Ambulatory Management

Ambulatory Management Forum
December 11, 2019

Ambulatory Management Forum: *Reminders and Updates*

- Login to Zoom first then dial in to the meeting
- Please chat in your questions via Zoom

Ambulatory Management Forum: *Agenda*

- Introduction
- **Epic Training and Support Updates**
- **Payer Updates**
  - Participation Grid
  - BMC HealthNet – NSPG Exceptions
- **Ambulatory Management Updates**
  - Ready, Set, Go!
  - Joint Commission
- Wrap Up
  - Action Items
  - Open Questions (time permitting)

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Epic Training and Support Updates

Michael Cook, Training Lead
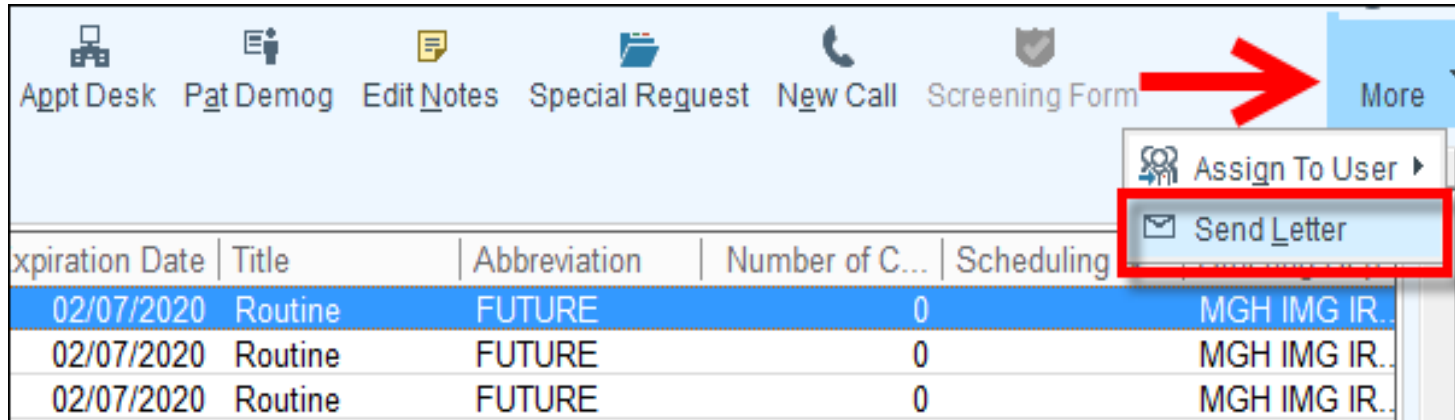Business Transformation

Epic Training & Support Updates – Agenda

Topic	Presenter

1) What's New?
    • Send letters from Schedule Order Workqueues
    • Decision Tree Column on Appt Desk
    • SO/GI Flyer Update
	Michael Cook
	Training Lead
	MGPO Business Transformation

2) Best practice reminders
    • Cadence ServiceNow tickets
    • TeleVox review	

Send Letter – Schedule Order Workqueue

- Beginning 12/17/19, a new "Send Letter" button will be added to the Schedule Orders workqueue toolbar, allowing users to select an order and jump directly into the Communications activity.

- This will streamline the process of generating letters to patients about the particular order request.

Decision Tree Column – Appt Desk

- Beginning 12/17/19, a new "Decision Tree" column will be available on both the **Future** and **Past** tabs of the Appointment Desk.

- Positioned as the last column, it will display:

ne	Appt Stat	Visit Type	Provider	Dept	Appt Notes	Ref	ORD	Hosp Acct	PVT	SN	Decision Tree
1	No Show	FOLLOW UP [100191]	MILLER, KAREN KLAHR [1000096]	MGHNEURENDO [10020010145]		✓			No		✗
M	No Show	FOLLOW UP [100191]	MILLER, KAREN KLAHR [1000096]	MGHNEURENDO [10020010145]		✓		600038...	No		✓

Double-click visit to view the Decision Tree path.

Patient-Entered Questionnaire Information

General Questionnaire	Patient-Friendly Name
PRIMARY CARE ANNUAL VISIT QUESTIONNAIRE [100000119]	From Your Doctor: Pre-Visit Questionnaire

Decision Tree Information

Results from CAD LAST ANNUAL PHYSICAL DATE on 11/18/2019 10:31 AM (Show Path)

Sexual Orientation / Gender Identity FAQs

- An updated version of the [Collecting Sexual Orientation/Gender Identity Information](#) FAQ flyer has been published.

