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## Kindred Healthcare Executives at SSACO Board Meeting

Kindred Healthcare is a shareholder of SSACO and a preferred provider for post-acute services. Kindred's top executives attended SSACO's May 17<sup>th</sup> Board meeting. In attendance were: Ben Breier, CEO, and Bill Altman, EVP Strategy and Policy. Mr. Breier addressed the Board and expressed Kindred's appreciation for everyone who has worked hard to make SSACO successful.



Ben Brier, CEO of Kindred Healthcare, Inc., addressing the Board. On the right, Linn Billingsley, Vice Chairperson of the Board and Division Vice President - Las Vegas Integrated Market for Kindred. On the left, Larry Preston, CEO of Silver State ACO.



From left: Board members Thomas Peters, MD (Sundance Medical), Dana Forte, DO (Forte Family Medicine), William Resh, MD (Nevada Heart and Vascular) and Chairman of the Board Lawrence Allen, MD (Diagnostic Centers of Medicine).

**Hold the Dates:**

**2017 Office Staff Meetings**

**NOTE new date/time:**

**Monday, June 19, 2017**  
**Summerlin Hospital –**  
**11:30 a.m.**

**October 25, 2017 –**  
**Spring Valley Hospital –**  
**7:30 a.m. and/or at 11:30**  
**a.m.**

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## **Please Join Us**

Join us on Monday, June 19<sup>th</sup> at 11:30 at Summerlin Hospital. Lunch will be served. Come meet staff from other SSACO Participant groups, learn from the SSACO staff and ask questions that everyone might benefit from.

Remember that if your name was announced (in the April newsletter) as a winner of a Starbucks card you must be at the June 19<sup>th</sup> meeting to pick it up. If your name was not announced, but you would like to win a prize (maybe a Starbucks card, maybe not), please respond to the email to which this newsletter is attached with “I win with Silver State ACO” in the subject line.

We look forward to greeting you on June 19<sup>th</sup>. RSVP would be appreciated so that we know to prepare lunch for you!

## **Diabetes Quality Measures – From our Clinical Specialist Team**

Although there are 2 Quality measures related to Diabetes CMS will be scoring them as a single “All or nothing” composite measure. Meaning points will only be awarded for the composite measure as a whole and not for the 2 individual DM measures.

To successfully complete this measure the patient must have ***both*** an A1c equal to or below 9.0 ***and*** a diabetic eye exam during 2017 (an exam negative for retinopathy in 2016 will also meet the measure) or the measure is failed & receives a score of zero.

Although most practices are performing an A1c on their diabetic patients we are seeing low scores across the board on the Diabetic Eye Exam measure. As featured in last month’s newsletter Nevada Eye Physicians will come out to your practice to do these exams. We strongly encourage you to reach out to Nevada Eye Physicians (702-896-6043)!

If you have any questions about the measures, please talk to your clinical specialist.

## **Hospitalization Notifications Now Being Sent for Patients Admitted to St. Rose / Dignity Facilities**

We hope you are taking advantage of the Experian notifications available to you indicating that your patient has been admitted to the hospital.

Medicare understands the value of having a patient see his/her PCP after leaving the hospital – in an effort to provide follow-up care and to avoid readmission. This is much better for the patient and Medicare pays handsomely for it, using codes for a Transitional Care Management visit. Upon discharge you must call the patient within two business days to make an appointment for the patient to come into your office. The patient must be seen within fourteen days (or, under a

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different code, within seven days if a high complexity case).

Silver State ACO, along with Experian, developed a means for you to know about your patient's hospitalizations. Until last month we were able to identify only patients who went to either Valley Health System or HCA hospitals. We now send you messages for admits to the St. Rose/ Dignity hospitals, as well.

Are you making the most of this system? Attached to this email (and also available in the 2017 Provider Manual) is coding and explanatory information for TCM visits. Have questions? Want additional staff in your office to have access to the Experian system? Please ask your clinical specialist or call the SSACO office.

## Preferred Provider Network – Radiology

SSACO's preferred providers are carefully selected specialists who have agreed to help SSACO deliver excellent care while decreasing redundancies and inefficiencies. The preferred provider for radiology services is Desert Radiology.

In response to CMS's effort to reduce unnecessary imaging in connection with back pain, Desert Radiology has worked with the SSACO clinical team to develop an educational tool to help identify when imaging is necessary. Desert Radiology will be reaching out to each of our Participants to discuss. Please take their call and set an appointment to meet with them and learn more.

## What is CAHPS? How Does it Affect my Practice?

CAHPS stands for "Consumer Assessment of Healthcare Providers and Systems". A CAHPS survey is conducted on behalf of Silver State ACO and the results are used as a factor in our overall Quality Score which, in turn, is part of what is considered by CMS to determine how "successful" we are.

CMS requires Silver State ACO to contract with an approved vendor to perform the CAHPS "Patient Satisfaction" survey each year. The survey has eight "domains" with questions related to each domain. The full survey is approximately seventy questions.

Attached to this newsletter is a list of the questions CMS will ask our ACO beneficiaries. Can your practice expect to get great ratings from your patients? We recommend that you review the questions with your staff.

## Global 'Ransomware' Attack: Guidance and Recommendations

Earlier this month, news organizations reported an unprecedented global "ransomware" attack that hit computers in 100,000 organizations, in 150 countries. Ransomware exploits human and technical weaknesses to gain access to an organization's technical infrastructure in order to deny the organization access to its own data by encrypting

that data. Attached to this email is a fact sheet, circulated by CMS, re: ransomware and HIPAA.

In light of these events, the U.S. Department of Health & Human Services (HHS) recirculated its ransomware guidance (<https://www.hhs.gov/for-professionals/security/guidance/index.html>) which includes information on how compliance with the HIPAA Security Rule helps entities prepare for ransomware attacks. HHS' Office of Civil Rights website features an FAQ sheet about HIPAA-covered agencies and business associates and sharing cyber threat indicators under the Cybersecurity Information Sharing Act of 2015 (CISA). HHS recommends taking the steps below if your organization is the victim of a ransomware attack:

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1. Contact your FBI Field Office Cyber Task Force (<https://www.fbi.gov/contact-us/field-offices/field-offices>) immediately to report a ransomware event and request assistance. These professionals work with state and local law enforcement and other federal and international partners to pursue cyber criminals globally and to assist victims of cyber-crime.
2. Report cyber incidents to the United States Computer Emergency Readiness Team (<https://www.us-cert.gov/ncas>) and the FBI's Internet Crime Complaint Center (<https://www.ic3.gov/default.aspx>).
3. For further analysis and healthcare-specific indicator sharing, please also share these indicators with HHS' Healthcare Cybersecurity and Communications Integration Center (HCCIC). The email address is: HCCIC\_RM@hhs.gov.

#### Thought for the Day:

