLUCOSE, QUANTITATIVE	Edited	Abstract	10/06/2009 12:...		Awad, Elias B ...	
12/06/2008 12:0...	GLUCOSE, QUANTITATIVE	Edited	Abstract	12/06/2008 12:...		Awad, Elias B ...	
11/06/2007 12:0...	GLUCOSE, QUANTITATIVE	Final result	Abstract	11/06/2007 12:...		Awad, Elias B ...	
03/06/2007 12:0...	GLUCOSE, QUANTITATIVE	Final result	Abstract	03/06/2007 12:...		Awad, Elias B ...	
03/06/2006 12:0...	GLUCOSE, QUANTITATIVE	Final result	Abstract	03/06/2006 12:...		Awad, Elias B ...	
04/06/2005 12:0...	GLUCOSE, QUANTITATIVE	Final result	Abstract	04/06/2005 12:...		Awad, Elias B ...	
05/06/2010 12:0...	HEMOGLOBIN A1C	Final result	Abstract	05/06/2010 12:...		Awad, Elias B ...	
10/06/2009 12:0...	HEMOGLOBIN A1C	Final result	Abstract	10/06/2009 12:...		Awad, Elias B ...	
12/06/2008 12:0...	HEMOGLOBIN A1C	Final result	Abstract	12/06/2008 12:...		Awad, Elias B ...	
11/06/2007 12:0...	HEMOGLOBIN A1C	Final result	Abstract	11/06/2007 12:...		Awad, Elias B ...	
03/06/2007 12:0...	HEMOGLOBIN A1C	Final result	Abstract	03/06/2007 12:...		Awad, Elias B ...	
03/06/2006 12:0...	HEMOGLOBIN A1C	Final result	Abstract	03/06/2006 12:...		Awad, Elias B ...	
04/06/2005 12:0...	HEMOGLOBIN A1C	Final result	Abstract	04/06/2005 12:...		Awad, Elias B ...	
05/06/2010 12:0...	LIPID PANEL	Final result	Abstract	05/06/2010 12:...		Awad, Elias B ...	
10/06/2009 12:0...	LIPID PANEL	Final result	Abstract	10/06/2009 12:...		Awad, Elias B ...	
12/06/2008 12:0...	LIPID PANEL	Final result	Abstract	12/06/2008 12:...		Awad, Elias B ...	
11/06/2007 12:0...	LIPID PANEL	Final result	Abstract	11/06/2007 12:...		Awad, Elias B ...	
03/06/2007 12:0...	LIPID PANEL	Final result	Abstract	03/06/2007 12:...		Awad, Elias B ...	
03/06/2006 12:0...	LIPID PANEL	Final result	Abstract	03/06/2006 12:...		Awad, Elias B ...	
04/06/2005 12:0...	LIPID PANEL	Final result	Abstract	04/06/2005 12:...		Awad, Elias B ...	

# Trending of Lab Data



Hyperspace - OPHTHALMOLOGY SPRGFLD - Production - HCPRODMAM PRODMAM

Epic - Home Sch Inbskt Chart Enc Pt Sec Msg Status Board Surgeon Daily Schedule eConsult Queues Pt Rmndr Support Tel Enc Patient Lists Refill Enc Open Ord Hosp Enc Ord Only Msg Enc In Basket Class Print Secure Log Out

Ambassador, Physician

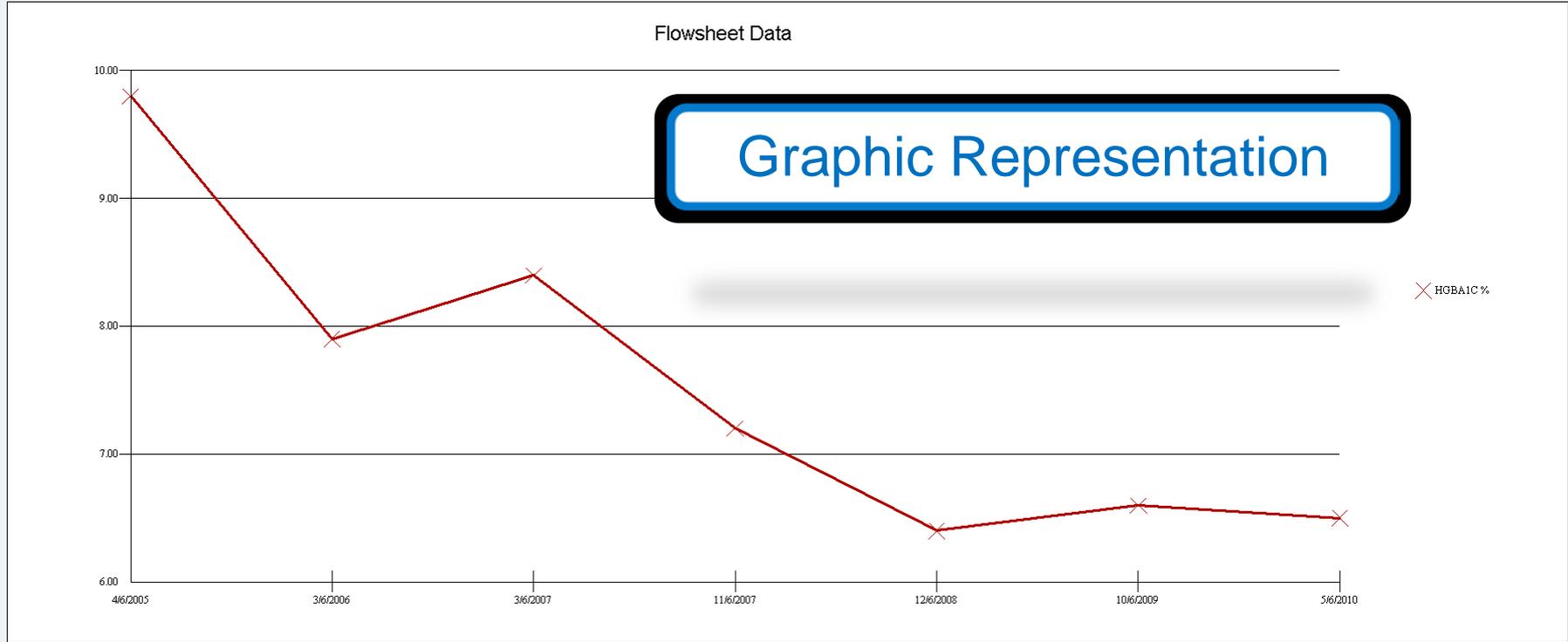
MRN: 18158567 Age: 44 yr ... Sex: Female PCP: (M.D.), Z Dont Book Zz... Allergies: Sufa Class (...) Alert: FYI HM Due Prim. Cvg.: MAS KP-MID AT... Spec Feat: No kp.org: Active IB Msg: None Curr Meds: Aspirin 325 mg Oral ... Prob List: 1-HIGHEST, ELDERLY MULTIGRAVIDA, SUPE...

