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Upcoming Practice Meetings:

Southern Nevada:
Wednesday, January 29, 2020 at
Desert Springs Hospital

Northern Nevada: Thursday, Thursday,
January 30, 2020 at NNMC Sparks
Medical Building

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Compliance Line:

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Heather, Jamie, Jessica, Larry,
Leeann, Martha, Rena, Rhonda,
Savannah, Scott, Sharon,
Tommy

What's in a Number? Sometimes, Everything!

The Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) required CMS (Centers for Medicare and Medicaid Services) to remove Social Security numbers from all Medicare cards by April 2019. The Health Insurance Claim Number, which contained Social Security numbers, was to be replaced by a new, randomly generated, eleven digit Medicare Beneficiary Identifiers (MBI). CMS was mandated to do this by Federal law in order to reduce fraud as well as to protect Medicare beneficiary identity.



In April, 2018, CMS began mailing new Medicare cards to all beneficiaries. At that time, CMS also began educating providers on the use of the MBI and encouraged all medical practices to begin transitioning.

In April, 2019, CMS announced that it had completed the task, and that all beneficiaries had received their new MBI. They strongly encouraged providers to begin using MBIs. CMS has released a strong reminder to practices that HICNs will no longer be recognized after December 31, 2019. Effective January 1, 2020, CMS will only accept MBIs for billing and claims.

In general, if you do not use MBIs on claims after January 1st, you will get claim rejection codes. If filing electronically: Claims Status Category Code of A7 (acknowledgement rejected for invalid information), a Claims Status Code of 164 (entity's contract/member number) and an Entity Code of IL (subscriber).

If filing paper claims, notices: Claim Adjustment Reason Code (CARC) 16 "Claim/service lacks information or has submission / billing error(s)"

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and Remittance Advice Remark Code (RARC) N382 “Missing/incomplete/invalid patient identifier”.

Please be sure that your system has been updated, as needed.

Announcing **ANOTHER** Gaps in Care Contest for Year End 2019

As reported in our November newsletter, Silver State ACO ran contests at the end of 2017 and 2018, offering added incentive for practices to close gaps in care. The contests were very successful and, therefore, SSACO decided to run a contest again for 2019 quality reporting. CORRECTION – to run TWO contests!!

At the beginning of November all practices received an email announcing the Gaps-in-Care Contest. The email detailed the rules, including which five categories would be considered, offering \$1,000 for the winner in each category. The contest closed on November 22nd.

At the beginning of December, Silver State ACO announced another contest, giving practices additional chances to win. All practices – including those who may have won in November – are eligible to participate. In other words, that’s a total of \$10,000 available for practices to win. Winners are based on the highest percentage of completion so that small practices have an equal chance.

Although the November contest has closed, your practice still has a few weeks in December to close gaps in care and win \$\$\$\$. We always encourage our Participants to

work with their designated SSACO Quality Coordinator to deliver the best care and to document it correctly. Now we’re offering added motivation to do so before the end of the year. Keep in mind that closing gaps also increases Silver State ACO’s likelihood of earning Shared Savings again, as well as the amount we can earn. It also increases the share of those

funds that *your* practice will receive if we are successful!

Details in the flier, below. Reach out to your Quality Coordinator with questions or for ideas and recommendations on how to most efficiently close gaps in care.

Winners will be announced at the January practice meetings. Results will also be reported in the February newsletter.

Ready, Set, Go. Good luck!



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Silver State ACO
Accountable Care Organization

DECEMBER 2019 CONTEST

WIN UP TO \$5,000

We are handing out \$1,000 for each of the following **FIVE** categories...

- Tobacco Screening and Cessation
- Depression Screening
- Fall Risk Assessment
- Colorectal Cancer Screenings
- Breast Cancer Screenings

The participating practice that completes the highest percentage
of attributed patients will win!

Your practice can win in one category or all five!!!

Rules:

- Only ACO attributed patients may qualify
- Must get your completed list to your Quality Coordinator no later than Friday December 27th.
- Assessments must be scanned in the chart no later than December 31st.
- All submission must be submitted in an excel spreadsheet
- Colorectal and Breast Cancer Screening reports must be scanned into the chart in order to qualify. So call and get those reports scanned in ☺


US Health Systems – Here to help

Just a friendly reminder that USHS is Silver State ACO's care coordination team. They help with transitions of care, particularly when a patient is discharged from an acute care facility. They are a resource for our Participants, an extension of Silver State ACO. Please accept their requests to come meet with you and help them have an impact by introducing them to your staff. We can't stress enough that SSACO has been successful due, at least in part, to teamwork – which includes you, USHS, and SSACO staff and Quality Coordinators.

CAHPS Survey – Reminder

CMS seriously considers beneficiary experience. Patient satisfaction is included in the calculation of each ACO's quality score. CMS requires all ACOs to hire an independent company to administer a CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey.

Survey letters have been mailed to an arbitrarily selected group of your patients. If they receive no response to the letters, the company will call. We've included sample questions that may be asked of your patients. Please do what you can to be sure that your patients are satisfied with their experience. In any case, wouldn't it be wonderful if our patients were all completely happy with their doctors, the office, the staff and the service, as well as the results of their care?

