

THE QUARTERLY COMPASS

SUMMER 2025
Newsletter



**Saint Alphonsus
Health Alliance**

A Member of Trinity Health

President's Message



As we reach the midpoint of the year, I want to take a moment to reflect on the incredible progress we've made together and share a vision for the road ahead. But regardless of the political climate or societal changes, Catholic healthcare's mission remains clear: to serve the most vulnerable with dignity, to act with reverence, and to be a voice for those in need. In times of transition, it is crucial that we remain active in living out this mission, ensuring that silence never overshadows our call to heal and advocate for the common good.

Our network continues to grow not just in numbers, but in impact. Through collaboration, innovation, and a commitment to patient-centered care, we've seen improved outcomes, reduced unnecessary costs, and strengthened the trust our communities place in us. Some of our achievements as we finalize the 2024 performance year included significant increase in patient wellness visits and chronic condition recapture. These achievements are a testament to the dedication of every provider, care coordinator, and support staff member who brings our mission to life each day.

We've been excited to be able to engage in-person at our Network Breakfasts which continue to grow in attendance and participation. I hope you will take a moment to recognize and congratulate some of the practices which have demonstrated noted improvements in quality initiatives and hope can we award your practice next.

Looking forward, we are embracing new opportunities to enhance care delivery through data-driven insights, expanded partnerships, and a renewed focus on health equity. Our shared goal remains clear: to ensure every patient receives the right care, at the right time, in the right setting.

Thank you for your continued commitment and passion. Together, we are not only transforming care—we are shaping the future of healthcare.

With gratitude,

Stacy Meyr, DC

President

Saint Alphonse Health Alliance & Community Health and Well-Being



Practices Recognized for Performance Improvement



In late spring the Health Alliance hosted our bi-annual network breakfast; we had over 100 in attendance including providers and office staff from across our network. We had informative presentations from Dr. Christopher Reising highlighting the benefit of the Ten Mile Ambulatory Surgery Center for both patients and clinics, Dr. Mike Twomey spoke about accurate documentation and coding to capture patient acuity and Dr. Kara Kuntz spoke about Alzheimer's Disease care and treatments.



In addition, we recognized a few practices for demonstrating the greatest improvements in quality initiatives. Including Durham Family Medicine, Full Circle Health and Meridian Family Practice.

(All of the below include our Performance Improvement Manager Maya Renee)



Durham Family Medicine



Full Circle Health



Meridian Family Medicine



The Power of the Network: Why In-Network Referrals Are Critical for Your Patients and Your Practice



As healthcare providers, your primary commitment is to deliver the highest quality care to your patients. This commitment extends beyond your immediate interactions to the entire continuum of care, especially when it comes to referrals. While we all strive to connect patients with the best specialists, the importance of keeping referrals in-network cannot be overstated. It's not just about administrative ease; it's about optimizing patient outcomes, safeguarding their financial well-being, and strengthening the healthcare ecosystem for everyone.

Benefits for Your Patients:

When you refer a patient to an in-network specialist, you are directly impacting their experience in several crucial ways:

- **Financial Protection:** This is perhaps the most significant benefit. Out-of-network care often leads to substantially higher out-of-pocket costs for patients, including higher deductibles, co-pays, and co-insurance.
- **Reduced Administrative Hassles:** Navigating healthcare billing can be complex. In-network referrals simplify the process for patients, as the provider directly bills their insurance, and pre-authorization requirements are often streamlined. This reduces stress and allows patients to focus on their health.
- **Predictability and Trust:** Patients rely on our guidance. Referring them to in-network providers reinforces trust by demonstrating that we are considering their financial well-being and making recommendations that align with their insurance coverage.