## Laboratory Results

- SnapShot
- Chart Review
- Letters
- Proactive Care
- Health Maintena...
- Flowsheets
- Results Review
- Growth Chart
- Allergies
- Medications
- Problem List
- History
- Immunizations
- Demographics
- QuickAppt
- FYI
- Report Viewer
- Lab Inquiry

Flowsheet Data

Graphic Representation



Bar Chart Line Graph Print Graph Show Flowsheet

# Imaging Studies



Hyperspace - OPHTHALMOLOGY SPRGFLD - Production - HCPRDMMAM PRODMMAM

Home | Sch | Inbask | Chart | Enc | PT Sec Msg | Status Board | Surgeon Daily Schedule | eConsult Queues | PT Rmndr | Support | Tel Enc | Patient Lists | Refill Enc | Open Ord | Hosp Enc | Ord Only | Msg Enc | In Basket Class

Ambassador, Physician

Age: 44 yr ... Sex: Female PCP: (M.D.), Z Dont Book Z... Allergies: Sulfra Class t... Alert: FYI HM: Due Prim. Cvg: MAS KP-MID AT... Spec Feat: No kp.org: Active IB Msg: None Curr Meds: Aspirin 325 mg Oral ... Prob List: 1-HIGHEST, ELDERLY MULTIGRAVIDA, SUPE...

Chart Review (Last refresh: 11:56:20 AM)

Encounters | Lab/Path | Rad | Procedures | ECG | Other Orders | Referrals | Meds | Photos | Episodes | Letters | Notes/Trans | Misc Reports

9 records match filters, all records loaded

Image	Date	Test	Status
	09/13/2011	XR ELBOW, RIGHT 3 VIEWS	Final result
	09/13/2011	XR ELBOW, RIGHT 3 VIEWS	Final result
	09/12/2011	XR ELBOW RIGHT, 2 VIEWS	Preliminary result
	08/15/2011	XR CHEST, PA AND LAT	Final result
	08/12/2011	CT THORAX, NO CONTRAST	Preliminary result
	08/12/2011	XR KNEE, LEFT AP AND LATERAL	Preliminary result
	08/12/2011	MRA HEAD W CONTRAST	Preliminary result
	04/26/2010	MRI LUMBAR SPINE, NO CONTRAST	
	02/06/2008	MAMMOGRAM, PATIENT REPORTED	Final result

Imaging Results

Radiology Report

This exam was performed and completed at a facility outside of Kaiser Permanente.

No electronic report for this exam will be available in Centricity or can be accessed on the PACS Patient History Timeline. There may be a scanned copy of the report available in KP HealthConnect and/or within the PACS exam itself as a digital image. If no report is available in KP HealthConnect or within the exam in PACS, please see the printed copy in the patient's chart in HIMS.

Display only: Transcription (IDX2935224) by (R.N.), Unspecified-Mas

# PACS Database with Enhancing Tools



AMBASSADOR, PHYSICIAN  
MRN: 18156567  
DOB: 2/10/1969 Age: 069Y  
F

MRA HEAD WITH CONTRAST  
3-PL T2 FGRE S

11/12/2004 16:11:52

S

ACC: 2935224  
KAISER PERMANENTE LARGO  
11/12/2004  
Time: 16:11:52  
Thick: 5.00 mm  
Pos: 10  
Series# 1  
Image 6 of 9  
Study# 15379

A sagittal MRI scan of the head. The brain is shown in profile, with the cerebellum at the bottom and the cerebrum above. A bright, hyperintense spot is visible in the posterior region of the brain, likely indicating a lesion or abnormality. The scan is labeled with 'A' on the left and 'S' at the top.

A

TI:  
TR: 27.3  
TE: 1.6  
DFOV: 240.0 mm mm  
FOV:  
NSA: 1  
NEX: 1  
FA: 30.0  
ETL: 0  
Pixel BW 244.141  
AQ Matrix: 256 x 128

TD: 0  
Zoom: 401.6%  
Tech: AC

High Resolution View

# Immunizations



Hyperspace - OPHTHALMOLOGY SPRGFLD - Production - HCPRODMAM PRODMAM

Home | Sch | Inbskt | Chart | Enc | Pt Sec Msg | Status Board | Surgeon Daily Schedule | eConsult Queues | Pt Rmndr | Support | Tel Enc | Patient Lists | Refill Enc | Open Ord | Hosp Enc | Ord Only | Msg Enc | In Basket Class | Print | Secure | Log Out

**Ambassador, Physician** | Age: 44 yr | Sex: Female | PCP: (M.D.), Z Dent Book Zz... | Allergies: Sulfu Class (... | Alert: FYI | HM: Due | Prim. Cvg.: MAS KP-MID AT... | Spec Feat: No | kp org: Active | Curr Meds: Aspirin 325 mg Oral ... | Prob List: 1-HIGHEST, ELDERLY MULTIGRAVIDA, SUPE...

### Immunizations - All Types

Snapshot | All Admin Types | Incomplete Admins | Historical Admins | Immunization Report | Refresh

**Incomplete Administrations**

**Tdap (ADACEL) (Tetanus, diphtheria, acellular pertussis)** | Administer | Delete | Ordered: 2/22/2013 Matcha, Susan J (M.D.)

[Show Interactions](#)

**Administration History**

Immunizations	Administered On	Next Due	<input type="checkbox"/> Show Deleted	<input checked="" type="checkbox"/> Show Deferred
INF H1N1-09 (Influenza, 2009 type) unspecified	12/1/2009			
Tdap (Tetanus, diphtheria, acellular pertussis)	1/4/2010			

Mark as Reviewed | Last reviewed by Hellerstein, Ann (M.D.) on 3/26/2013 2:01 PM

DOUGLAS C. | Patient Communication | Staff Message | Case Message | Cosign - Clinic Orders | My Open Encounters | Results | Rx Refill | 12:32 PM

Immunizations

# ECG Database



EpicHyperspace - SCH-MD1A >MAIN CAMPUS - Production - HCNCPRODSBM PRODSBM

Desktop Action Patient Care Scheduling Reg/ADT CRM/CM Reports Report Mgmt Tools Admin Help

Back Forward Home Schedule In Basket Chart Enc Tel Enc Refill Enc Ancil Ord Enc Patient Lists Secure Print Log Out

Home

MRN: 11000 Age: 60 Y Sex: F Mult PCP: Wong, Lisa (m.d.) Allergies: Codeine Alert: HM Spec Feat: N kp.org: Inactive

**Cardiology Report** [Close X]

smith, nadine c 20 MAY 2005 02442842

57 yrs Female

PR 164 . HEART RATE 78  
QRSD 30 . SINUS RHYTHM  
QT 392 . BORDERLINE INFERIOR Q WAVES  
QTc 446 . NONSPECIFIC T ABNORMALITIES, LATERAL LEADS - ABNO

