

THE QUARTERLY COMPASS

Fall 2022



SAINT ALPHONSUS
HEALTH ALLIANCE

2022 FALL NEWSLETTER

Return to Normalcy

100 years ago President Warren G. Harding's successful campaign for the presidency of the United States coined the campaign slogan "Return to normalcy." While some scratched their heads at his creation of the word "normalcy," the slogan reassured Americans that the turmoil of the first World War and the influenza pandemic of 1918-19 were behind them and that a new era of calm and prosperity would soon emerge under his leadership.



While we know that serious cases of Covid will likely continue, we all hope that the recent decline in Covid infections will help our practices "return to normalcy."

But the path hasn't been easy. We all still face serious staffing challenges. Patients are still reluctant to seek essential health care services. And the economic downturn combined with the worst inflation in 40 years has threatened everyone's economic viability.

The Alliance team remains optimistic that our combined efforts with your practice can improve the health of your patients and your economic well-

being. We have seen increased rates of preventive services during 2022 compared to prior years. We are also seeing more timely documentation of complete diagnosis lists to assure our payer's HCC scores are accurate.

In late August we sent out checks that totaled over \$1.5 million for the 2019 Shared Savings distribution. We are now working on the 2020 Shared Savings calculations that we expect to distribute by the end of this year.

We thank you for your practice's engagement and hope that the articles in this issue of the Alliance Compass prove useful to you and your staff.

Charles Chodroff, MD
President
Saint Alphonsus Health Alliance

Postponed – Provider Network Night, October 25th 2022, we hope to reconvene in the Spring. More to come.



Improving Breast Cancer Screening



Wanting to improve Breast Cancer Screening numbers in your clinic? Consider the following:

Encourage physicians to recommend all women ages 50-75 for mammography screening. Studies show a physician recommendation is one of the most well documented facilitators to a woman obtaining a mammogram. Taking it a step further, completing a referral in the patient's chart will ensure follow up will be completed. If the patient takes a paper copy of their referral home, they will have a reminder and contact information readily available. Another option, if staffing and time allows, would be to call and make the patient's mammogram appointment while they are in the office.

Many patients have Barriers not identified and addressed previously. This can range from patients thinking they currently have no problems and do not think a mammogram is necessary; have concerns about the high cost of getting a mammogram; or may live a far distance from the nearest screening site (think St Alphonsus Mammogram Bus!). Be

prepared to address these types of barriers ahead of time so you can put their mind at ease and increase the likelihood the patient will complete.

Develop Clinic Mammography Teams and have team members focus on Breast Cancer Screenings throughout the year. All staff members of a clinic can be useful in this team - A Provider to educate other providers on workflow changes to incorporate the Breast Cancer Screening subject in to appropriate clinic visits, Back Office staff to come up with a workflow on creating referrals and appointments while patient is in office, Clinic Managers to help compile an outreach list for patients not currently scheduled and Front Office staff to conduct outreach, coordinate with back office to create referrals, and report back on success.



Launch of Saint Alphonus Health Plan

We are pleased to announce the launch of Saint Alphonus Health Plan, the newly re-branded name for the MediGold health plan in the Treasure Valley. MediGold is Trinity Health's wholly-owned Medicare Advantage Plan.

When we first partnered with MediGold in 2020, the MediGold brand was linked with the Saint Alphonus logo to convey our support of this plan. Our relationship has matured over the last two years and will now use a more familiar name, Saint Alphonus Health Plan, to align our Medicare Advantage Plan more closely with the Saint Alphonus Health Alliance and Health System.

The Alliance has successful relationships with other Medicare Advantage plans that we plan to continue. However, we believe there are certain unique aspects of our relationship with Saint Alphonus Health Plan that your practice will find attractive to you and your patients.

MediGold, now Saint Alphonus Health Plan, was a health plan created by physicians in Ohio. It has continued its tradition of providing the most hassle-free experience for providers while offering outstanding service to its beneficiaries. Among the unique aspects of the Saint Alphonus Health Plan are:

- No precertification requirements for high-end imaging studies
- No referral approvals to Alliance network specialist providers
- Very few required pre-approvals for high-cost medications
- A local medical director who practices family medicine in the Treasure Valley
- No pre-approvals for referral to network skilled nursing facilities or rehab hospitals
- New forms of compensation for primary care providers that directly link their care coordination services with increased compensation.

While the name is changing, MediGold will continue to manage the operational and administrative aspects of the insurance plans. The member's coverage and benefits will stay the same and we anticipate no added tasks or responsibilities for your staff. Likewise, the network will remain the same with patients having access to providers in the Saint Alphonus Health Alliance.