- Flyer includes –

    o Definitions of Sexual Orientation and Gender Identity

    o Why this information is collected and how it is used

    o How patients can request updates to their record

    o Resource contacts

- The SOGI flyer is now orderable on the Allied group in packs of 25 (Item #: 89956). Please ensure your practice has flyers on hand for patients.

Best Practice Reminder: Cadence SN Tickets

As a reminder, only use the **IS Service Desk** function (top right corner of Epic) for break-fix issues. To make a Cadence request, use the "Make a Request" option in ServiceNow for Cadence requests.

1) Break-Fix Issues
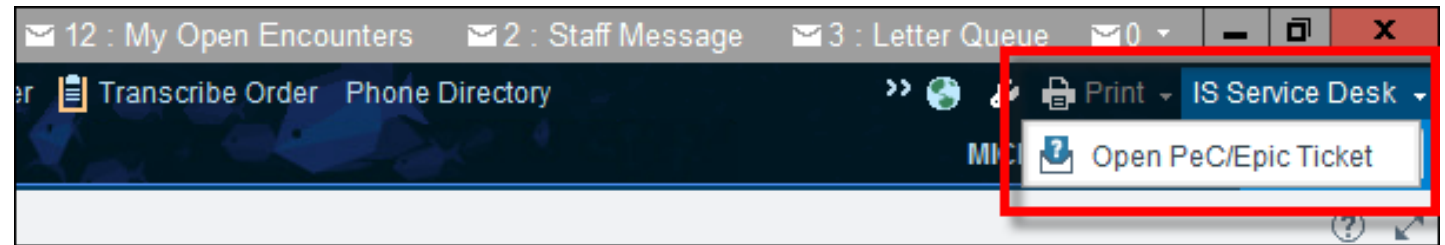
2) Cadence Requests

- Add new provider to dept.
- Update visit lengths
- Direct Scheduling setup
- TeleVox implementation
- Create new pool
- Create/edit Subgroup
- Etc.
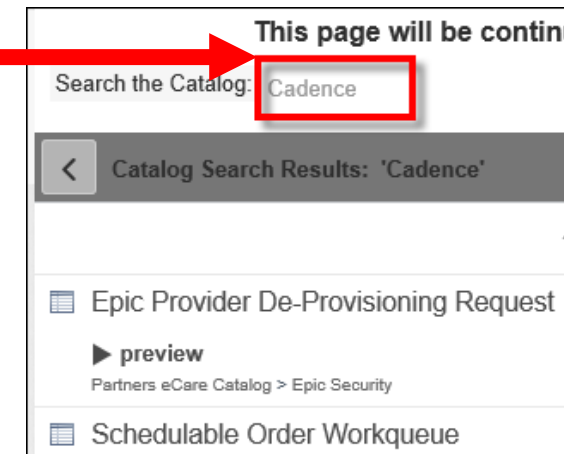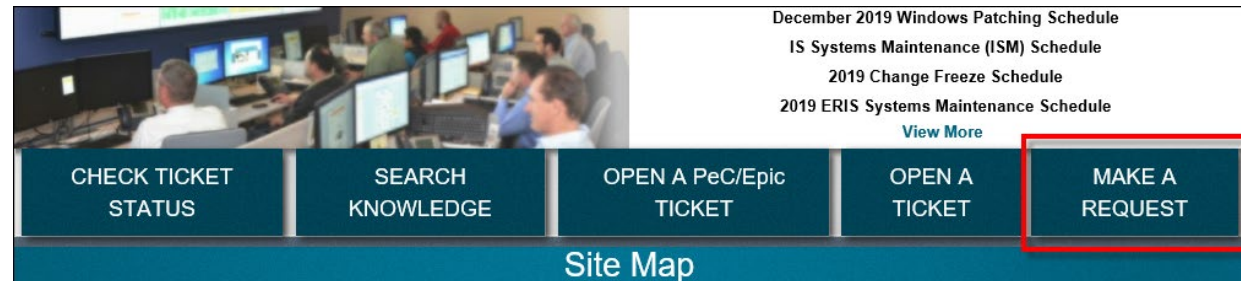
Best Practice Reminder: TeleVox

We've recently received some TeleVox questions. Below are a few TeleVox details –

- Patients can opt out of TeleVox calls / texts for specific visits.