--AXES--  
P 29  
QRS 68  
T 109

COVERAGE pa:ip  
Requested by wang  
Tech secm

PREVIOUS ECG: 3 FEB 2004 11:07:24, CONFIRMED BY KJ - ON 80247 WILLIAM AUCH M.D. - 23 MAY 2005 13:18:21  
KAISER SOUTH SACRAMENTO - BLK GROVE CLINIC C-HP8DA

I aVR V1 V4  
II aVL V2 V5  
III aVF V3 V6  
II

ECG Strip

Loc 06090 25 mm/sec 10.0 mm/mV ~ 0.15-150 B

\*060200550510361502442842\*  
\*060200550510361502442842\*

Hotkey List  
Exit Workspace

Back Links Copy Refresh Print

JOHN R. GALBRAITH Staff Message, Results, Result Notes, CC'd Results, Pt: OnlineMsg, Pt: Tel/Online Encounter, Pt: Reminder, 10:20 AM

SwiftView

# Patient and Staff Communications- All Captured in Medical Record.



Hyperspace - OPHTHALMOLOGY SPRGFLD - Production - HCPRODMAM PRODMAM

[Home](#) [Sch](#) [Inskt](#) [Chart](#) [Enc](#) [Pt Sec Msg](#) [Status Board](#) [Surgeon Daily Schedule](#) [eConsult Queues](#) [Pt Rmnr](#) [Support](#) [Tel Enc](#) [Patient Lists](#) [Refill Enc](#) [Open Ord](#) [Hosp Enc](#) [Ord Only](#) [Msg Enc](#) [In Basket Class](#) [Print](#) [Secure](#) [Log Out](#)

**Ambassador, Physician**

Age: 44 yr ... PCP: (M.D.), Z Dont Book Zz... Allergies: Sulfu Class ... Alert: FVY HM: Die Prim. Cvg: MAS KP-MID AT... Spec Feat: No kp.org: Active Curr Meds: Aspirin 325 mg Oral ...  
 MRN: 18158567 Sex: Female Prim. Loc.: KENSINGTON [1... LOB: SIG MD ERISA (105) IB Msg:

**Chart Review (Last refresh: 2:46:03 PM)**

[Filters](#) [Clear All Filters](#) [Text Search](#) [Select All](#) [Deselect All](#) [Review Selected](#) [Printable Report](#) [Face Sheet](#) [FlowSheet](#) [Benefits Inquiry](#) [Load Remaining](#) [eConsult Lookup](#) [Refresh](#) [Preview](#)

[Encounters](#) [Lab/Path](#) [Rad](#) [Procedures](#) [ECG](#) [Other Orders](#) [Referrals](#) [Meds](#) [Photos](#) [Episodes](#) [Letters](#) [Notes/Trans](#) [Misc Reports](#)

372 records loaded, all records loaded  Hide Addl Visits  Scans  OPH and OPT [Clear All](#)

Attachment Type	Episode-Linked Problem	Date	Type	Depart...	Provider	Description
Chief Complaint	Episode	07/16/2013	Patient Secure Message	IM GB	Lee, John J (M.D.)	Subj: depression f/u
Department Specialty	Medication	07/02/2013	Patient Secure Message	OBGCAP	Sandy, Carla C (M.D.)	Subj: Your Lab Results
Dx/Impressions	Primary Dx	06/05/2013	Patient Secure Message	IM GB	Vanzoeren, Douglas (M.D.)	Subj: RE:Side effects
Encounter Class	Provider	06/05/2013	Patient Secure Message	IM GB	Vanzoeren, Douglas (M.D.)	Subj: RE:Glucose readings
Encounter Department	Test	06/05/2013	Patient Secure Message	IM GB	Vanzoeren, Douglas (M.D.)	Subj: RE:Colon screening
Encounter Type		06/05/2013	Patient Secure Message	IM GB	Vanzoeren, Douglas (M.D.)	Subj: RE: bronchitis
Chief Complaint		05/21/2013	Patient Secure Message	CD TY	Rashkin, Jason (M.D.)	Subj: Medication Questions
DIABETES AND PREG...		05/16/2013	Patient Secure Message	PED SB	Schwartz, Martina (M.D.)	Subj: RE: General Question
DIABETES CARE MAN...		05/06/2013	Patient Secure Message	IM WB	Ahmed, Mannul Wahab M ...	Subj: RE: General Question
DIABETES MELLITUS		05/01/2013	Patient Secure Message	OBGCAP	Emanuel, E W (M.D.)	Subj: RE:Your looking for an appointment
DIABETIC EYE EXAM		04/10/2013	Patient Secure Message	CD TY	Rashkin, Jason (M.D.)	Subj: Medication Questions
DX		03/29/2013	Patient Secure Message	ORTCAP	Ford, Gregory M (M.D.)	Subj: Dr Gregory M. Ford Orthopedic
ENCOUNTER CREATED ...		03/27/2013	Patient Secure Message	ORT LA	Burner, William L (M.D.)	Subj: Dr William Burner Orthopedic Capital Hill
EYE DISORDER		03/26/2013	Patient Secure Message	PED GB	Hellerstein, Ann (M.D.)	Subj: WELCOME to the GATHERSBURG HUB!!!
EYE PAIN		03/21/2013	Patient Secure Message	OBGCAP	Sandy, Carla C (M.D.)	Subj: Your lab results
FACILITY VISIT		03/12/2013	Patient Secure Message	OBGCAP	Sandy, Carla C (M.D.)	Subj: Your Lab Results
FATIGUE		03/05/2013	Patient Secure Message	OBGCAP	Sandy, Carla C (M.D.)	Subj: Your lab results
FOLLOW UP CALL		02/28/2013	Patient Secure Message	OBGCAP	Emanuel, E W (M.D.)	Subj: Appointment time
FOLLOW UP EXAM		01/27/2013	Patient Secure Message	PUL TY	Nguyen, Phong (M.D.)	Subj: Your results
FOLLOW UP ROUTINE		01/08/2013	Patient Secure Message	OBGCAP	Sandy, Carla C (M.D.)	Subj: RE:Your lab messages
FOOT PAIN		12/17/2012	Patient Secure Message	IM CAP	Vanzoeren, Douglas (M.D.)	Subj: Medication Questions
HEADACHE		12/17/2012	Patient Secure Message	IM CAP	Vanzoeren, Douglas (M.D.)	Subj: RE: Medication Questions
HEALTH ASSESSMENT		12/17/2012	Patient Secure Message	IM CAP	Vanzoeren, Douglas (M.D.)	Subj: General Question
HEEL PAIN		12/04/2012	Patient Secure Message	OBGCAP	Sandy, Carla C (M.D.)	Subj: Your lab results
IMMUNIZATION		12/03/2012	Patient Secure Message	IM CAP	Vanzoeren, Douglas (M.D.)	Subj: Medication Questions
KNEE PAIN		10/18/2012	Patient Secure Message	OBGCAP	Emanuel, E W (M.D.)	Subj:
LOW BACK PAIN		10/17/2012	Patient Secure Message	OBGCAP	Sandy, Carla C (M.D.)	Subj: Your mammogram results
MD LAB REVIEW		10/12/2012	Patient Secure Message	IM CAP	Tesoriero, Thomas (M.D.)	
MEDICAL PROBLEMS		10/10/2012	Patient Secure Message	IM CAP	Tesoriero, Thomas (M.D.)	
MEDICATION REQUEST		10/03/2012	Patient Secure Message	PUL TY	Nguyen, Phong (M.D.)	Subj: Lab tests
MISSED APPOINTMENT		10/03/2012	Patient Secure Message	PUL TY	Nguyen, Phong (M.D.)	Subj: RE:communication
OTHER		10/01/2012	Patient Secure Message	PUL TY	Nguyen, Phong (M.D.)	Subj: Test
PAIN		09/28/2012	Patient Secure Message	IM CAP	Vanzoeren, Douglas (M.D.)	Subj: Medication Questions
		09/26/2012	Patient Secure Message	IM CAP	Vanzoeren, Douglas (M.D.)	Subj: RE: Medication Questions
		09/24/2012	Patient Secure Message	IM WB	Ahmed, Mannul Wahab M ...	Subj: Medication Questions
		09/24/2012	Patient Secure Message	FP FC	Awad, Elias B (M.D.)	Subj: General Question
		09/19/2012	Patient Secure Message	OBGCAP	Emanuel, E W (M.D.)	Subj: RE:Your Labs

