



Performance Results Received

The January to June 2015, *Achieving Clinical Excellence*® (ACE) Quality and Efficiency performance results are in! ACE performance results utilized include medical and pharmacy claims and EMR data not only for Choice Plus members, but also for members of Aetna and Cigna Accountable Care Arrangements.

As an LVPHO member physician and an ACE participant, your practice efforts and performance are directly related to each provider's ability to improve Triple Aim components. The incentive for *Achieving Clinical Excellence* begins once a practice has met 70 points and it compounds for every point exceeding 70.

It gives us great pleasure to announce the January to June 2015 **“Top 10 List in Primary Care”** and the **“100% Club in Specialty Care.”** Thank you to all of our members for your continued engagement and pursuit for excellence.

See **PERFORMANCE RESULTS** on page 4

Choosing Wisely®: Improving Patient Quality, Outcomes and Cost Efficiency

What are some of the things we tend to waste in our society? How many times has unfinished chicken been dumped down the garbage disposal or the Tupperware leftovers in the fridge been pitched? When we think about waste, we usually think of gas, water and food; however, according to *Consumer Reports*, last year alone we spent more than \$750 billion on medical waste.

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So, how can we turn that waste into savings? When the *New England Journal of Medicine* five years ago published “Medicine’s Ethical Responsibility for Health Care Reform—The Top Five List” by Howard Brody, MD, the concept of piloting a “Five Things” program was born through the American Board of Internal Medicine (ABIM) Foundation. Today, that concept has blossomed into a partnership with *Consumer Reports*, and the **Choosing Wisely** campaign was launched. Choosing Wisely aims to promote conversations between patients and providers by helping patients choose care that is:

- Supported by evidence
- Not duplicative of other tests or procedures already received
- Free from harm
- Truly necessary



Conversations as such will help facilitate wise decisions about the most appropriate care for each patient’s individual situation.

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Jenna Wolf to Assist Aetna and Cigna Attributed Members

Jenna Wolf, RN, BSN,

has been appointed Care Manager – Payer Contracts for LVHN Population Health. Jenna has been an RN with LVHN since January 2003. Most



recently, she held the quality training analyst role for Populytics, before transitioning to Population Health. Her role with payer contracts will be focused on Aetna and Cigna attributed members. The Payer Contract team will identify quality measures that are in line with ACE. The actionable measures within the Aetna and Cigna populations will be addressed. Jenna, working with the team, will be reaching out to members and practices to assist with care gap closure, hospital readmission and ED high Utilizers.

Jenna is looking forward to this new role in the ever-changing health care arena. She can be reached at 484 862-3515 or jenna.wolf@lvhn.org.

Populytics Awarded NCQA Accreditation



We are pleased to announce that Populytics has been awarded the National Committee for Quality Assurance (NCQA) Wellness and Health Promotion Accreditation. Based in Washington, D.C., NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA Wellness and Health Promotion Accreditation standards are intended to help organizations achieve the highest level of performance possible, increase healthy behavior change in eligible individuals and create an environment of continuous improvement.

Among Populytics' offerings are Benefit Corporate WellnessSM, a leading innovator in workplace wellness with Certified Health Education Specialists and Health and Wellness Coaches.

Thank you to Carol Michaels, Director of Health Promotion and Wellness; Kristin Behler, Manager of Wellness and Promotion; and the Benefit Corporate Wellness Team—Kacie Miller, Christie Grundstein, Amanda Greene, Sarah Engler, Barbara Heagle, and Jen Warren for their outstanding work to make this achievement possible.

Provider & Payer Services Update

Why Populytics Name for Provider Services?

As a reminder to providers and practice managers, the Provider and Payer Services you received in the past under the LVPHO/Valley Preferred name is the same superior services you are receiving today by the same provider team of Populytics. The team continues to be led by Selicia Chronister, Director of Provider & Payer Services, Populytics, and Laura Mertz, General Manager, LVPHO/Valley Preferred, overseeing all aspects of Provider & Payer Services.

The re-organization and transitioning of LVPHO/Valley Preferred key service functions, including Provider and Payer Services, to the new brand of Populytics began in 2014. The reason? Simplicity and operational cost-efficiency.

Populytics is the centralized nexus for all Provider & Payer Services data and service information—contracting, credentialing, payer contract compliance, network maintenance, provider recruitment, and much more. In addition, Populytics houses the central data nerve center for LVPHO's *Achieving Clinical Excellence* physician self-audits, physician/practice performance and incentive rewards data, plus a host of other clinically integrated functions...all of which exist to benefit our provider members.

There is also a brand recognition strategy at work. Consolidating disparate member and health services and their names under a single Populytics brand is serving to keep conversations throughout the network and health care industry more streamlined and, most importantly, understandable.