- Reminders for Patients with "Spanish" listed as preferred language go out in Spanish.

- Patients receiving text messages:

  o Have until 2pm the next day to confirm or cancel their visit via text or their visit will remain unconfirmed.

  o Receive up to 3 text messages per week. If patient has more than 3 visits in a single week, the patient receives a text message for the first 3 appts, then a TeleVox phone call reminder for any additional appts.

Text message examples –

BWH: Clyde has an appt on Tue Dec 13. Pls arrive @ 8:00A @ Faulkner Vascular Clinic. To opt out txt STOP. To confirm txt YES. To decline txt NO.

MGH: Jacqueline has a virtual appt Wed Feb 28 @ 10:30A. Pls note this is not an in person appt. To opt out txt STOP. To confirm txt YES. To decline txt NO.

Click here for the TeleVox tip sheet, including an FAQ.

Please chat in your questions.

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Payer Updates: Participation Grid

Eileen M. DiMarino, Senior Analyst
Payer Operations

Partners Participation Grid

- The current grid is dated November 26, 2019 and can be found on either of these two SharePoint sites.

http://sharepoint.partners.org/phs/payerinformation/SitePages/Home.aspx

http://sharepoint.partners.org/mgh/payerinformation/default.aspx

Microsoft Excel
Worksheet

- The grid lists all the Epic insurance codes and most Partners entities contracting status with these products.

- We are working on adding WDH, PUC and PCPO to new tabs on grid.

- The grid is a living document that is revised and updated monthly. We remind staff to not print a copy and think that is the most current.

- The Participation Grid updates are presented regularly at the MGH Payer Forum, Contract Ops, PIG, BOC and other meetings as needed.

November 2019 Grid Changes Include:

- We added a Unicare PPO code with the status of "accept".

- All the Medicaid Replacement and ACO codes now contain either "MCO" or "ACO" in the plan code description. This helps the front end with understanding benefits and the back end with billing.

- The Out of State Medicaid payer is now called "Medicaid Non MA".

- We added a Maine Medicaid Pending code and changed the name of NH Medicaid Pending. These changes were requested by WDH.

Participation Grid December/January Changes

Changes coming - December 19 Grid:

- We are adding an Amerihealth MCO insurance code.

- Adding two Connecticare insurance codes (one is a Medicare Replacement and the other is a PHCS client).

- We are adding a Tufts Public Plan RI Together MCO plan code.

- We are adding two BC Anthem NH Medicare Replacement codes (HMO and PPO).

Coming in January:

- A 1/1/20 grid will be published with the changes Anne Fox talked about for the BMC Connectorcare code and BMC Commercial silver plan.

- Another grid will be distributed in later January with the Epic production date changes.

Participation Grid - Terms on the Grid

- There is a tab on the Participation Grid called "Legend". This is a built in training document.
- If a Cadence POS or ADT Warning fires, refer to the Grid to determine contracting status. An appointment should not be scheduled until the status on the grid is reviewed.

Yes– we have a contract in place and the patient can be seen.

No – no contract in place, patient should follow up with PCP or health plan for where to seek services.

Yes with Exceptions – we have a contract but it may be for limited services (such as specialty only, no primary care).

No with Exceptions – we do not have a contract but some limited exceptions exist (such as a practice in NH, Pedi patients only or OB services).

Accept – There is no contract in place but patients can be seen. The patient may have a higher cost share or use out of network benefits (tiered products, jails, elder services, WC, MVA).

Accept with Plan Auth – Requires a plan auth from payer before pt. should be scheduled.

Next Steps / Question?

- With your help, we continue to research and refine the Participation Grid.

- If something doesn't seem right or the patient / payer is giving conflicting information, contact me. The grid has well over 400 insurance codes and close to 20 Partners entities on it.

- Remember to always refer to the most recent grid – it changes at least monthly.

- Questions?

Please chat in your questions.