Date Range: [Filter Options](#)  
 From: [ ] To: [ ] [Save](#) [Edit](#) [Clear All](#) [Close](#)

Patient Secure Messages

# Medication History Including Refills



Hyperspace - OPHTHALMOLOGY SPRGFLD - Production - HCPRODMMAM PRODMMAM

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**Ambassador, Physician** | Age: 44 yr ... | Sex: Female | POP: (M.D.), Z Dant Book Zz... | Allergies: **Sulfa Class (...)** | Alert: FYI | HM: Due | Prim. Cvg.: MAS KP: MID AT... | Spec Feat: No | kp.org: Active | IB Msg: None | Curr Meds: Aspirin 325 mg Oral ... | Prob List: 1-HIGHEST, ELDERLY MULTIGRAVIDA, SUPE...

**Medications**

Filters | Clear Filters | Med Notes | New Rx | Change Rx | Regrdr Rx | Discontinue | Legend | Current Rx

Current | History

Current Prescriptions (7 listed)

Medication	Sig	Disp	Refills	Ord/Sold Date	End Date	DAW	Comment	D/C Reason	Route
Warfarin 1 mg Oral Tab (COUMADIN)	TAKE ONE TABLET ORALLY EVERY DAY FOR THIRTY DAYS	30	0 ordered	1/30/2013 (O)	1/30/2014	No			Oral
Aspirin 325 mg Oral Tab	1TAB ONE TIME DAILY	1	12 ordered	11/28/2012 (O)					Oral
Cholecalciferol, Vitamin D3, (VITAMIN D3) 1,000 unit Oral Cap	1TAB, by mouth, ONE TIME DAILY	1	0 ordered	9/27/2012 (O)					Oral
Lovastatin 40 mg Oral Tab (MEVACOR)	TAKE ONE TABLET ORALLY EVERY EVENING WITH FOOD	30	5 of 5 remaining	5/7/2012 (O)	6/17/2013	No			Oral
Fluticasone 50 mcg/Actuation Nasal SpSn (FLONASE)	USE TWO SPRAYS IN EACH NOSTRIL EVERY MORNING	16	3 of 3 remaining	8/10/2011 (O)	12/28/2012	No			Nasal
glipizIDE 10 mg Oral Tab (GLUCOTROL)	TAKE ONE TABLET ORALLY DAILY	30	6 of 6 remaining	5/20/2010 (O)	12/31/2012	No			Oral
Cetirizine 10 mg Oral Tab (Zyrtec)	1 BY MOUTH DAILY AS NEEDED	1	0 ordered	5/13/2010 (O)					Oral

No filters applied.

Medications-  
Current and Historic

# CPOE - Automated Drug Allergy Alerts. Patient Safety



Hyperspace - OPHTHALMOLOGY SPRGFLD - Production - HCPRODMAM PRODMAM

Epic - Home - Sch - Inbkt - Chart - Enc - Pt Sec Msg - Status Board - Surgeon Daily Schedule - eConsult Queues - Pt Rmtr - Support - Tel Enc - Patient Lists - Refill Enc - Open Ord - Hosp Enc - Ord Only - Msg Enc - In Basket Class - Print - Secure - Log Out

Ambassador, Physician

**Ambassador, Physician** MRN: 18158567 Age: 44 yr ... Sex: Female POP: (M.D.), Z Dont Book Zz... Prim. Loc: KENSINGTON [1... Allergies: **Sulfa Class (...)** Alert: FYI HM: Due Prim. Cvg.: MAS KP-MID AT... Spec Feat: No kp.org: Active Curr Meds: Aspirin 325 mg Oral ... Prob List: 1-HIGHEST ELDERLY MULTIGRAVIDA, SUPE...

Place orders (Enc Date: 7/22/2013) - Wt: (Not entered for this visit) Ht: 5' 10" (1.778 m)

Association Pref List Interactions Pharmacy Providers CC Results Order Review Pend Orders Sign Orders Sign/Nav Sign/Fill Now Edit Prf Lst Current Rx Tip Sht Financial Calculator Patient Instructions

New order: [Search]  Both  Medication  Procedure Next Edit Multiple Phases of Care

New order defaults: Not using defaults

**Medications (1 Order)**

**Sulfacetamide (BLEPH-10) 10 % OphT Drop** Accept Cancel Remove

**Allergy/Contraindication: Sulfa (sulfonamide Antibiotics) Reactions: Hives**

Ophthalmic • R-0 • starting 7/22/2013

Class: [Normal] [Fill Now] [Fill Later (10+ days)] [External Rx] [In Office Administration] [Mail Order] [Historical Med]

Sig: (450 char max) [ ]

Dispense: [ ] Refill: 0  Dispense As Written

Mark long-term:  SULFACETAMIDE SODIUM

Start Date: 7/22/2013 End Date: [ ]

Exception Code: [ ]

Refill Route Provider: [ ]

Route: Ophthalmic

Notes to Pharmacy (F6): [Click to add text](#)

Accept Cancel Remove

F7- Prev Order F8- Next Order

## Drug Allergy Alert

Diagnoses Associate Associate All

Auth Prov: CAPPIELLO, DOUGLAS A. (M.D.) [10016115] Pharmacy: SPRINGFIELD Level of service: [ ] Edit 1 order entered

DOUGLAS C. Patient Communication Staff Message Case Message Cosign - Clinic Orders My Open Encounters Results Rx Refill 12:26 PM

# CPOE - Alerts for Non-Formulary, Drug Interaction and Pregnancy Contra-indications.



## Alternative Selection

**Esomeprazole Magnesium (NEXIUM) 20 mg Oral CPDR SR Cap: Oral • R-0 • starting 7/22/2013 • Long-term**

### Drug Use Management

**Nexium is a NON-FORMULARY drug!**

**OTC omeprazole** (generic Prilosec) is the **preferred** proton pump inhibitor for short term therapy or intermittent use. **Preferred formulary prescription** drugs are omeprazole (larger quantities, long term therapy) and pantoprazole (generic Protonix).

