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#VegasStrong

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GAP CLOSURE CONTEST

Silver State ACO Quality Coordinators identify gaps in care. However, it's the Participant practices who generally have the ability to close those gaps. As an incentive for practice staff to focus on doing so in a timely manner, SSACO is holding a year-end contest. Practices may win based on total number of gaps closed or on highest percentage of gaps closed in a particular category, giving both big and small groups the opportunity to win.

2023 GAP CLOSURE CONTEST
October 6th - November 17th

WIN UP TO \$21,000

We are handing out prizes for each of the following SEVEN categories...

- Breast Cancer Screening
- Colorectal Cancer Screening
- Tobacco Screening and Cessation
- Influenza Immunization
- Fall Screening
- Controlling Hypertension
- Depression Screening & Follow-Up Plan

\$1,500 for the practice that completes the most per category AND \$1,500 for the practice that completes the highest percentage of attributed patients per category!

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

Rules:

- Quality Coordinators will provide a Gap in Care Report that includes eligible patients
- Must submit your completed list to your Quality Coordinator no later than November 17th
- Supporting documentation must be scanned in the chart no later than November 17th
- All submissions must be documented in an excel spreadsheet
- Any gap closures qualify, including IllumiCare closures

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Southern Nevada
Wednesday, Nov. 1, 2023

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Happy
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All documentation must be correctly recorded / scanned into the chart, and entries must be submitted by November 17th, so NOW is the time to act.

END OF YEAR APPROACHING

As the end of the year approaches, Silver State ACO Quality Coordinators are hard at work, assisting their assigned practices to close gaps, improve reporting, and to take advantage of incentives that CMS offers. CMS has designed various programs to give physicians and clinicians the opportunity to be paid more for giving better care (or, more accurately, to provide care that results in better outcomes).

Silver State ACO has been successful for eight consecutive years because of our team work and attention to detail. Our Participant practices work with their Quality Coordinator to close gaps, improve reporting, and to make sure that they are fulfilling all requirements set by CMS. We'd like to remind practices of their responsibilities because each practice's results and scores affect the overall outcome for Silver State ACO, as a whole. CMS uses those results and scores as a factor in whether SSACO earns Shared Savings. We are aiming for a ninth year in a row! Every practice contributes.

Please read the quality measures spotlight carefully. Note that many of the terms are highlighted hot links, allowing a direct connection to additional detail. And, don't hesitate to reach out to your quality coordinator for clarification and/or assistance in filing required documentation.

QUALITY MEASURES SPOTLIGHT

Promoting Interoperability

All Participant practices are reminded that a very **crucial** portion of the Merit-Based Incentive Payment System (MIPS), **Promoting Interoperability**, must be completed by the practice. Silver State ACO can remind practices and provide guidance but cannot complete or file Promoting Operability on behalf of a practice.

MIPS was designed by The Centers for Medicare and Medicaid Services (CMS) under the Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) to provide an incentive to eligible clinicians. It ties together quality and cost efficient care, drives improvement in care processes and health outcomes, increases the use of healthcare information, and reduces the cost of care.