Benefits for Your Practice:

While the patient benefits are paramount, keeping referrals in-network also brings tangible advantages to your practice:

- **Improved Patient Satisfaction and Retention:** When patients have positive experiences with referred specialists – financially and clinically – it reflects well on your practice. Satisfied patients are more likely to remain loyal to your practice and recommend you to others.
- **Reduced Administrative Burden for Your Staff:** Processing out-of-network claims often involves more paperwork, appeals, and communication with both patients and insurance companies.
- **Stronger Collaborative Relationships:** Building a robust network of trusted in-network specialists fosters strong professional relationships. This can lead to reciprocal referrals, shared learning opportunities, and a more cohesive local healthcare community.
- **Optimized Revenue Cycle Management:** Fewer denied claims, less balance billing to track, and a clearer payment structure contribute to a healthier revenue cycle for your practice.

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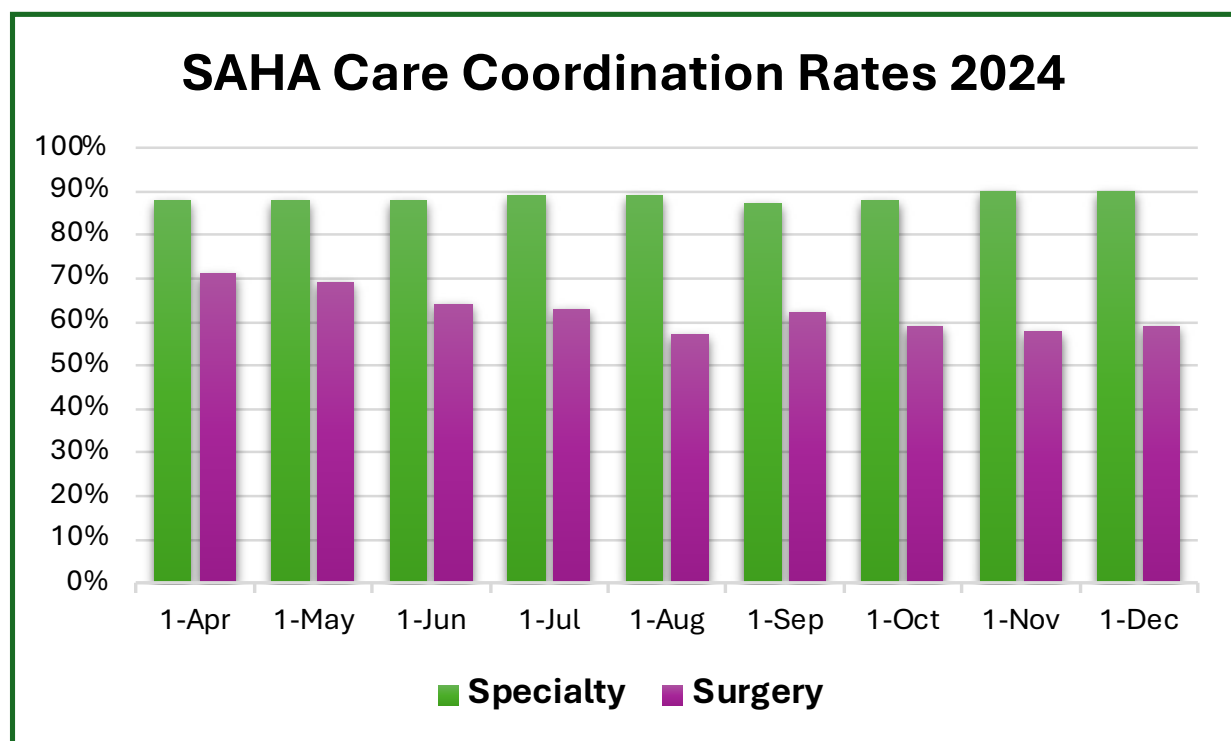


The Power of the Network: Why In-Network Referrals Are Critical for Your Patients and Your Practice

Strategies for Effective In-Network Referrals

- Familiarize Yourself with the SAHA Network: Regularly review our website for a list of in-network specialists and facilities.
- Educate Your Patients: Take a moment to explain the benefits of in-network care to your patients. Empower them with information about their insurance coverage and the potential financial implications of out-of-network services.
- Utilize Referral Management Systems: Leverage the SAHA Patient Care Navigators to streamline the referral process, making it easier to identify in-network options and track patient follow-through.