Select from alternatives listed below in order of formulary preference.

**Important:** If you wish to order Nexium, select "**Click here to order Nexium...**" and you will proceed to specific **Nexium order questions** which **must be answered** in order for pharmacy to fill this prescription (**do not select Continue or Cancel buttons**).

**This information will be used to evaluate appropriate use of this non-formulary drug.**

### Web Links

[PPI Clinician FAQ](#)



Alternative	Details	Cost
<a href="#">OTC Omeprazole Magnesium 20 mg Oral CPDR SR Cap</a>	Take 1 capsule by mouth once daily, Disp-28, R-2	
<a href="#">OTC Omeprazole Magnesium 20 mg Oral CPDR SR Cap</a>	Take 1 capsule by mouth twice daily, Disp-60, R-2	
<a href="#">Rx Omeprazole 20 mg Oral CPDR SR Cap</a>	Take 1 capsule by mouth once daily, Disp-60, R-2	
<a href="#">Rx Omeprazole 20 mg Oral CPDR SR Cap</a>	Take 1 capsule by mouth twice daily, Disp-60, R-2	
<a href="#">Rx Omeprazole 40 mg Oral CPDR SR Cap</a>	Take 1 capsule by mouth once daily, Disp-60, R-2	
<a href="#">Pantoprazole 20 mg Oral TBEC DR Tab</a>	Take 1 tablet by mouth once daily, Disp-60, R-2	
<a href="#">Pantoprazole 40 mg Oral TBEC DR Tab</a>	Take 1 tablet by mouth once daily, Disp-60, R-2	
<a href="#">Click HERE to Order NEXIUM 20 mg Cap</a>	Take 1 capsule by mouth once daily, Disp-30, R-0	
<a href="#">Click HERE to Order NEXIUM 40 mg Cap</a>	Take 1 capsule by mouth once daily, Disp-30, R-0	

**Also alerts Physician to Drug- Drug interactions and Pregnancy Restrictions**

# Flags for Special Needs Populations



Healthconnect, Dthreenine

Age: 13 yr ... PCP: Koroulakis, Panayiota... Allergies Acacia Alert FYI HM Prim. Cvg.: GENERIC WORK...  
 Sex: Male Prim. Loc.: KENSINGTON I1... Due LOB: SIG MD ERISA [105]

IMM FACE SHEET MEDS Risk Scrn Dev Scrn Hearing/vision APPT HX PT INR Results

FYI Flag for CSHCN is added by physicians for all MEDICAID patients who qualify.

Healthconnect, Dthreenine

Age: 13 yr ... PCP: Koroulakis, Panayiota... Allergies Acacia Alert FYI HM Due Prim. Cvg.: GENERIC WORK... Spec Feat No kp.org: Inactive Curr Meds: Sertraline 50 mg Oral...  
 MRN: 871296400 Prim. Loc.: KENSINGTON I1... IB Msg: None Prob List: 1-HIGHEST

**FYI**

**New Flag**

Flag type: [FYI]

Title	Number
Advance Directive	1000
Case Management	1004
Clinical Trial	1005
Cognitively Impaired	1046
Hospice	1014
Interpreter	1018
<b>Medicaid Children with Special Healthcare Needs</b>	<b>1074</b>
Medication Issue	1003
Mobility Impaired	1023
Patient Communications	1002
Self identifies gender as female	1072
Self identifies gender as male	1071
Two Person Assistance	1041

Accept Accept & New Cancel

Show inactive Apply filter Filter... Refresh

Summary Status  
 Will come in with signer. Active

**Hearing Impaired**  
 Will come in with signer.

# eConsult and Direct Booking to Specialists- Leveraging our Multispecialty Medical Group



This Referral is direct bookable.

MRN: 18158567  
Patient Name: **Physician Ambassador**  
Gender: Female  
Age: 44y 5m  
Work Phone: (000) 000-0000  
Home Phone: (410) 336-9781  
Temp. Phone: - -

Requesting Provider: **Douglas A Cappiello, M.D.**  
Fac/Adm Dept: SPR/OPH  
Phone: 703 - 922-1022  
Fax: .....  
PCP: Unknown Network Provider

**Gerd**

**Diagnostic/Treatment Recommendations:**

- Recommend trial of H2 Blockers or PPI for 4 weeks; avoidance of ASA, NSAIDs and Etoh at least one month prior to referral.

**Patient Handouts:**

- [Gerd in Adults - After Your Visit](#)

**Referral Guidelines:**

- Consult should be sent only to the service area or center where the patient is willing to undergo procedures and/or follow up.
- Refer to GI for melena, hematemesis, weight loss, early satiety, or dysphagia.

**Referral Workup:**

1. Has the patient been seen by one of our internal MAPMG Gastroenterologist previously?

YES  NO

2. Patient history:

Pt having significant GERD symptoms. Started on PPI. Please evaluate pt for possible EGD

**Patient Appointment Preferences:**

Start Date: Time Preference: Day Preference:  
 AM  PM  Mon  Tue  Wed  Thu  Fri  Sat  Sun

**eConsult to GI for GERD**

This Referral is direct bookable.