SPOTLIGHT

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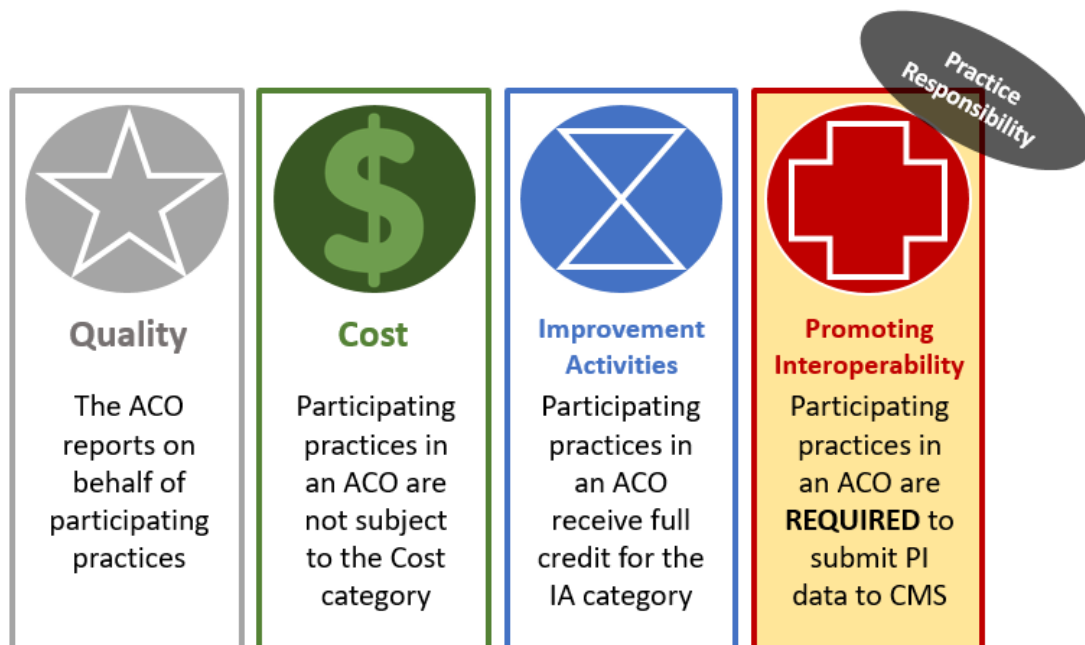
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Currently, there are four performance categories required under MIPS. As shown in the chart below, Silver State ACO reports a majority of the categories on behalf of its Participant practices. This is an automatic benefit for those who participate in our ACO. However, Promoting Interoperability is the only category that CMS will not allow an ACO to attest to on behalf of its practices. Ultimately, this category is solely a **practice's responsibility**.

Promoting Interoperability (PI) emphasizes patient engagement and the electronic exchange of health information, utilizing certified electronic health record technology (CEHRT). Every measure required



under the PI category is met and tracked using the practice's own electronic medical record. For 2023, an eligible clinician must meet the following criteria in order to submit PI:

- Usage of a 2015 Edition CURES (Choice, Access, and Quality in Health Care for Americans Act) updated CEHRT
- Collect measure data for a minimum performance period of 90 consecutive days
- Complete a Security Risk Analysis
- Complete the High Priority Practices from the SAFER Guide (Safer: Safety Assurance Factors for EHR Resilience)

There are four objectives under the Promoting Interoperability performance category, each with its own measures that need to be met. Failure to report at least one patient in the numerator for all measures or reporting a "No" for any attestations, will result in a score of "0" for that PI category, regardless of how well the other measures scored. **This is extremely critical to note as what your practices does - or doesn't do - affects every single participating practice within Silver**

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State ACO. The table below notes the four objectives and measures **required** to be reported for PI:

OBJECTIVE	MEASURE	POINTS	
e-Prescribing	E-Prescribing	Up to 10 points	
	Query of PDMP	10 points	
Health Information Exchange	Option 1	Support Electronic Referral Loops by Sending Health Information	Up to 15 points
		Support Electronic Referral Loops by Receiving and Reconciling Health Information	Up to 15 points
	Option 2	HIE Bi-Directional Exchange	30 points
Provider to Patient Exchange	Provide Patients Electronic Access to their Health Information	Up to 25 points	
Public Health and Clinical Data Exchange	Report to BOTH of the following registries via EMR: 1. Immunization Registry Reporting 2. Electronic Case Reporting	25 points	

There is an option for a practice to earn five bonus points if it reports to additional registries via its EMR. Registries that qualify for the additional bonus are:

- Public Health Registry
- Clinical Data Registry
- Syndromic Surveillance

Promoting Interoperability specifications and other supporting documents can be found in the [Resource Library](#) on the Quality Payment Program website

(www.qpp.cms.gov/resources/resource-library)

As always, practices are urged to reach out to their designated SSACO Quality Coordinator with questions or for assistance with meeting any measures.