Payer Updates: BMC HealthNet – NSPG Exceptions

Anne Fox, Program Manager
Partners Community Health

Types of BMC HealthNet Plans

- **MassHealth Plans**
  - MassHealth MCO
  - MassHealth ACOs
- **ConnectorCare Plan**
- **Qualified Health Plans**
  - These are commercial plans available on the Health Connector
- **Senior Care Options Plan**

BMC HealthNet Plans on the Participation Grid <u>today</u>

Plan Name	MGH	MGPO	NSMC	NSPG
BMC HEALTHNET MASSHEALTH MCO	yes with exceptions (specialist only no PCP)	yes with exceptions (specialist only no PCP)	yes with exceptions (specialist only no PCP)	yes with exceptions (specialist only no PCP)
BMC HEALTHNET CONNECTORCARE	no	no	yes	yes
BMC HEALTHNET COMMERCIAL	no	no	no with exceptions (yes silver plans only)	no with exceptions (yes silver plans only)
BMC HEALTHNET COMMUNITY ALLIANCE ACO	yes with exceptions (specialist only no PCP)	yes with exceptions (specialist only no PCP)	yes with exceptions (specialist only no PCP)	yes with exceptions (specialist only no PCP)
BMC HEALTHNET MERCY ALLIANCE ACO	no	no	no	no
BMC HEALTHNET SIGNATURE ALLIANCE ACO	no	no	no	no
BMC HEALTHNET SOUTHCOAST ALLIANCE ACO	no	no	no	no
BMC HEALTHNET SCO MEDICARE REPLACEMENT	no	no	no	no

ConnectorCare and Commercial

Plan Name	MGH	MGPO	NSMC	NSPG
BMC HEALTHNET CONNECTORCARE	NO with exceptions (yes for patients with NSPG PCP)	NO with exceptions (yes for patients with NSPG PCP)	yes	yes
BMC HEALTHNET COMMERCIAL	NO with exceptions (yes for NSPG PCP patients with silver plans)	NO with exceptions (yes for NSPG PCP patients with silver plans)	no with exceptions (yes silver plans only)	no with exceptions (yes silver plans only)

Change in MGH/MGO Contracting effective 1/1/20

- MGH/MGPO will accept

  - BMC HealthNet (BMCHP) ConnectorCare for patients with a North Shore Physician's Group PCP

  - BMC HealthNet (BMCHP) Silver Tier Plans for patients with a North Shore Physician's Group PCP

  - At ALL MGH/MGPO locations (Danvers, Main Campus, etc.)

Why is this needed?

- NSPG PCPs need to be able to refer these patients to specialty/hospital care using existing referral pathways
- To prevent primary care disruption for patients who would lose their PCP if we termed the BMC HealthNet ConnectorCare contract at NSPG

PARTNERS® HEALTHCARE

- **BMC ConnectorCare**

  - Has its own plan code, so we can identify the plan

  - The plan code has a non-contracted warning because this plan is not universally accepted across the system

  - We can't easily identify patients who have this plan <u>and</u> a NSPG PCPs

- **BMC Commercial Silver Tier Plans**

  - Do not have a unique plan code

    » In Epic, it's grouped with other level plans into "BMC Commercial"

    » Difficult to distinguish silver tier plans from others

  - The plan code has a non-contracted warning because these plans are not universally accepted across the system

  - We can't easily identify patients who have this plan <u>and</u> a NSPG PCPs

Addressing Challenges

1) System resources

   a) Add a warning that appears at the end of scheduling. This is not overly effective - many users do not focus on these warning

   b) Create new plan code for BMC Silver Plans (in progress).

2) Communication to NSPG and MGH/MGPO practices

3) Letter for NSPG ConnectorCare patient to share with practices who have questions

4) Update the Participation Grid to explain this nuance

5) Post a list of NSPG PCPs on the MGH Payer SharePoint Site (in progress)

Contacts:

Anne Fox
Partners HealthCare
Community Health
amfox@partners.org
857-282-1427

Kim Simonian
Partners HealthCare
Community Health
ksimonian@partners.org
857-282-1428

Please chat in your questions.

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Ambulatory Management Updates

Ambulatory Management Updates
Ready, Set, Go!