This change in name does not require any changes to your practice's current contract with the Alliance as Saint Alphonus Health Plan is the marketing name for Mount Carmel Health Plan of Idaho, Inc. ("MediGold"), the legal name that is on our current contracts with your practice.



Efficient Annual Wellness Visits Process



Annual wellness visits (AWV) are an important primary care service. These visits give physicians and their team an opportunity to update important information including problem or medication list and implement screening and prevention plans. Creating a plan for efficient and effective AWV's that incorporate non-face-to-face communication removes time constraints and optimizes reimbursement.

AWVs optimally use a team-based approach. Medical assistants should be utilized for most of the components of the AWV. They can collect and document the data, while the physician integrates the findings and develops the recommendations.

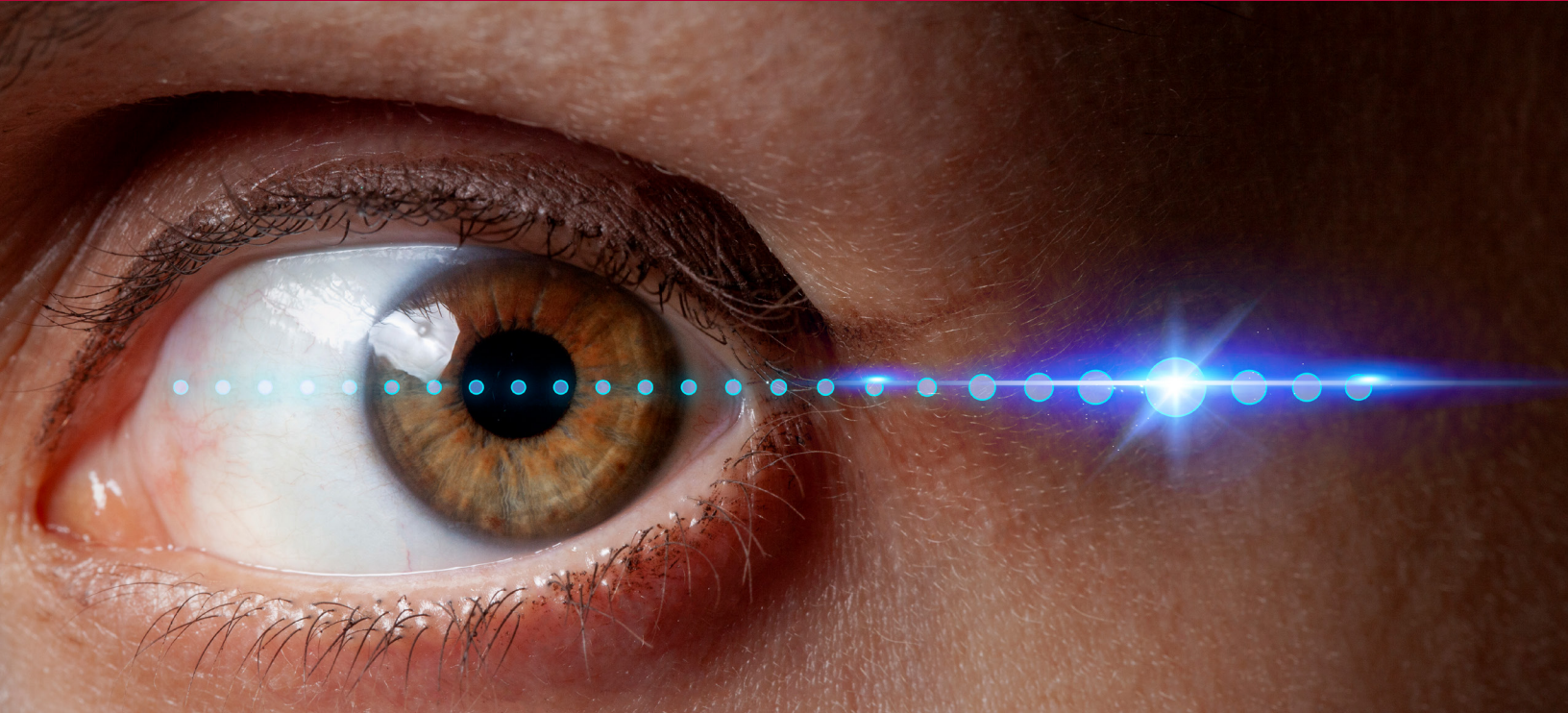
The Alliance can help you create a system in your office where all members of your care team contribute to the effort, maximizing patient benefit, practice compensation, and efficient use of everyone's time.

1) Review your patient roster on a regular basis to identify which patients are eligible.