# Patient Leaves with Specialty Appt in Hand



Hyperspace - OPHTHALMOLOGY SPRGFLD - Production - HCPRODMAM PRODMAM

[Epic](#)
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[Sch](#)
[Inbskt](#)
[Chart](#)
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[Pt Sec Msg](#)
[Status Board](#)
[Surgeon Daily Schedule](#)
[eConsult Queues](#)
[Pt Rmndr](#)
[Support](#)
[Tel Enc](#)
[Patient Lists](#)
[Refill Enc](#)
[Open Ord](#)
[Hosp Enc](#)
[Ord Only](#)
[Msg Enc](#)
[In Basket Class](#)
[Print](#)
[Secure](#)
[Log Out](#)

Ambassador, Physician

**Ambassador, Physician**  
 MRN: 18158567  
 Age: 44 yr ...  
 Sex: Female  
 PCP: (M.D.), Z Dont Book Zz...  
 Prim. Loc.: KENSINGTON [1...  
 Allergies: **Sulfu Class (...)**  
 Alert: **FYI**  
 HM: **Due**  
 Prim. Cvg.: **MAS KP-MID AT...**  
 Spec Feat: **No**  
 kp.org: **Active**  
 IB Msg:   
 Curr Meds: **Aspirin 325 mg Oral ...**  
 Prob List: **1-HIGHEST, ELDERLY MULTIGRAVIDA, SUPE...**

**eConsult Requests** [?] Close X

**KAISER PERMANENTE**  
eConsult Mid Atlantic

Welcome: **Douglas A Cappiello, M.D.** [PREFERENCES] [LOG OUT]

Request Referrals Content View

**Direct Booking**

Patient Name: **Physician Ambassador** MRN: **18158567** PCP:

**Booking Information**

Booking Instructions:

Booking Comments: GERD

**Search Parameters and Appointment Preferences**

Fac: **FCH** APPT Dept: **GAS1** Type: **Ec Co Gi** Provider: **Select**

Start Date: **07/22/2013** Time Preference:  AM  PM

Day Preference:  Mon  Tue  Wed  Thu  Fri  Sat  Sun

**SEARCH APPOINTMENTS**

**Past Visits in FCH/GI**

No past visits available.

**Available Appointments**

SELECT	DAY	DATE	TIME	PROVIDER
<input type="radio"/>	THU	Jul 25, 2013	1:30 PM (ET)	J A ANDERSON N.P.
<input checked="" type="radio"/>	THU	Jul 25, 2013	2:00 PM (ET)	E R WOLLINS M.D.
<input type="radio"/>	THU	Jul 25, 2013	3:00 PM (ET)	E R WOLLINS M.D.
<input type="radio"/>	THU	Jul 25, 2013	3:30 PM (ET)	E R WOLLINS M.D.

First 4 Appointments Next 4 Appointments [ ]

**SEARCH OTHER FACILITIES** **BOOK NOW** **BOOK LATER**

Release: ECON\_REL1.4.0\_07192013 Server:ktasp2696.crdc.kp.org

Direct Book on Specific Date, Time & Location

# SmartSets- Make Evidence Based Treatment Easy and Reliable.



**Healthconnect, J** MRN: 19154901 Age: 4 yr ol... Sex: Male PCP: (R.N.), Unspecified-M... Prim. Loc: KENSINGTON I4... Allergies: No Known Alle... Alert FYI HM Due Prim. Cvg: None LOB: None Spec Feat No kp.org: Inactive IB Msg: Curr Meds: Atenolol 25 mg Oral T... Prob List: DEVELOPMENTAL SCR...

1/8/2014 visit with Joseph, Cynthia (M.D.) for Office Visit

Images Questionnaires Summary Admin Benefits Inquiry Scans Dictations Order Review Print AVS AVS Pt Info Appts Photo Upload Wristband Reprint

Allergies: **No Known Allergies** Reviewed on 11/15/2011  
 Last Vitals: BP: P: T: T Src: Resp: W: H:  
 BMI: BSA: Enc No: 178423592 Insurance LOB: No LOB Coverage: None

**OFFICE VISIT**

Intro  
 Reason for Visit  
 Vitals  
 Rooming Tools  
 Supplemental Vital Care Teams  
**BestPractice**  
 Patient Level Data  
 Allergies  
 Review Home Meds  
 Problem List  
 History  
 Immunization  
 Charting  
 Visit Notes  
**SmartSets**  
 Progress Notes  
 Visit Diagnoses  
 Meds & Orders  
 Completion  
 Pt. Instructions  
 Charge Entry  
 LOS & Follow-up  
 Print AVS

**SmartSets**

+ Add

Suggestions

- ACUTE OTITIS MEDIA - PEDS
- ASTHMA, PEDS
- CARD NUCLEAR CARDIOLOGY, MAS
- CARD TREADMILL, MAS
- Pediatric Immunization Orders 0-17 yrs
- WEIGHT MANAGEMENT (MAS)
- WEIGHT MANAGEMENT PEDS
- Well child Visit 4 years**
- Well child Visit 5-6 years

Favorites

- FLU FluMist Quadrivalent (Live, Intranasal) 2-49 YRS
- Left without being seen
- OOPS - Encounter opened in error
- Well child Visit 5-6 years
- ZZ TESTING MEGA MASTER 0-20YRS CJJ

Right click on a SmartSet to add to favorites.

Restore Close F9 Previous F7 Next F8

**Progress Notes**

+ Create Note in NoteWriter + Create Note Refresh

**Bloom, Elizabeth D (R.N.)** REGISTERED NURSE Sign at close encounter 01/13/2014 3:01 PM

Edit in NoteWriter Edit Copy

**Visit Diagnoses**

P		Code	PL
1.	WELL CHILD CARE	V20.2	X
2.	EXERCISE COUNSELING	V65.41	X

# After Visit Summary- Provides Written Instructions to Patients to Aid with Compliance



## After Visit Summary

? Close

Print



**J Healthconnect**  
1/8/2014 Office Visit

Description: 4 year old male  
Provider: CYNTHIA JOSEPH MD  
Department: Pediatrics Sil Spr

**Summary of Your Visit Today**  
1/8/2014 Office Visit

### Visit Summary

#### Today's Visit Diagnoses:

VACCINATION FOR INFLUENZA - Primary  
WELL CHILD CARE  
EXERCISE COUNSELING  
DIETARY SURVEILLANCE AND COUNSELING  
DENTAL CARIES

#### Your Vitals Signs - Last Recorded

Blood Pressure 100/70	Temperature 99 °F (37.2 °C) (Oral)
Height 46" (98%, Z = 1.97)	Weight 38 lb (17.237 kg) (36%, Z = -0.37)
BMI 12.64 kg/m2 (0%, Z = -3.45)	

### Follow-Up and Patient Instructions

#### Schedule Return Appointment

Return in 1 year (on 1/10/2015) for next Health Assessment in one year.