- **Go-live shifted to February 23, 2020**

- Broad-based roll-out across all Partners' Ambulatory areas

- What is eCheck-in?

  o eCheck-in offers **an improved patient experience** with the opportunity to update important information prior to a scheduled visit and **reduce check-in time upon arrival**.

  o Patients can log into Partners Patient Gateway seven days in advance of a scheduled appointment and up to 15 minutes before the appointment to quickly and safely:

    - Verify and update demographic information

    - Verify and update insurance information

    - Verify guarantor information

    - Pay visit copay

    - Pay patient balance

    - eSign documents currently eSigned at check-in

    - Complete MSPQ and appointment questionnaires

- Communication Plan
  - o Focus in the weekly Ambulatory Management News
  - o Ambulatory Management Forums (12/11/2019 and 1/29/2019)
  - o Patient Communications via MyChart Partners Patient Gateway (at go-live)
  - o Include eCheck-in feature as a "What's New" tickler on Patient Gateway homepage
  - o Patient signage in development
- Training Resources

Resources	Audience
Readiness Checklist (to be distributed)	Managers
eCheck-in HealthStream eLearning (to be assigned)	Mangers, Front Desk Users
eCheck-in Tip Sheet (includes details on the minimal front desk impacts)	Managers, Front Desk Users

- Action Requested
  - Review eCheck-in workflow changes with Front Desk Staff
  - Monitor staff completion of the HealthStream Learning
  - Complete readiness checklist
- Measurement
  - eCheck-in HealthStream eLearning completion rates

Pre-Planned Follow-up Visits

- Provider driven
- Provider creates a follow-up order which generates a "ticket" for the patient to self-schedule at their convenience through PPG/MyChart
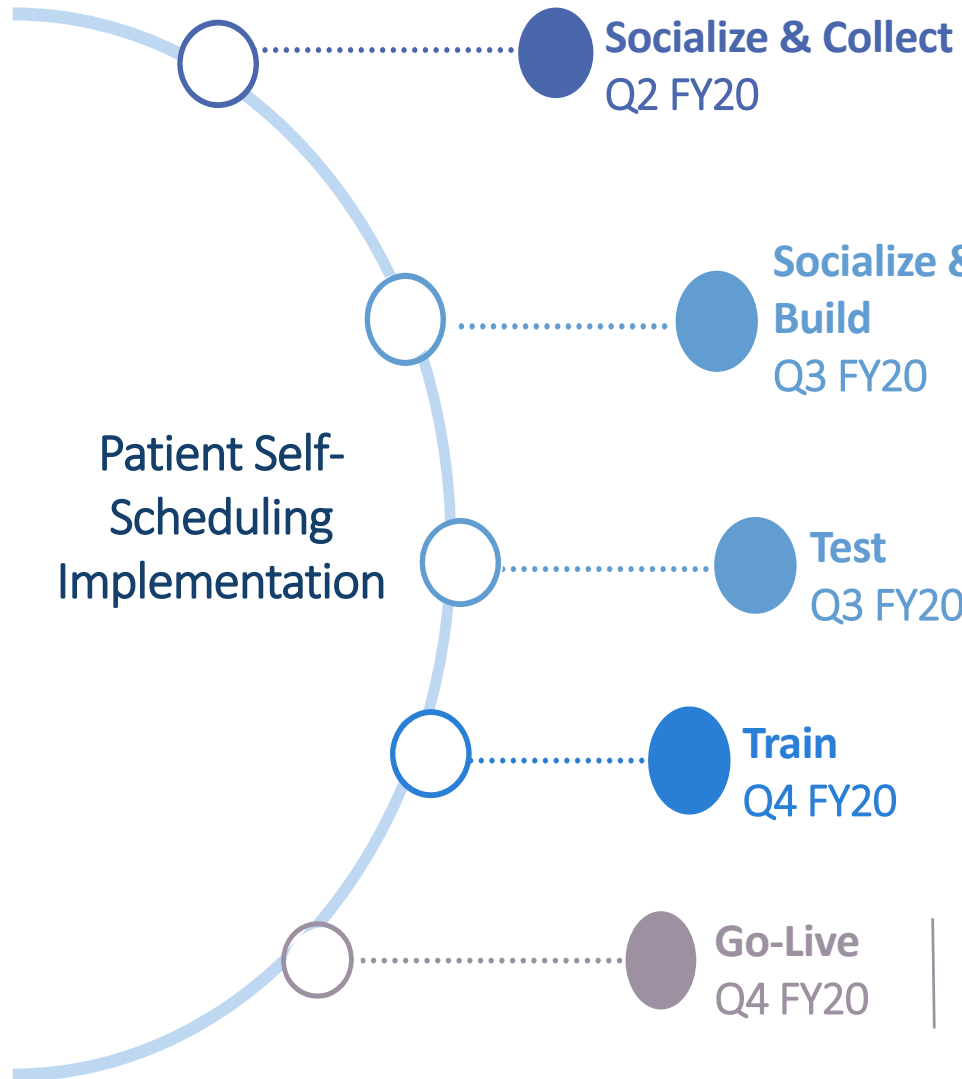- Like receiving an eVite