- 2)** Reach out, remind, and encourage patients to schedule their visit.
- 3)** When patients do schedule their exam let them know they will be receiving a comprehensive Health Risk Assessment (HRA) in the mail and should fill it out ahead of time and bring it with them to the appointment.
- 4)** Upon arrival, utilize your medical assistant for height, weight, BMI, blood pressure, and vision tests.
- 5)** The physician or advanced practice provider should review risk factors and create a 5-10 year prevention screening schedule.
- 6)** Have your front desk staff prepare patient educational materials and any necessary referrals. A result of having a system makes tasks no longer seen as additional time-consuming burdens, but as meaningful work which brings joy in practice.



What is all the hype about EMDR?



EMDR (Eye Movement Desensitization and Reprocessing) is psychotherapy that addresses present emotional distress and symptoms that originate from past traumatic experiences.

EMDR follows the Adaptive Information Processing model that facilitates the accessing and processing of traumatic memories or adverse life events to bring them to an adaptive resolution. In plain words-EMDR allows an emotional based memory to transition to a factual memory thus reformulating negative beliefs, decreased physiological arousal and relieve active distress.

EMDR has a broad base of published case reports and controlled research that supports it as an empirically validated treatment of trauma and other adverse life experiences. EMDR therapy is recognized as an effective treatment for PTSD symptoms and trauma recovery by the American Psychiatric Association, American Psychological Association, National Alliance on Mental Illness, National Institute for Health and Care Excellence, US Department of Veterans Affairs/Department of Defense, and the World Health Organization.

Currently, our community struggles to meet the

needs of those struggling with mental health symptoms.

Trends being observed locally are: extensive waiting lists for mental health Counselor availability, growing opportunity for mental health Providers to work remotely, lack of mental health Providers such as Psychiatrists, Psychologists, Neuropsychiatrists and Counselors to accommodate the rapid population growth and providers electing to serve private pay customers as a priority over private insurance, Medicaid and Medicare consumers thus avoiding cumbersome billing and insurance processing.

SAHA now can provide EMDR treatment to some patients who have high risk behavioral health symptoms. The ability to provide EMDR to SAHA patients will act as an interim treatment until the patient can establish a community-based Counselor.

<https://emdrconsulting.com/wp-content/uploads/2021/10/2020-EMDR-Brochure.pdf>



Pharmacy Consult Support Services



The Saint Alphonsus Health Alliance Pharmacy Team has developed the following referral processes to access Pharmacy Support for your complex APM (Alternative Payment Model) patients covered by contracts with the Alliance.

Our patients often have very complex medication regimens. Following an admission to a hospital that regimen may undergo changes that can confuse the patient.

One of our pharmacists would be happy to answer any medication questions your team may have, or they can reach out directly to your patient to perform a complete medication review or answer any medication questions the patient may have.

SAMG Providers may utilize either of the following to obtain our services:

For consults in which the pharmacist is to **contact the patient directly**, please order a referral in TogetherCare and address to:

1. REF 122 – examples: Full Medication Reconciliation, Dosing Clarification, Patient Education

For questions for the pharmacist to answer and **communicate back to you**, address messages to the:

2. SAMG Pharmacist Pool – examples: Prescription Formulary Options, Drug/Drug Interaction review, Renal/Hepatic dosing review, etc.

All Other Providers in our network can access our services by sending an email to:

BOHSCareManagement@saintalphonsus.org

Please include the following:

1. Patient Name & Patient DOB
2. The patient's primary care provider
3. Reason for referral and the services requested



MyChart Video Visits Patient Instructions

Welcome to MyChart Video Visits

MyChart Video Visits allow you to interact face-to-face with your Trinity Health providers from home or work. You can access a MyChart Video Visit on a PC using the Trinity Health MyChart website (mychart.trinity-health.org) or mobile device using the TH MyChart mobile app (iOS/Android). For questions about MyChart or help logging in, please call 208-367-6441.

MyChart Video Visit Requirements

Please note the following requirements to successfully connect to a MyChart Video Visit:

- You must have an active MyChart account** with Trinity Health.
 - Visit <https://mychart.trinity-health.org> or call your clinic to learn how to sign up today!
- You must complete eCheck-In** within MyChart prior to your scheduled appointment.
- Use Google Chrome, Microsoft Edge, or Safari** if connecting to the visit from a PC.
- Use the TH MyChart mobile app** if connecting to the visit from a mobile device (iOS, Android).

Need to download the mobile app?

- Go to your phone's app store
- Type "Trinity Health MyChart" into the search
- Download
- Log in

Prepare for your MyChart Video Visit

To help ensure a successful and on-time video visit, please complete the following tasks prior to attempting to begin your video visit.

- Access the Appointment Details** screen. Click the **View Details** button located in the visit reminder on your homepage, available immediately upon scheduling the appointment.

