

## In this Issue

- CAHPS
- Updating TIN and NPI Information
- Experian Notifications: Note re: Valley Health System
- CMS Reminder
- Practice meetings

## Upcoming Practice Meetings:

Southern Nevada:  
Tuesday, November 12<sup>th</sup> at  
Summerlin Hospital

Northern Nevada: Thursday,  
November 21<sup>st</sup> at NNMC Sparks  
Medical Building

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Martha, Rena, Rhonda,  
Sara, Scott, Sharon,  
Tommy

## CAHPS Quality Measures

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is a patient survey that asks patients to review their healthcare encounters in order to advance understanding of the patient's experience. This survey comprises ten of the Quality Measures the ACO is graded on by Centers for Medicare & Medicaid Services (CMS).

The survey is meant to revolve around the experience of the patient and how they perceive key aspects of their care. One of our goals as an ACO is to provide high quality care. This tool becomes helpful in achieving that goal by highlighting our strengths, as well as our weaknesses.

The CAHPS survey is incorporated into our Quality Score for the Medicare Shared Savings Program. Most practices are familiar with the manually audited CMS web-interface measures but CAHPS measures are equally as important. We have listed below the categories for the CAHPS survey along with sample questions for each category.

Category	Sample Question
<b>Timely Care, Appointment and Information</b>	In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury or condition that needed care right away?
<b>Provider Communication</b>	In the last 6 months, how often did this provider explain things in a way that was easy to understand?
<b>Rating of Provider</b>	Overall rating of your provider on a scale of 0-10
<b>Access to Specialists</b>	In the last 6 months, how often was it easy to get appointments with specialists?
<b>Health Promotion and Education</b>	In the last 6 months, did you and anyone on your health care team talk about the exercise or physical activity you get?
<b>Shared Decision Making</b>	When you and this provider talked about starting or stopping a prescription medicine, did this provider ask what you thought was best for you?

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Category	Sample Question
<b>Stewardship of Patient Resources</b>	In the last 6 months, did you and anyone on your health care team talk about how much your prescription medicines cost?
<b>Courteous and Helpful Office Staff</b>	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?
<b>Care Coordination</b>	In the last 6 months, 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?
<b>Health/Functional Status</b>	Patient Demographics

It is worth noting, we had significant declines in certain categories between performance years 2017 and 2018. Most notably:

- 24.10% decline in the category of Shared Decision Making
- 11.25% decline in the Health Promotion and Education category
- 19.71% decline in the Stewardship of Patient Resources category

Your assigned Quality Coordinators will be reviewing the CAHPS survey in detail with you in the upcoming weeks as the surveys will be conducted in the next month. As always, if you have any further questions or concerns do not hesitate to reach out to us.



*"Full house" at the lunchtime session of September 11<sup>th</sup> Practice Meeting at Desert Springs Hospital. We acknowledge and appreciate Desert Springs for their hospitality. Desert Springs Hospital is a member of the Valley Health System, our partner and preferred provider for acute services.*

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Keeping SSACO Up-to-Date

Centers for Medicare & Medicaid Services (CMS) identifies your participation in Silver State ACO (SSACO) by the practice TIN (Tax Identification Number) and providers NPIs (National Provider Identifier). In fact, we have to confirm to CMS which NPIs bill under which SSACO Participating group's TIN.

Please be sure to keep us up to date. Let us know when a provider joins – or leaves - your practice. You can call or send an email to your quality coordinator or to [silverstateaco@silverstateaco.com](mailto:silverstateaco@silverstateaco.com). Keeping us up to date is also important in order to maintain confidentiality if a provider has access to any SSACO platforms or portals that contain PHI.

Experian Notification System: Note...

One of the benefits of participating in Silver State ACO is access to the Experian system which notifies you when a patient has visited the ER, or been admitted to or – most importantly – discharged from the hospital, allowing you to bring the patient in for a post-acute visit as soon as possible after discharge.

We'd like to clarify that you will get information about your patients from all facilities that contract with Experian, including those out-of-state. The majority of notifications will be from local facilities.

Note that there are even differences between information we receive from local facilities. We'd like to point out that there is some important additional information that you will receive if your patient is discharged from a Valley Health System hospital (Northern Nevada Medical Center in Northern Nevada, and Centennial, Desert Springs, Henderson, Spring Valley, Summerlin and Valley Hospitals in Southern Nevada). The Valley Health System is an SSACO partner and Preferred Provider for acute services. In addition to being notified of the patient's discharge, these facilities attach a CCD (Continuity of Care Document) which includes clinical data about the patient's hospital stay. This will help in the provider understanding why the patient was originally admitted, what procedures may have been done, etc.

CMS Reminder to Remain Vigilant -

Please Share with Your Patients

As Medicare Open Enrollment approaches, people with Medicare are being reminded to be vigilant and take precautions to avoid falling victim to healthcare fraud. They can help protect themselves and the Medicare program.

Scammers are after medical insurance and financial account information and passwords. Historically, they have used the increased

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public outreach activities during Open Enrollment as an opportunity to strike.