	
<u>CAHPS SURVEY</u>	
CATEGORY	SAMPLE
Timely Care, Appointment and Information	<p>Did you contact this provider's office to get an appointment for an illness, injury or condition that needed care right away?</p> <p>When you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?</p>
Provider Communication	<p>How often did this provider explain things in a way that was easy to understand?</p> <p>When you contacted this provider's office during regular office hours, did you get an answer to your medical question that same day?</p>
Rating of Provider	Overall rating of your provider on a scale of 0-10
Access to Specialists	How often was it easy to get appointments with specialists?
Health Promotion and Education	Did anyone on your health care team talk about the exercise or physical activity you get?
Shared Decision Making	<p>When you and this provider talked about starting or stopping a prescription medicine, did this provider ask what you thought was best for you?</p> <p>Did you and this provider talk about how much of your personal health information you wanted shared with your family or friends?</p>
Stewardship of Patient Resources	Did anyone on your health care team talk about how much your prescription medicines cost?
Courteous and Helpful Office Staff	How often did the receptionists at this provider's office treat you with courtesy and respect?
Care Coordination	When this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?
Health/Functional Status	Patient Demographics

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September Practice Meeting

What a great way to learn, meet other participants, have breakfast or lunch, and – perhaps - win some prizes. The practice meeting at Summerlin Hospital on November 12th did just that for the attendees.

Sadie Howes, US Health Systems (USHS) Vice President of Operations, made a presentation describing how the care coordinators at USHS approach their role as well as how they hope to improve the success of transitions from acute facilities to home. She reviewed the Comprehensive CMS required Transition of Care (TOC) form as well as other support services offered by USHS.



Sadie Howes, USHS VP of Operations

USHS is here to help you help your patients, possibly resulting in a better patient experience and better results at a lower cost to Medicare. Please note their 24/7 CareLine Call Center phone number so that you can reach out to them for help, if needed:

[1-833-208-0588](tel:1-833-208-0588)

Also at the meeting, Jessica Shepard, SSACO Quality Supervisor, reviewed quality measure exclusions and new telehealth opportunities, as well as reminders about requirements when filing promoting interoperability. Larry Preston, CEO, reviewed Silver State ACO's Shared Savings Earned for 2018 and explained how outstanding it is for SSACO to have been successful four years in a row. Prizes were distributed to winners drawn from respondents to the newsletter raffle as well as from all attendees at the practice meeting. Chock full of information and fun. Be sure to join us at the next meeting on January 29th in Southern Nevada or January 30th in Northern Nevada.



Larry Preston, CEO,
Addressing the Southern Nevada Practice Meeting

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Tis the Season... to Beware

We've all been taught to be especially alert and vigilant when shopping during the holiday season. Carrying too many packages, paying attention to too many distractions, multi-tasking and, perhaps eating and drinking too much, creates an opportunity for criminals. No less so for cyber-criminals. The holidays engage us in the joy of the season and, too often, lead us to let our guard down.

Please be alert and aware. Be sure to remind your staff to secure all PHI, whether physical paper or digital. ALWAYS log out of programs and computers before stepping away- even if for a short time. Unfortunately, we must be even more careful with digital information than with paper as any lapses or breaches can have very long lasting effects. Avoiding issues can be as easy as an on/off switch. It bears repeating... here from us to you and in your office from you to your staff!

Practice Meetings Schedule for 2020 :

Please be sure to join us and your fellow Silver State ACO Participant practice managers, providers and staff at our quarterly practice meetings. It's a wonderful opportunity to learn, meet other SSACO Participants, and win great prizes.

SOUTHERN NEVADA

There will be two sessions on each date: 7:30 a.m. and 11:30 a.m.

Desert Springs Hospital – Wednesday, January 29, 2020

Summerlin Hospital – Wednesday, May 6, 2020

Desert Springs Hospital – Wednesday, September 2, 2020

Summerlin Hospital – Wednesday, November 4, 2020

NORTHERN NEVADA

All Northern Nevada practice meetings will take place at the NNMC

Sparks MOB at 5 p.m.

Thursday, January 30, 2020

Thursday, May 7, 2020

Thursday, September 3, 2020

Thursday, November 5, 2020

We hope to see you at the meetings.

Thoughts on Black Friday...

Black Friday: because only in America people trample each other for sales exactly one day after being thankful for what they already have.

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The actual history of the term: “Black Friday” was originally associated with the crash of the U.S. gold market on Friday, September 24, 1869, which sent the stock market into free fall, bankrupting many Americans.

The most commonly accepted origin of using the term to describe the retail rush on the day after Thanksgiving is linked to retailers. As the story goes, after an entire year of operating at a loss (“in the red”), stores would finally earn a profit (“went into the black”) on the day after Thanksgiving because holiday shoppers would spend so much money on discounted merchandise. That, however, is not the real origin.