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Unplanned Follow-up Visits

- Patient driven
- Patient navigates to PPG/MyChart when they decide they want/need to be seen
- Like using Open Table

Ready, Set, Go! Q2 FY20: *Patient Self-Scheduling Implementation Preview*

Socialize & Collect
Q2 FY20

- Administrators complete data collection tool for each DEP, confirming settings and in-scope providers
- Ambulatory Management will begin departmental meetings regarding Patient Self- Scheduling

Socialize & Build
Q3 FY20

- Ambulatory Management departmental meetings continued regarding Patient Self- Scheduling
- PeC completes build for schedulable orders for planned follow-up visits

Test
Q3 FY20

Flow-Through and User Acceptance Testing to ensure optimal performance

Train
Q4 FY20

Provide training to providers and front-desk staff on new workflows

Go-Live
Q4 FY20

Official go-live and performance period. Post go-live support available

Patient Self-Scheduling Implementation

Joint Commission Survey

Joint Commission Survey: *Visit Anticipated June 2020*

Areas of Focus

- Clinical:
  - Emergency management
  - Medication Orders
  - Equipment cleaning
  - HAIs
  - Privacy

- Environment of Care
  - Instrument/Scope safety (revised policy pending)
  - Life safety building related
  - BCA computers
  - Supply storage and expired supplies
  - Equipment inventory and maintenance
  - Fire safety

Preparation Activities

- CQS conducing mock surveys in January/February

- Findings will dictate plans and activities needed to get ready

- Read the AM news each week for updates and action items!

What is Tap n Go?

- A workflow which enables users to log into/out of Epic or into/out of secure mode by tapping their ID badge to a reader connected to the computer – similar to the readers at Coffee Central

What are the requirements to use Tap n Go?

- Device must be an Epic Express build

- Device must be using Windows 10
  - Not all applications in use today are supported by Windows 10

- Workflow must be well aligned
  - Multiple users sharing devices
  - Team members using devices for short time periods
  - Quick switches between multiple patients/providers

Interested? Let us know! We are looking for Pilot groups to start using Tap n Go in early 2020.

Please chat in your questions.

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Ambulatory Management Forum: *Action Items*

Topic		Action Needed	Who	Resources
Epic Training and Support Updates	**Cadence Changes**	• Review upcoming Cadence changes with staff to ensure understanding	Managers	• AM Forum PPT • Revenue Cycle Roundup Communication
	Collecting SO/GI Information	• Please print/order the updated SO/GI FAQ flyer. • Review with staff to be prepared to answer patient questions and provide a better patient experience.	Managers	[Collecting Sexual Orientation/Gender Identity Information](#)
	Questions?	• Contact MGH eCare Revenue Cycle Training, as needed	Managers/Staff	[MGH eCare Training](#)
Ambulatory Management	**Ready, Set, Go Q1: eCheck-in**	• Begin to review eCheck-in workflow changes with Front Desk Staff. • Watch for resources and early adopter metrics in the AM News.	Managers	Coming soon!

Ambulatory Management Forum: *! Action Items*

	Topic	Action Needed	Who	Resources
Ambulatory Management	**Joint Commission**	• The Joint Commission window is open – watch the AM News each week for updates and action items starting early in the New Year.	Managers / All staff	Coming soon!
	Tap n Go	• Email with your interest in piloting	Managers	
Payer Updates	**Partners Participation Grid**	• Reminder: The Partners Participation Grid is a living document that is revised and updated monthly. It is recommended that staff not print but reference the e-versions.	Managers / All staff	[Payer Information SharePoint](#) [MGH/MGPO Payer Information Site](#)
	BMC HealthNet – NSPG Exception	• BMC HealthNet is a non-contracted plan for MGH/MGPO generally. • Ensure staff know that it is appropriate to schedule and see BMC HealthNet ConnectCare and BMC HealthNet Silver Tier Plans patients who have NSPG PCPs.	Managers / All staff	Coming soon!

Phone lines unmuted to allow for open questions.