Last year, CMS removed Social Security numbers from all Medicare cards. Ahead of schedule, the agency completed the successful mailing of brand new cards with a more secure Medicare Beneficiary Identifier (MBI) numbers to protect Medicare beneficiaries. Even with this change, CMS is reminding people with Medicare to guard their Medicare card like a credit card. They are also reminded to check Medicare claims summary forms for errors, and be wary of unsolicited requests for their Medicare number. Medicare will never call beneficiaries to ask for or check Medicare numbers. To bring heightened public awareness to potential fraud and keeping private healthcare and financial information safe, CMS is airing a national advertising campaign through October 14, the day before Open Enrollment begins.



“Health care scammers will go to great lengths to steal from Medicare beneficiaries. That’s why guarding your Medicare card and personal information is essential,” said CMS Administrator Seema Verma. “You can protect yourself by

knowing what to look for. Remember, if a caller says they’re from Medicare and asks for your Medicare number or other personal information – hang up. It’s probably a scam. Only give your Medicare number to participating Medicare pharmacists, primary and specialty care doctors or people you trust to work with Medicare on your behalf.”

CMS cautions that healthcare fraud ongoing scams may involve fraudulent health care screenings, genetic testing, lab work, and the sale of durable medical equipment (DME) like wheelchairs, walkers, canes and diabetic supplies. Healthcare fraud occurs when someone steals or uses a Medicare number to submit fraudulent claims to Medicare without the cardholder’s authorization. It can disrupt a patient’s medical care and wastes taxpayer dollars

To protect oneself from fraudsters, CMS offers the following security tips:

- Never accept medical supplies from a door-to-door salesman. If someone comes to your door claiming to be from Medicare, remember that Medicare and Medicaid do not send representatives to your home.

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- Never give your Medicare card, Medicare number, Social Security card, or Social Security number to anyone except your doctor or people you know should have it.
- Remember, nothing is ever "free." Never accept offers of money or gifts for free medical care.
- Be wary of providers who tell you that the item or service isn't usually covered, but they "know how to bill Medicare" so Medicare will pay.
- Always check your medications before leaving the pharmacy to be sure you received the correct medication prescribed, including whether it's a brand or generic name. If you don't get your prescription filled correctly, report the problem to the pharmacist.
- Report suspected instances of fraud by contacting the HHS OIG Hotline or Medicare's toll-free customer service operations at 1-800-MEDICARE (1-800-633-4227). You can also go online to find more information at our web resource -- [www.medicare.gov/fraud](http://www.medicare.gov/fraud). "



Remember – as their healthcare provider, you are the first line of defense for your patients. If you see anything suspicious involving Medicare cards, claims, or publications, please report it to CMS at the number listed, above. Also, be sure that all your records and systems now contain the MBI for patients, as CMS will soon discontinue use of the HICnumber.

Practice Meetings :

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

SOUTHERN NEVADA

**FINAL 2019 PRACTICE MEETING:**

Summerlin Hospital - Tuesday, November 12, 2019  
Two sessions: 7:30 a.m. and 11:30 a.m.

Desert Springs Hospital – Wednesday, January 29, 2020  
Two sessions: 7:30 a.m. and 11:30 a.m.

Summerlin Hospital – Wednesday, May 6, 2020  
Two sessions: 7:30 a.m. and 11:30 a.m.

Desert Springs Hospital – Wednesday, September 2, 2020  
Two sessions: 7:30 a.m. and 11:30 a.m.

Summerlin Hospital – Wednesday, November 4, 2020  
Two sessions: 7:30 a.m. and 11:30 a.m.

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**NORTHERN NEVADA**

All Northern Nevada practice meetings will take place at the NNMC  
Sparks MOB at 5 p.m.

**FINAL 2019 PRACTICE MEETING:**  
Thursday, November 21, 2019

Thursday, January 30, 2020  
Thursday, May 7, 2020  
Thursday, September 3, 2020  
Thursday, November 5, 2020

*We hope to see you at the meetings.*



*Rhonda Hamilton, COO, with Diane Swopshire, Nevada Health Centers, winner drawn from all afternoon session attendees.*

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Quote of the month

“Experience has taught me that you cannot value dreams according to the odds of their coming true. Their real value is in stirring within us the will to aspire.” *Sonia Sotomayor, first Hispanic US Supreme Court Justice. Born and raised in New York City, she was confirmed by the US Senate on August 6, 2009, commissioned by President Obama the same day, and sworn in by Chief Justice John Roberts on August 8, 2009.*

*The devil is in the details – Here are the details: To be entered to win great prizes, respond to the email to which this newsletter was attached with the words: Everyone wins with Silver State ACO.*



To cancel receiving the monthly Silver State ACO Newsletter please click Unsubscribe and type "Unsubscribe" in the subject box.



# Silver State ACO Practice Meetings - Photos



*Clinical Pathology  
Laboratories: John Evans,  
Regional Manager and  
Toy Jones, Supervisor*



*Larry Preston, SSACO CEO*



*Alan Olive, CEO  
Northern Nevada Medical Center*



*Silver State ACO Quality Coordinators (left to right): Estela Holloway, Martha Sutton,  
Leeann Schwartz, Alyssa Reid, and Jackie Perez, plus Tommy Ahsan, Director of Analytics*