In a healthcare landscape that increasingly emphasizes value-based care and patient experience, directing referrals to in-network providers is more than a preference; it's a strategic imperative. By doing so, we not only uphold our commitment to comprehensive, compassionate care but also contribute to a more efficient, patient-friendly, and financially sustainable healthcare system for all.





At Saint Alphonsus, we have the option for MSSP patients to be admitted to a skilled nursing facility under the MSSP 3 Day Waiver Program – which means, the patient does not need the usual 3 midnight inpatient stay to qualify for skilled nursing. Under this waiver, a patient who has a verified, documented skilled need, like skilled therapy, or wound care – NOT Custodial Care – can be directly admitted to a participating SNF with a specified care plan after being seen by a THIC provider. A patient can be admitted from home, your clinic, or the Emergency Department. The criteria is rigid. If your patient needs skilled care for therapy, wound care or IV antibiotics, please contact your population health nurse, an Alliance Clinical Team nurse or Leslie Peterson-Criner, SAHA Post-Acute Manager, (Leslie.Peterson-Criner@saintalphonsus.org) to see if this program would benefit your patients.



SAINT ALPHONSUS HEALTH ALLIANCE

Alliance Clinical Team (ACT) Referral Protocol

What supports are available via ACT?



RN Care Manager - Care coordination for high risk transition of care from an acute episode, or chronic illness with complexity.



Social Work Care Manager - LCSW/LMSW Navigation of complex social needs impacting medical treatment (mental wellbeing, legal, financial, and/or crisis support)



Pharmacy - Provides PharmD consult, Medication Reconciliation (CMR), Patient education, and/or Medication adherence counseling.



Community Health Worker - social care hub assistance with community or social resources to reduce barriers to accessing care call to (208) 367-4482.

How are patients referred to the ACT?

Patient must have an eligible coverage in an APM contract (see list below)

Send a <secure> email to:

BOHSCareManagement@saintalphonsus.org

Include the following:

1. Patient **Name & Patient DOB**
2. Patient **PCP**
3. **Payer Coverage** (see list below)
4. **Reason** for referral/services requested

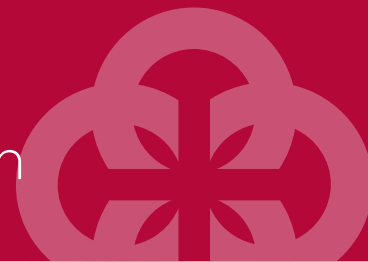
Questions? Please call **(208) 367-4103**;
or **FAX to: (208) 367-7238**

Alliance APM (Alternative Payment Model) Contracts

Payer/Coverage Name	Category	Identifiers
Aetna Trinity - Colleague Health Plan	Commercial; Employer self-funded	Aetna Trinity group numbers: 469691, 468513, 891194, 469688, 469687, 469690
Blue Cross Idaho - Connected Care	Commercial; Small Group only	BCI Connected Care Small Group Commercial only,
Idaho Department of Health & Welfare	Medicaid VCO	SAHA Medicaid VCO Healthy Connections only
Mountain Health Co-Op	Individual Exchange Carrier	Mountain Health Co-Op Access Care
Medicare Shared Savings Plan (MSSP) ACO - Trinity Health Integrated Care (THIC)	Traditional Medicare ACO	Must be on MSSP Master Beneficiary List , Medicare A&B & showing on Registry "ORID THIC MSSP ACO" in EPIC snapshot registry. For MSSP questions call 208-367-4103
MODA	Individual Exchange; Small Group	"ModaSelect" in Idaho counties: Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, and Washington
Regence MA Blue Shield of Idaho HMO	Medicare Advantage HMO	Regence "Blue MedAdv HMO" or "Blue MedAdv HMO Plus" (H1969-002, H1969-004)
Regence Blue Shield of Idaho	Individual Exchange; Small Group	Regence Individual & Regence Accord Small Group
Saint Alphonsus Health Plan MA	Medicare Advantage HMO	SAHP (formerly Medigold MA) Essential Care (H6910-001), True Advantage (H6910-002), Classic Preferred (H6910-003), Medical Only (H6910-004)
SelectHealth	Individual Exchange; Small Group	SelectHealth "SAHA Network" in counties: Ada, Boise, Canyon, Gem, Payette, and Washington.