The true story is that back in the 1950s, police in Philadelphia used the term to describe the chaos that happened the day after Thanksgiving when hordes of tourists flooded the city in advance of the big Army-Navy football game held on that Saturday every year. Philadelphia police would all have to work extra long shifts to deal with the crowds and traffic. In addition, shoplifters would take advantage of the bedlam to “work” overtime, adding to the law enforcement headache. The term “Black Friday” caught on in Philadelphia and the city’s merchants even tried (unsuccessfully) to change it to “Big Friday” in order to remove negative connotations. The expression was not used in the rest of the country until the late 1980s.



Best wishes - from all of us to all of you - for a wonderful holiday season. Stay healthy and safe!

*First chance to win in the new year –
Respond to the email to which this newsletter was attached, with the
phrase, “Silver State ACO – Better Than Ever in 2020!”*

#VegasStrong



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Pictures from the SSACO November Southern Nevada Practice Meeting



Rena Kantor, SSACO Director of Operations with
Newsletter drawing winner
Gene Talley (JATEKO Family Medical Group)



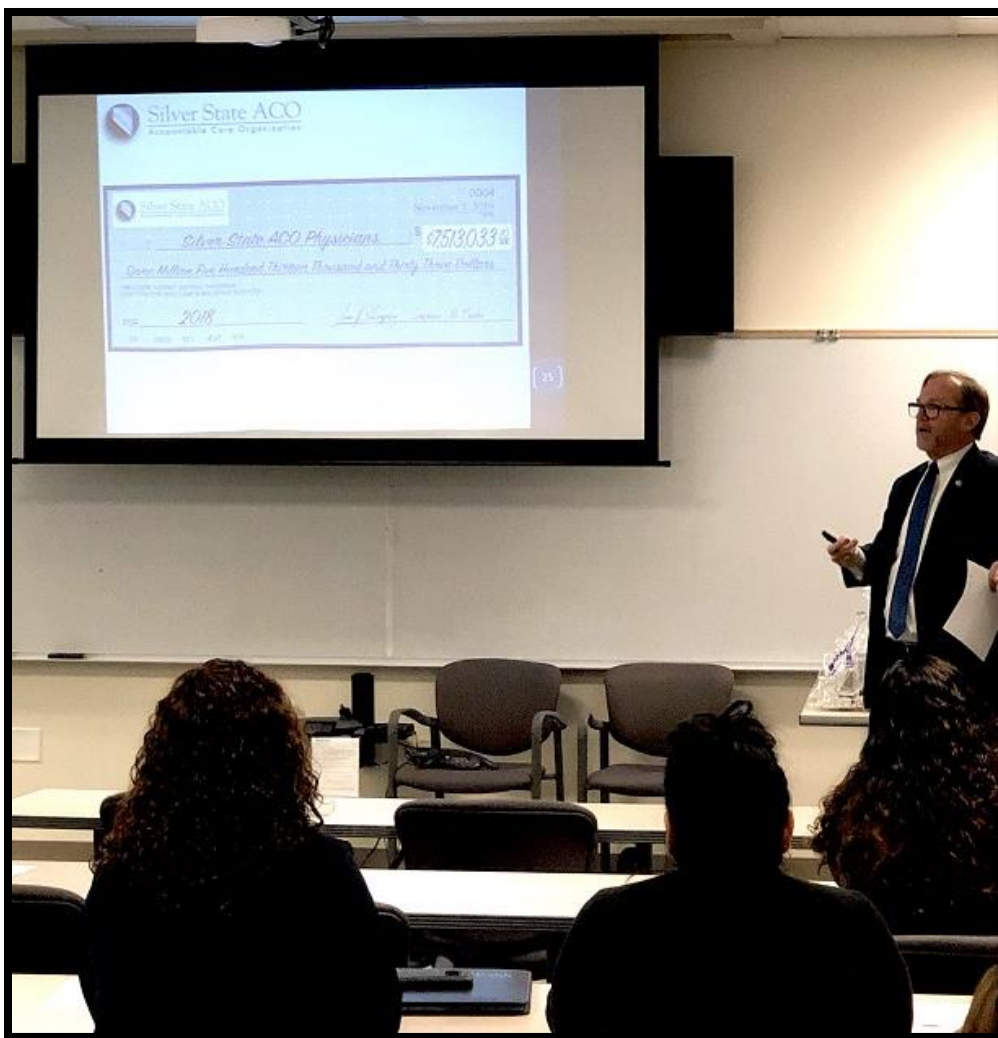
Pictured left
Tommy Ahsan, SSACO Director of Analytics
with Raffle Winner, Samantha Roy
(Healthcare Partners – Lone Mountain)



Pictured right
Tommy Ahsan, SSACO
with Raffle Winner, Marlene Mares
(Nevada Family Care)



Pictured left
Rena Kantor, SSACO with
Newsletter drawing winner
Araksia “Roxy” Yeghishyan
(Red Rock Medical Center)



Pictured above
Larry Preston, SSACO CEO explaining the
“BIG” Check



Pictured above
Larry Preston, SSACO explains where SSACO
ranks across the United States