- Complete eCheck-in, available starting 7 days prior to your appointment.** Click the the eCheck-In button, located on the **Appointment Details** screen and within the visit reminder on the homepage.

Note: eCheck-in must be completed. If it is not, the appointment may be canceled or rescheduled.

- Test the microphone and camera on your PC or mobile device using the link provided on the Appointment Details screen.**

- Set your device's default web browser to Google Chrome, Microsoft Edge, or Safari.**

Welcome!
Victoria
MyChart Video Visit
Jun 3 Fri
Join by 8:15 AM EDT
With K King, MD
eCheck-In
View details

Appointment Details
Not yet time for your video visit
Check out the tasks below that you can complete before your video visit begins.
MyChart Video Visit with K King, MD
This is a video visit
Friday June 03, 2022 8:15 AM EDT (30 minutes)
Add to calendar
Join video visit
You cannot join the video visit at this time.
eCheck-In
Save time by completing eCheck-In ahead of time.
Test that your camera and microphone are working.
Test My Connection
Test your computer's microphone and camera using the link below.

Appointment Details
Not yet time for your video visit
Check out the tasks below that you can complete before your video visit begins.
MyChart Video Visit with K King, MD
This is a video visit
Friday June 03, 2022 8:15 AM EDT (30 minutes)
Add to calendar
Join video visit
You cannot join the video visit at this time.
Test that your camera and microphone are working.
Review your questionnaire answers below.
Communicable Disease Screening (Print)
Test My Connection
Test your computer's microphone and camera using the link below.

Begin your MyChart Video Visit

You can connect to the video session 15 minutes prior to your scheduled appointment time from the **Appointment Details** screen.

1. **Login to MyChart 15 minutes prior to your scheduled appointment time, via PC, iOS, or Android.** See the MyChart Video Visit Requirements section of this document for additional specifications.

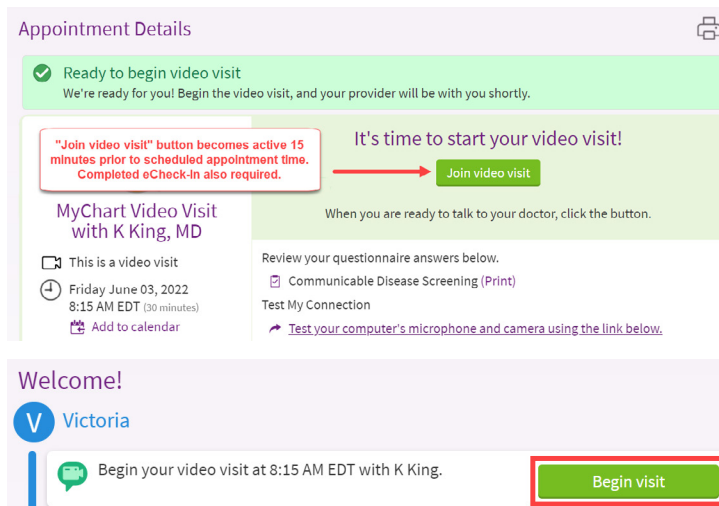
2. **Find your video visit reminder on the homepage shown immediately after logging in and select Begin video visit to access the Appointment Details screen for the visit.** This button will display as “Begin video visit” 15 minutes before your scheduled appointment time.

3. **Click Begin video visit to launch the video session window.** The visit will open in a new window using your default web browser. If the **Begin video visit** button is inactive (grayed out and unable to be selected), please verify you have completed your eCheck-in and the appointment is scheduled to begin within the next 15 minutes.

4. **Enter your contact information in the fields provided and mark the checkbox to confirm.**

5. **Confirm your microphone and camera devices are functioning properly.** You should be able to see yourself on video and see the microphone volume bars moving when you speak. You may need to allow your web browser to access these devices via a popup window.

6. **Remain on the “You are the next patient to see...” screen until your provider connects to the visit.** When the provider connects, this screen will automatically redirect to the video session, where you will be able to see and speak with your provider.



Troubleshooting your MyChart Video Visit

If you are experiencing poor quality and/or connection issues, try the following:

1. **Verify you launched the visit using Google Chrome, Microsoft Edge or Safari.** If not, close and relaunch the session using one of the listed browsers. If so, refresh the browser window.
2. **Verify the browser used for the video visit has access to your camera and microphone.** To allow access after denying, close and relaunch the session to be prompted again.
3. **Allow pop-ups and/or disable pop-up blockers that may be preventing the video visit from launching.** Steps for doing so vary by device, but generally the settings can be found in the Control Panel or Internet Browser settings.
4. **Close other applications that may be open on the device,** particularly those that may already be utilizing the microphone and/or video hardware on the device (such as Zoom, IM applications, Camera, etc.)

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