NEW INITIATIVE TO PREVENT / REDUCE PROGRESSION OF KIDNEY DISEASE

In the October newsletter, we introduced a new **CKD Screening and Management Learning Collaborative** initiative developed by Quality Improvement Organization **Comagine Health**. They aim to have primary care providers in the state join the an initiative to improve early detection of chronic kidney disease (CKD) before it progresses to end-stage renal disease (ESRD).

Quest Diagnostics is working alongside **Comagine Health** to compile data from in-office lab testing to simplify processes for CKD screening in patients with diabetes and hypertension, who are at high-risk.

Any practice that has not already done so is urged to reach out to Comagine to discuss the possibility and value of joining the program.

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Email partnership@comagine.org to apply for this program. Space is limited and available slots will be filled on a first-come, first-served basis, so practices who use Quest as described above are advised to act quickly. For additional information, see the October SSACO newsletter or reach out directly to Dr. Bard Coats at bcoats@comagine.org with any questions.



SECURITY

This month is a time for reflection and giving thanks. Some of us gather around a meal with family, while others may enjoy time with friends. It's the time of year to catch up with loved ones. That's why, this month, SSACO's Compliance Officer would like to remind you of the idiom "loose lips sink ships." Originally, it was used in World War II as part of a propaganda campaign. This wartime slogan warned people in the military and ordinary citizens to watch what they said. Unguarded talk might give useful information to the enemy. This idiom still holds true today. Keep things quiet.



Those "loose lips" can be security risks. You might expose your organization (or yourself) to lawsuits, ruin relationships, and create a bad reputation for yourself. Even the most innocuous-seeming information can cause damage. The next time you're inclined to share something about another party, pause and ask if sharing it is really necessary.



OUT OF SIGHT, OUT OF MIND

The origin of the saying, "Out of sight, out of mind" is traced back to the ancient Greek philosopher, Aristotle (384 – 322 BC). He wrote that "memory is the residue of thought," positing that what we remember boils down to what we pay attention to, and if something isn't directly in front of us, then we probably won't remember it.

Although it's true that we have many more tools to help us remember things than the ancient Greeks did, we can still learn from the saying. No number of sticky notes, buzzing phones or blaring alarms will get us to do something if we didn't originally pay attention to the importance of the task. So, please use the following list of reminders as an opportunity to read about the project or process being described... and to understand its importance. Or, use it as a

reminder to call your quality coordinator, or other contact at Silver State ACO, to learn more about it.

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- The annual, CMS required, CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey is underway. The CAHPS survey aims to understand how patients are being cared for or, more accurately, how they perceive the care they're getting, as well as their overall experience. The CAHPS score is part of an ACO's overall quality score, making it significant to the ultimate results for the ACO.



The point of the survey is CMS's attempt to *score* how patients feel about their care. As caregivers, though, we should always aim to understand patients' needs and perceptions so that we can better assist them. Research has proven that a positive mindset helps patients recover and feel better more quickly. This should be our priority year-round.

- Working as a team is beneficial both to the members of the team as well as to those the team is serving. Silver State ACO is a team comprised of independent medical practices, as well as Preferred Providers, hospitalists and various companies who provide electronic platforms and services to assist providers. Patients benefit when a team is able to share data, as well as ideas and recommendations.

This works best if the team members use the opportunities and services available to them. Has your team checked the Silver State ACO website (www.silverstateaco.com) for the most up to date listing of Preferred Providers? These are specialists and facilities whose providers help maintain quality of care, reduce redundancies and duplications, and assist in a smooth continuum of care.

- Do you have patients who you know head straight to the hospital ED if they don't feel well over the weekend or when your clinic is closed? Are they patients whose needs are equally – or better – met in the comfort of their own home? DispatchHealth is the Silver State ACO preferred provider for in-home care.



There is a dedicated phone number for SSACO beneficiaries: **725-246-1973**, giving your patients

Preferred Provider Network		
Southern Nevada Silver State ACO Care Coordination Line (24/7): 800-888-8888 Silver State ACO Compliance Line: 702-751-0834		
Acute Care Services	Behavioral Health Services	Skilled Nursing Facilities
Valley Health System	Advanced HealthCare of Henderson	702-706-6200
Emergency Services	702-755-8200	Advanced HealthCare of Las Vegas
David J. Porter Hospital (DJP) Outpatient	702-582-9500	702-967-6200
David J. Porter Hospital (DJP) Inpatient	702-405-5000	Advanced HealthCare of Summerlin
Daylight Valley Hospital	702-582-9500	702-888-3800
Daylight Valley Hospital - Outpatient	702-582-9500	CHS Health Partners
Daylight Valley Hospital - Pharmacy	702-763-2000	CHS Medical Center NV
Acute Care Services (Continued)	Long Term Care/Residential Care	702-365-4700
Valley Health System - Hospital	2280 E. Ogden Ave., Las Vegas	702-365-2588
702-775-2707	Highland House of Henderson	775-948-7664
Behavioral Health Services	2777 Pioneer Blvd., Henderson, NV	702-885-2000
Valley Health System	Henderson Ridge Services, 8700 West Dr.	702-888-3800
Spring Mountain - Treatment Center	840 S. Sunset Road, Reno	702-858-2000
Valley Health System - Outpatient	Medical Care of Henderson Hills	702-888-3800
702-875-2600	702-888-3800	702-888-3800
Behavioral Health Services (Continued)	Other Services	702-888-3800
Spring Mountain - Treatment Center	Chiropractic	702-790-3000
702-875-2600	Chiropractic Center of Henderson	702-888-3800
Behavioral Health Services (Continued)	Diabetes Management	702-888-3800
Spring Mountain - Treatment Center	1251 S. Duran Street	702-888-3800
702-875-2600	1000 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Geriatric Care	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Hospital Care	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Imaging Services	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Inpatient Services	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Outpatient Services	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Pharmacy Services	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Primary Care	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Specialty Care	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Urgent Care	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800
Behavioral Health Services (Continued)	Wound Care	702-888-3800
Spring Mountain - Treatment Center	1400 E. Harmon Ave., Henderson, NV	702-888-3800
702-875-2600	1400 E. Harmon Ave., Henderson, NV	702-888-3800

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access to in-home care even more quickly. And, it assures the practice that it will receive a full report of the visit, with documentation. DispatchHealth does not have regular clinics and, therefore, there is no concern that the patient will seek care at a different clinic in the future.

The best way to be sure that your patients know about this service is for *you to tell them*. DispatchHealth has flyers and cards that can easily be displayed in your waiting or exam rooms. This service benefits your patients as well as SSACO. An in house visit is both more convenient and less expensive than a visit to the ED. Please be sure to let your patients know about this service, available to them using their Medicare benefits.

- Please keep login credentials up to date for all Silver State ACO portals and programs. If you are in a supervisory position, be sure to notify us immediately if a staff member, with log-in rights to any of the portals, leaves the practice or is reassigned.

SPOOKY and SPOOFY HARRY POTTER HALLOWEEN AT SILVER STATE ACO



From left: Larry Preston (CEO - SSACO); Alyssa Reid (QC), Jessica Aquino (QC), Linda Casco (QC), Martha Sutton (QC), Jessica Shepard (Director of Quality), Megan Ross (PMC), Marie Neto (PMC), Holly Gavin (COO – PMC), Rhonda Hamilton (COO – SSACO)

SILVER STATE ACO Compliance Line:

702-751-0834

Available for secure reporting of any suspected compliance issues, without fear of retribution.

In his farewell address at the end of his second term as (the first) President of the United States, George Washington said, "Observe good faith and justice toward all nations. Cultivate peace and harmony with all."

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