Performance Update: SAHA Quality Initiatives for Saint Alphonsus Health Plan



SAHA is pleased to report measurable progress in our quality and risk adjustment initiatives related to the Saint Alphonsus Health Plan (SAHP). Our Performance Improvement and Risk Adjustment teams continue to work closely with our independent clinics to align strategies, close care gaps, and improve patient outcomes. Performance Improvement Specialists have conducted outreach to newly assigned SAHP members, successfully scheduling primary care appointments for approximately 35.7% of those reached. Additionally, claims data reviews have allowed us to identify patients with recent eye exams, leading to follow-up coordination and confirmed PCP attribution.

Our Risk Adjustment Specialists have implemented structured pre-visit planning workflows across participating clinics. This includes chart reviews, documentation support, and coding verification. As a result, 23 of our network clinics have achieved a Hierarchical Condition Category (HCC) recapture rate of 50% or higher—approaching the target threshold of 80–85% recapture required for optimal performance under this contract.

In terms of quality metrics, SAHA is currently meeting or exceeding 3-star compliance thresholds on 8 of 15 measures (53%). High-performing areas include Follow up post ED visits (FMC) (65.71%), all three medication adherence measures, and breast cancer screening (71.8%). SAHA has seen a slight decline in two other measures (SUPD and OMW). This is largely attributed to an increase in overall member attribution, which has shifted denominator values and created new outreach demands.

To address this, we've implemented targeted efforts to increase Annual Wellness Visits (AWV) which are proven vital in successful compliance rates.

As we enter the second half of the performance year, we are deeply grateful for the shared commitment and clinical excellence demonstrated across our network. Together, we are building a stronger, more integrated system of care that delivers measurable value to our patients and partners.



Introducing Innovaccer



Innovaccer Inc. is the data platform that accelerates innovation. The Innovaccer platform unifies patient data across systems and care settings, and empowers healthcare organizations with scalable, modern applications that improve clinical, financial, operational, and experiential outcomes. Innovaccer's EHR-agnostic solutions have been deployed across more than 1,600 hospitals and clinics in the US, enabling care delivery transformation for more than 96,000 clinicians, and helping providers work collaboratively with payers. Innovaccer has helped its customers unify health records for more than 54 million people and generate over \$1 billion in cumulative cost savings.

Trinity Health is deploying Innovaccer as a national solution which will help our network practices best care for their patients based on valuable data and insight. This partnership will facilitate the integration of claims and clinical data, provide population health analytics and quality measures, and establish a flexible platform for future initiatives. Very soon we will sharing further details with network practices on what Innovaccer has to offer and how we can work directly with your practice and EHR vendor to integrate clinical data, facilitate payer supplemental reporting, and work with your care team to implement the point-of-care solution. The platform and solutions are 100% managed by Innovaccer, so little to no ongoing technical effort will be required by your team.



Welcome to our Network



Saint Alphonsus Health Alliance has been busy enhancing our network of trusted healthcare providers.

As of June, we have welcomed 44 new practices, expanding our ability to serve you with comprehensive, high-quality care.

Flow Osteopathy & Wellness, LLC	Primary Care
Legacy Primary Care	Primary Care
Summit Psychiatry and Family Wellness	Primary Care/ Behavioral Health
Physician Specialists Northwest LLC	General Sur- gery(Breast Cancer Mastectomies)
BlackRock Orthopaedic Spe- cialists LLC	Orthopaedics
Catalyst Orthopaedics & Sports Medicine	Orthopaedics
Merkley Eye Surgery Center	Opthamology
Ontario Surgery Center (Facil- ity)	Opthamology
Adam's Eyecare	Optometry
Modern Speech & Myofunction- al Therapy, LLC	Therapy
Adio Chiropractic LLC	Chiropractic
Better Life Chiropractic	Chiropractic
Juke Chiropractic	Chiropractic
Personal Care Chiropractic Clinics PA	Chiropractic
Sirucek Chiropractic Neurology Clinic	Chiropractic
True North Chiropractic	Chiropractic
Matushka Olga Michael Materni- ty Associates, Inc (Momma, Inc)	Midwifery, Psych/ Mental Health
Jensen Wellness, LLC	Physical Medicine & Rehab
Habits Physical Therapy	Physical Therapy
Idaho Family Physical Therapy	Physical Therapy
Mountain West Sport and Spine Physical Therapy	Physical Therapy
Pierce Physical Therapy and Sports Rehab	Physical Therapy
Pursuit Physical Therapy	Physical Therapy

A Good Place, LLC	Behavioral Health
Always a Way LLC	Behavioral Health
Azure Stone Mental Health & Wellness	Behavioral Health
Boise Behavioral Medicine	Behavioral Health
Boundary Creek Counseling	Behavioral Health
Cassandra Moore, LCSW, LLC	Behavioral Health
Chloe Brewer Counseling	Behavioral Health
Citadel Mental Health	Behavioral Health
Courage to Talk Therapeutic Counseling Center, PLLC	Behavioral Health
Dragonfly Counseling PLLC	Behavioral Health
Foundational Grace Therapy, PLLC	Behavioral Health
Gretchen Brill Counseling	Behavioral Health
Hunt Analytic Associates PLLC	Behavioral Health
Inner Balance Counseling LLC	Behavioral Health
Jennifer De Prima Counseling	Behavioral Health
Journey within Counseling	Behavioral Health
Mariana Counseling and Well- ness, LLC	Behavioral Health
Mays Healing	Behavioral Health
NVelUp Idaho Corp	Behavioral Health
Pines Counseling and Play Center	Behavioral Health
SSF Psychological Services PLLC	Behavioral Health

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Welcome to our Network



New Groups wishing to join our network

Visit saintalphonsushealthalliance.org and choose Contracting & Credentialing | Join Our Network. From here, follow the applicable network request and complete the tailored forms for your provider type online.

[Join Our Network](#)

We are not currently accepting applications for new counseling groups as our network is appropriately represented in this specialty. In an effort to meet new NCQA requirements in contracting and credentialing, SAHA is limited to the number of new requests we can manage while continuing to meet network adequacy standards. Please visit our provider directory, for a list of in network counseling groups.

Provider Discovery | Trinity Health System

Existing groups wishing to add new providers or update information

Visit saintalphonsushealthalliance.org and choose For Providers | Provider Update Form

[Provider Update Form](#)

New Medicare Advantage Plan for 2026

Saint Alphonsus Health Alliance is pleased to announce Blue Cross Medicare Advantage will be available in January 2026. This will be a narrow network for SAHA members only. Please look for a messenger coming soon to your contracting contacts. All current Medicare eligible providers will be included in the addition of this plan unless an Opt-Out messenger is returned.

Get involved!



We are currently accepting applications to join our Alliance Board and Committees, which include Finance & Contracting, Quality & Informatics and Provider Network Committee. This is a unique opportunity to lend your expertise, collaborate with peers, and help shape the future of our organization. If you're curious about how you can make a difference and would like to learn more, please contact Stacy Meyr @ stacy.meyr@saintalphonsus.org for additional information .

Contact

QUICK REFERENCE - HOW TO CONTACT US

CREDENTIALING	SAHS-Alliance@sarmc.org
PATIENT CARE NAVIGATORS	Patientcareliaison@saintalphonsus.org
CARE MANAGEMENT (ACT)	BOHSCareManagement@saintalphonsus.org
PHARMACY	BOHSCareManagement@saintalphonsus.org
POST-ACUTE (SNF CARE TEAM)	Leslie.Peterson-Criner@saintalphonsus.org
PERFORMANCE IMPROVEMENT TEAM (PIT)	SAHAPerformanceImprovement@saintalphonsus.org