As our world of health care continues to grow in complexity, the simpler name recognition of Populytics as the single source for Provider & Payer Services—and many other functions vital to our future—will grow in value.

Should you have any questions, please contact Selicia Chronister, Director of Provider & Payer Services at 484-862-3473 or selicia.chronister@populytics.com.

■ Choice Plus PPO Plan changes for 2016

- The Tier 2 **deductible will increase** from \$350/700 to \$400/800.
- The Tier 3 **deductible will increase** from \$500/1,000 to \$1,000/2,000.
- The emergency room (ER) **co-pay will increase from \$50 to \$100**, and the non-emergent ER **co-pay will increase from \$200 to \$300**.
- Step Therapy will be required for certain medications.

■ Populytics' Processes Regarding ICD-9 to ICD-10 Conversion for Choice Plus – Effective Oct. 1, 2015

Important processes to be aware of that Populytics implemented regarding ICD-9 to ICD-10 conversion:

- Claims received with a **date of service prior to Oct. 1, 2015** will only be accepted and processed as ICD-9.
- Claims received with a **date of service Oct. 1, 2015 or after** will only be accepted and processed as ICD-10.
- Populytics will not convert any ICD-9's to ICD-10's or vice versa.
- For claims spanning a date of service pre and post Oct. 1, 2015, provider will be required to submit two claims: pre Oct. 1, 2015 with an ICD-9 and post Oct. 1, 2015 with an ICD-10.
- Claims received that do not comply with the above will be returned by either our EDI vendor (electronically), or via paper.

See **UPDATES** on page 3

■ New Provider Representative for UnitedHealthcare

As of Nov. 2, 2015, **Lauren Bamford** will replace Donna Lambert as the new UHC Network Account Manager for the LVPHO. Donna has accepted another position within UnitedHealthcare.

Claim issues must initially be sent to Claims Reconsideration through www.unitedhealthcareonline.com. You will be provided with a reference number and receive a response within 30 days. If you do not, you may use the Claims Service Model supplying the reference number. Your provider advocate for claims will still be Jill Kirby, and you can email her at jill.kirby@uhc.com.

If you are checking enrollment effective dates, please contact UHC provider services at 877-842-3210 or e-mail Lauren at lauren.bamford@uhc.com. She may also be contacted at 952-406-3364. For your Community and State providers, check credentialing and if not credentialed, please start the process.

■ New Valley Preferred and Choice Plus Hospital Agreements

Provider & Payer Services is securing new Hospital, Behavioral Health and Ancillary agreements for Valley Preferred and Choice Plus. This effort is to ensure that Valley Preferred and Choice Plus and our participating network partners remain current in the context of changing HIPAA regulations and the evolving landscape of health care. These agreements do not alter current reimbursement rates or reimbursement structure.

Our goal is to secure new Hospital, Behavioral Health and Ancillary agreements to our par providers by end of FY16.

■ LVPHO Payer Meetings

On Oct. 27, 2015 Provider & Payer Services held UnitedHealthcare payer orientations at LVH–Muhlenberg and LVH–Cedar Crest for our practice managers and staff. Guest speakers from UnitedHealthcare were Jill Kirby and Patricia Patterson. Topics reviewed were the Provider Relations Service Model, Oxford Termination with Valley Preferred, Link overview and introduction of the UHC Compass product. According to the audience’s responses, 81% rated the meeting information as good to excellent.

■ Cigna partners with eviCore for New Pain Management, Other Programs

Cigna will implement a musculoskeletal and pain management program, beginning Jan. 1, 2016. In order to maximize the program’s value—Cigna has partnered with **eviCore healthcare (formerly CareCore/MedSolutions)** to provide utilization management, including precertification, for these services.

- A full list of affected services and CPT codes can be found at www.medsolutions.com/implementation/Cigna.
- EviCore will begin taking precertification requests on Dec. 15, 2015 for services that will be performed on and after Jan. 1, 2016.
- The preferred and most efficient method for requesting precertification is through eviCore’s website at myportal.medsolutions.com.
- Health care professionals can also request precertification through this telephone number: 1-888-693-3297 (8 am to 9 pm, EST) or by fax at 1-888-693-3210.

In December and January, eviCore healthcare will be leading on-line orientation sessions. You can request additional information about this program by visiting www.medsolutions.com/implementation/Cigna or by calling **Cigna Customer Service** at 1-800-88Cigna (1-800-882-4462).

■ REMINDER of Updated Prior Authorization Request Form

Populytics has recently implemented a new streamlined technology process to better serve you and your practice, plus turn around requests more efficiently. With the new process, we found the need to update the LVHN Choice Plus Plan “Prior Authorization Request” form.