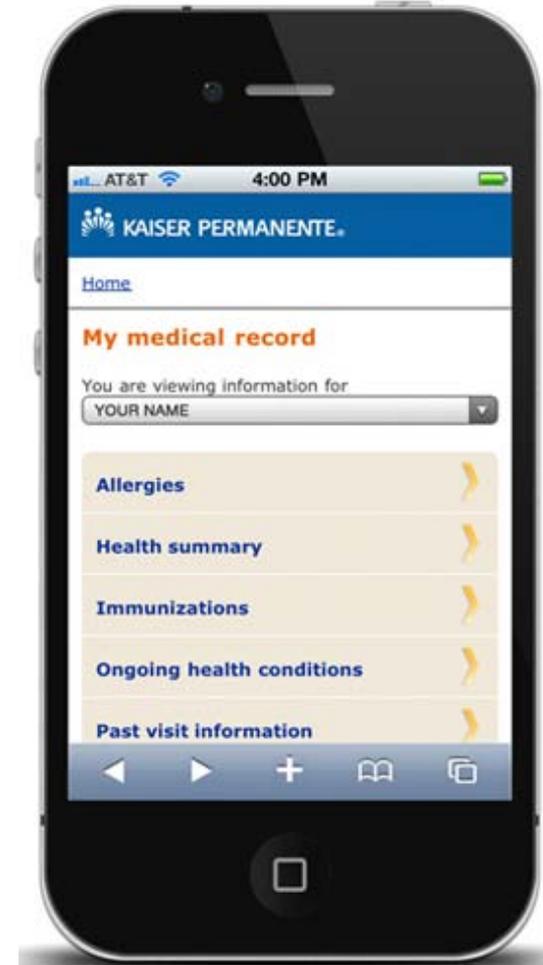
# Member Engagement through KP.org Personal Online Health Record for our Members



From any computer with an internet connection, or Smartphone (via an iPhone or Android app), at any time of day or night, Kaiser Permanente members can:

- View their own medical record, all visits
- Securely email their Permanente Doctor
- Schedule appointments
- Fill prescriptions (free home delivery)
- View lab test results
- Print immunization records
- Review their list of medications

Nationwide, millions of Kaiser Permanente members are using this convenient, time-saving technology.

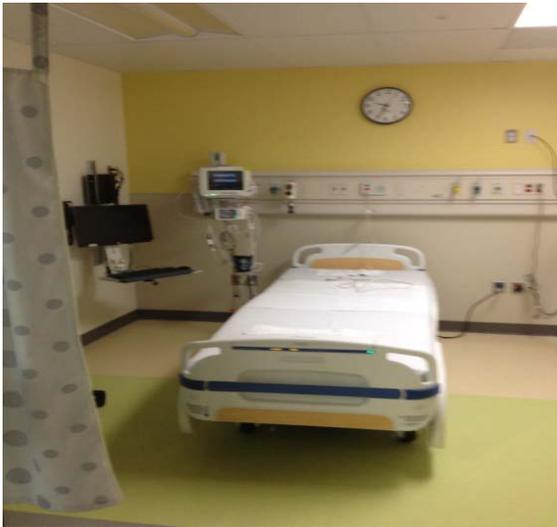


# KP Medical Centers Provide Convenient One Stop Shopping- Removes Barriers to Integrated Care



## More than a “clinic”

- Waiting spaces
- Exam rooms
- Physician offices
- Observation rooms
- Procedural and surgical space



# Thank you

- KP's End-to-End Integration, combined with Advanced Information Technology, reduces administrative and clinical inefficiencies, allowing our physicians and providers to focus on patient care.
- Kaiser Permanente is proud to bring our unique approach to delivering high quality health care to Virginia Medicaid enrollees
  - A proven model
  - A high performing system
  - A robust set of care delivery services
  - Value added and able to offer something new/different to the Commonwealth



# Administrative Efficiencies

# Administrative Barriers

## Provider Feedback:

- Standardization
  - Pre-authorization / lists and process
  - Forms / Data Request
- Eligibility verification
- Timely resolution of claims payment issues

# Legislative / Regulatory Recommendations

- Standardized Forms
  - Work Group should be tasked with developing uniform billing related forms
- Eligibility Web Portal
  - Improve ease of use

# Administrative Efficiencies from MajestaCare

- Utilizes Medicaid ID # as the MCO ID #
- Universal OB referral form for all MCOs
- 24/7 Call-in line with live person option
- Pilot program – Member "No Show" tracking process
- Provider training tailored to the need of each individual office
- Regular Provider Communication
  - Weekly / Monthly standard provider meetings
  - “Fax Blast”/News Letter

# Administrative Efficiencies

- Enhanced On Line Tools:
  - All MCO Forms available on line
  - Rx formulary & PA guideline criteria for approval
  - Access to detailed / summary member claims data
- Automated Prior Authorization Queue
  - Using Milliman criteria, automated / real time prior authorization approval
  - Scheduled roll out Q2 2014



# Optima Family Care

Presentation to  
Medicaid Physician & Managed Care  
Liaison Committee

*Working to Improve Health Every Day*

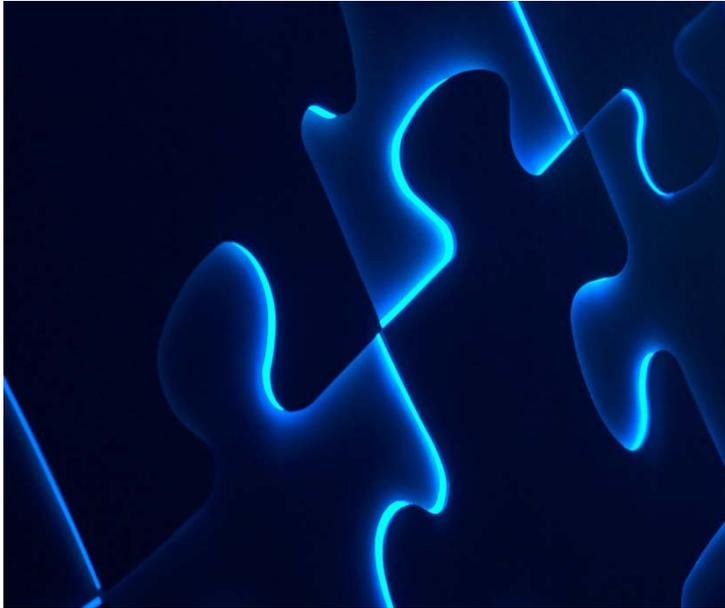
April 10, 2014

# What are the Administrative Barriers to Care?

- **Engaging Stakeholders**
- **Exchanging Information between different types of Providers**
  - Medical
  - Behavioral Health
  - MCO - MCO
- **Complexity of Guidelines**
  - Each MCO has different processes
  - Each Social Services has different processes
  - Each CSB has different processes
- **Privacy Regulations limit Care Coordination**
  - Minors at any age for any treatment of mental illness or emotional disturbance
  - Alcohol Abuse
  - Substance Abuse



# How can we reduce the Barriers? Engaging Stakeholders



- That's why we're here
- Identify what works and what doesn't work
- Make recommendations

# How can we reduce the Barriers? Exchanging Information between different types of Providers

- **Medical**
  - Eliminate Duplication in Services
  - Reduce Poly-pharmacy
- **Behavioral Health**
  - Educate Medical Providers on Community Resources
  - Share Treatment Plans with Medical Providers and/or Case Managers
- **MCO – MCO**
  - Information sharing on Poly-Pharmacy
  - Consistency in Medical Necessity Evaluations-
    - Could a UM Collaborative be useful?

# How can we reduce the Barriers?

## Complexity of Guidelines

- Each MCO has different processes
  - Align processes with Commercial Business
- Each CSB has different processes
  - Develop outreach strategies to connect PCPs with CSB and Community Resources to ensure that PCP know who to contact if a Behavioral Health need is identified.
- Each Social Services has different processes
  - Educate PCP on resources and how to access (example: UAI for Personal Care)

# How can we reduce the Barriers? Privacy Regulations limit Care Coordination

We need Legislation that allows for information sharing in the course of Care Coordination. PCP, Specialist Providers, Behavioral Health Providers and Case Managers need to be able to communicate and work together as a team to meet the complex needs of our members.

We have no access to information on the following topics:

- Minors at any age for any treatment of mental illness or emotional disturbance
- Alcohol Abuse Protected under 42 CFR Part 2
- Substance Abuse Protected under 42 CFR Part 2

# How Does Optima Simplify the Administrative Burden?

- **Optima makes every effort to remove all administrative (process, system, policy) barriers to care.**
  - Members choose their own primary care physician (PCP) from a list of participating providers that includes family practitioners, internists, OB/GYNs, nephrologists, and pediatricians.
  - In addition, some specialists have agreed to act as a PCP if a member has a disabling condition, chronic illness or special health care concern.
  - Prior Authorization is not required. (No Referrals for Specialists)
- **Our Network Educators visit or contact our providers on a regular basis to educate and inform them of the needs of the Medicaid population.**
- **Optima Family Care mirrors Optima Health Commercial whenever feasible.**
  - Same contact for Provider Services
  - Same team and phone numbers for Authorizations
  - Same team and network for Pharmacy

# Are There Areas of the State Experiencing a Shortage of Physician Participation in MCOs?

- Case Management consistently has issues with the following:
  - Pediatricians and Pediatric Specialties in Rural Areas
  - Pain Management in all Areas
  - Providers willing to work with Substance Abuse all Areas
  - Licensed Methadone clinics in all areas except Hampton



# Optima Health

*Together ... Improving  
Health Every Day*

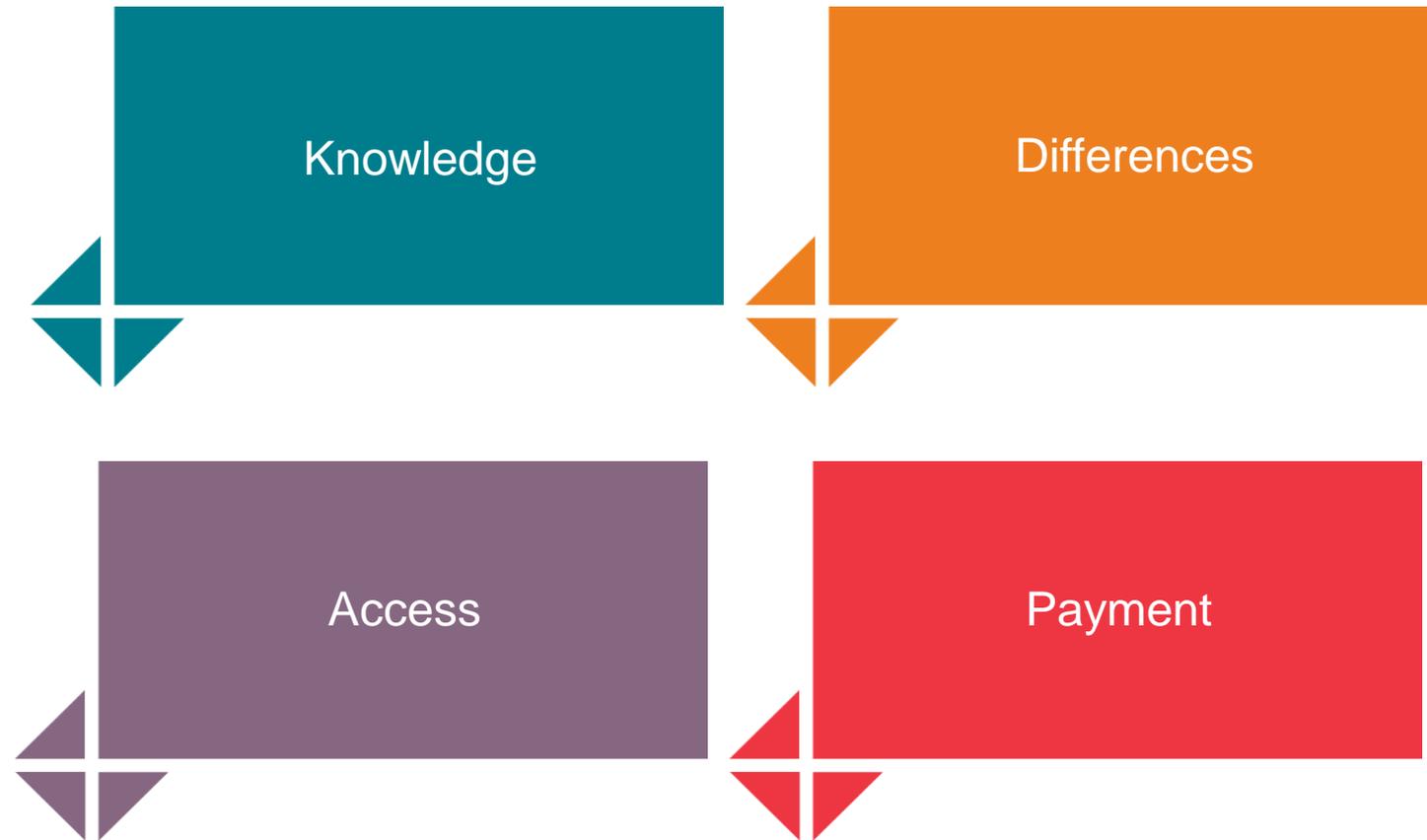


# Reducing Barriers to Care

Virginia Premier Health Plan • April 10, 2014



# Challenges to Reducing Barriers



- Provider Education Meetings
- Community Physicians on Committees
- Orientation meetings for new providers
- Dedicated PSR to practice
- Admission and DC reports
- Frequent ER visitor reports
- Electronic and searchable NPA list
- Decreased number of items requiring prior authorization
- Patient education on wellness, screenings, ER visits, shots
- Enhanced care management for cancer and hepatitis C patients
- Imbedded Case management pilots

# Differences

---

- Between plans-uniform prenatal form
- Clarifications

- Provide transportation for members to get to appointments
- Finding members for practices
- Extending authorizations to allow continuity of care
- Flu shots at pharmacies
- On line credentialing applications
- Decreased credentialing time frame from 77 to 48 days

- Eligibility verification through automated system
- Decreased the number of reasons why a claim will pend
- Invested in newer software to read paper claims
- Working on portal for electronic claim submission
- First call resolution for Provider call center