In early November, your office received a notice that the Prior Authorization Request form was updated, which can be found at www.mypopulytics.com.

Providers are encouraged to use the updated Request form for **all pre-service requests**.

If you need help accessing the form, please call Populytics Customer Service at 484-862-3505.

Practice Manager Meetings

To register, please contact Provider & Payer Services at 484-862-3480.

- **Tuesday, December 1**
9:00 am
LVH–Muhlenberg
ECC-C and ECC-D

- **Thursday, December 3**
2:00 pm
LVH–Cedar Crest
Auditorium

- Featured presentations will include:
- 2016 Choice Plus Plan Changes
 - Populytics Care Management Updates
 - Health Coaching and Wellness



Annual Membership Meeting

**Monday
January 25, 2016
6:00 pm**

LVH–Cedar Crest Auditorium

Teleconference Available at
LVH–Muhlenberg

Members attending this educational session will be compensated through the participation component of the *Achieving Clinical Excellence* incentive plan.

CHOOSING WISELY® *Continued from page 1*

Clinicians today are faced with many obstacles in the ever-changing health care landscape. Through the joint efforts of Lehigh Valley Health Network (LVHN) and Lehigh Valley Physician Hospital Organization (LVPHO), we are addressing those obstacles head-on with the adoption of the ABIM’s Choosing Wisely initiative.

“Since this initiative began, more than 70 specialty societies have released their medical recommendations that should be questioned by both providers and patients,” says Madalyn Schaeffgen, MD, family medicine physician at LVPG Family Medicine–Cetronia Road’s practice and Choosing Wisely advocate. “This initiative helps physicians be better stewards of finite health care resources for their patients through evidence-based recommendations. We need to make sure the right care is delivered at the right time.”

Recent surveys and studies have shown that more than half of physicians have said that even if they know a medical test is unnecessary, they order it if a patient insists. However, almost three out of four physicians have said that after they speak with their patient about why a test or procedure is unnecessary, their patient often avoids it.

This is what Choosing Wisely is designed to do—to promote conversations between providers and patients.



The LVPHO is currently working with LVHN’s Division of Education on Choosing Wisely training modules, through the TLC (The Learning Curve) website, that will provide CME’s to those that complete the required courses. There’s also a possibility of implementing some of the initiatives through the LVPHO’s *Achieving Clinical Excellence* program in the future.

For more information about Choosing Wisely, contact Joe Candio, Jr. at 610-969-0479, josephjr.candio@lvhn.org or Wayne Stephens at 610-969-0028, wayne_t.stephensii@lvhn.org, or visit www.choosingwisely.org.



PERFORMANCE RESULTS January - June 2015 ACE Cycle

Primary Care – Top 10

Primary care practices who achieved the highest point totals for this ACE cycle

Rank	Practice	Specialty
1.	Green Hills Family Health Care Inc	Family Practice
2.	Bethlehem Family Medicine	Family Practice
3.	Joseph A Habig II MD, Jaclyn M Sperrazza DO	Family Practice
4.	Lehigh Valley Pediatric Assoc Inc	Pediatrics, General
5.	Kenneth G Ryder MD	Family Practice
6.	LV Family Practice Assoc	Family Practice
7.	Benavage and Heffelfinger	Family Practice
8.	Ellen M Furlong-Julia MD	Pediatrics, General
9.	Children’s Health Care	Pediatrics, General
10.	Adult Medicine & Geriatrics	Internal Medicine, General

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Specialty Care – 100% Club

Specialty practices who achieved the maximum points possible for this ACE cycle

Practice	Specialty
Allentown Assoc in Psychiatry & Psychology	Psychiatry
Allentown Pain Center	TMJ/TMD Dysfunction
Aesthetic Surgery Associates	Plastic Surgery
Children's Heart Center of NE PA	Pediatric Cardiology
Dermatology & Skin Cancer Center PC	Dermatology
General Surgical Assoc of LVPG	General Surgery
Khubchandani-Stasik-Rosen PC	Colon & Rectal Surgery
LVPG - General Inpatient Pediatrics	Pediatric Infectious Disease
LVPG - GYN Oncology Specialists of the LV	Gynecology Oncology
LVPG - Hematology Oncology	Hematology & Oncology
LVPG - Lehigh Neurology	Neurology
LVPG - Lehigh Neurology	Physical Medicine & Rehabilitation
LVPG - Lehigh Valley Heart and Lung Surgeons	Cardiothoracic Surgery
LVPG - Lehigh Valley Infectious Disease Specialists	Infectious Diseases
LVPG - MHC IP Psychiatry	Psychiatric Ambulatory Care
LVPG - Muhlenberg Behavioral Health	Child and Adolescent Psychology
LVPG - Muhlenberg Behavioral Health	Consultation – Liaison Psychiatry
LVPG - Neuropsychiatry	Neuropsychiatry
LVPG - Neurosurgical Assoc	Neurological Surgery
LVPG - Orthopedics	Physical Medicine & Rehabilitation
LVPG - Surgical Specialists of the LV	General Surgery
LVPG - Surgical Specialists of the LV	Trauma – Surgical Critical Care
Orthopaedic Assoc of Allentown	Hand Surgery
Orthopaedic Assoc of Allentown	Occupational Medicine
Orthopaedic Assoc of Allentown	Orthopaedic Surgery
Orthopaedic Assoc of Allentown	Orthopaedic Trauma
Orthopaedic Assoc of Allentown	Pain Medicine
Orthopaedic Assoc of Allentown	Spine Surgery
Orthopaedic Assoc of Allentown	Sports Medicine
Peripheral Vascular Surgeons of LVPG	Vascular Surgery
Valley Kidney Specialists PC	Nephrology
Valley Oral Surgery PC	Oral & Maxillofacial Surgery

Let us help you succeed in *Achieving Clinical Excellence!* Schedule your practice visit by contacting Joe Candio, Jr. at 610-969-0479, josephjr.candio@lvhn.org or Wayne Stephens at 610-969-0028, wayne_t.stephensii@lvhn.org.

Welcome to Our New LVPHO Member Physicians!

Cardiology

Yasotha Rajeswaran, MD

Emergency Medicine

Mary A. Sibley, DO

Endocrinology

Andrew J. Brackbill, MD

Family Practice

Elaine S. Banerjee, MD

Victor D. Gonzalez Benitez, MD

Jennifer M. Daly, DO

Sara A. D'Ancona, MD

Zahra Raza, MD

Hand Surgery

Paul A. Sibley, DO

Hematology & Oncology

Paul Palyca, MD

Hospital Medicine

Tatiana Arolli, DO

Johnnie M. Georges, MD

Abhijit M. Godbole, MD

Andrew Y. Hamarich, DO

Muhammad Majeed, MD

Nirmita Shah, MD

Marnina B. Shelkin, DO

Internal Medicine, General

Di Wu, MD

Neurology

Navid Tabibzadeh, DO

Preet M. Varade, MD

Obstetrics & Gynecology

Beth A. Folio, MD

Otolaryngology

John J. Sirotnak, III, MD

Pediatric Surgery

Keith A. Thatch, MD

Pediatrics, General

Andrea L. Goldsmith, MD

Monica Lancellotti, MD

Physical Medicine & Rehabilitation

Kristin J. Varacalli, DO

Podiatric Surgery

Kevin M. Short, DPM

Urogynecology

Luis M. Espaillat-Rijo, MD

VALLEY PREFERRED



10th Annual Valley Preferred Spirit of Courage Awards Draw Record Attendance

The 10th annual Valley Preferred Spirit of Courage Awards celebration drew a record crowd of 940+ first responders and guests to Coca-Cola Park in Allentown on Oct. 6, 2015. A highlight of the program showcasing the decade milestone of the event featured a captivating presentation by celebrity Randy Mantooth of the classic television hit series “Emergency!” Well-known among firefighters, paramedics and EMTs as the figure who inspired countless careers in the first response professions, Mantooth shared the stage with 25 honorees recognized for acts of heroism, fire safety promotion or burn prevention education.

Proceeds benefit the Burn Prevention Network and
Lehigh Valley Health Network Regional Burn Center.

National Award Recognizes LVPHO for “Defining Patient-Centered Care”

Lehigh Valley Physician Hospital Organization/Valley Preferred was awarded the 2015 Path to Excellence award by the National Research Corporation at the 21st Annual NRC Picker Patient-Centered Symposium held Sept. 20 in Washington, D.C.

According to an NRC media report on the event, this recognition puts LVPHO/Valley Preferred “among a select group of health care innovators leading the way on the path to patient-centered care.”

Award winners are selected based on achievement within categories patients have identified as being most important to their quality of care. LVPHO/

Valley Preferred’s award was won for its ranking in the Doctor Rating (Pediatric) category.



In recognition of excellence in patient-centered care, the award in the “Most Improved: Rate Doctor – Pediatric” category was presented to Lehigh Valley Physician Hospital Organization, Inc.

“Implementing improvement processes are difficult and require large amounts of time and resources, so when organizations make the commitment to look past those constraints, it really defines who the winners are,” said Helen Hrdy, Senior Vice President of Client Service at National Research, based in Lincoln, Nebraska. “We congratulate Lehigh Valley Physician Hospital Organization for truly defining patient-centered care.”