

The Memorial Hermann Health Plan Newsletter



A Message From The Chief Medical Officer:

Dear Fellow Physicians,

As you know, CMS developed a quality rating system to help consumers choose among competing Medicare Advantage (MA) plans. Each year, CMS reviews how well MA plans perform using well-established measures including:

- Staying healthy: use of screenings, tests, and vaccines to prevent and detect illness
- Managing chronic (long-term) conditions
- Member experience with health plan, including member satisfaction ratings
- Member complaints and changes in health plan's performance
- Health plan customer service, including how well the plan handles member appeals.

CMS scores MA plans based on a 1- to 5-star scale, five being the highest quality of care.

With the help of the Memorial Hermann network and our team of clinically integrated physicians, we are positioned well to achieve the highest of ratings. Currently only Kelsey-Seybold Clinic holds a 5 STAR rating in the Harris County market.

I ask for your help in assisting Memorial Hermann Advantage achieve a 5 STAR rating and providing premier quality and service for our members. Look for specific "asks" from me in future correspondence – for now, you can help by asking your Memorial Hermann Advantage patients to come in for their annual wellness visit by the end of June. If you need a list of patients attributed to your panel, speak with your MHMD practice consultant or contact our Quality Improvement Department at 713.338.6722.

Thanks for your assistance. I appreciate your help with this important initiative.



All the Best,

Kristyn Greifer M.D.
Chief Medical Officer



Quick Reference Guide

Memorial Hermann Health Plan

healthplan.memorialhermann.org

Provider Services:
713.338.4801

Customer Service:
855.645.8448

MHMG Virtual Care:
832.658.6482

Prescription Drug Information:

OptumRx (Commercial)

www.optumrx.com
Customer Service: 877.633.4461

Envision Rx (Medicare Advantage)

www.envisionrx.com
Medicare Advantage HMO: 844.860.6750
Medicare Advantage PPO: 844.782.7672

Nurse Health Line

713.338.4998

Teladoc*

800.835.2362

*HSA - compatible plans require a \$40 service charge

New Health Plan Medical Director



We are pleased to announce that Jason P. Nichols has accepted the role of Medical Director of Memorial Hermann Health Plan. Dr. Nichols is a graduate of the University of Louisville. He is a pediatric hospitalist by training. Dr. Nichols spent 5 years as a hospitalist in South Bend, Indiana, and at Memorial Hermann Memorial City. He most recently served as the South Regional Case Management Medical Director with the Memorial Hermann Care Management team, primarily at the Memorial Hermann Sugar Land campus. He has worked part time over the last 2 years with the health plan medical management team.



Jason P. Nichols

Dr. Nichols is a strong patient advocate and is interested in improving access to care and partnering with our network physicians on outcomes. Dr. Greifer and Dr. Nichols will together oversee population health and day to day care management activities of the health plan.

Dr. Nichols lives in the Katy area with his wife and son. Please join us in welcoming Dr. Nichols as a full-time member of the Memorial Hermann Health Plan family.

CAHPS & HOS Surveys Coming Soon!

The annual CAHPS and HOS questionnaires will soon be distributed to Medicare Advantage patients nationwide! Both surveys measure patient's perceptions on various areas of care including timely access to practitioner appointments, courtesy and respect shown by the practitioner and assessment of emotional health.

How can you help? Below are some considerations:



CAHPS (Consumer Assessment of Healthcare Providers and Systems):

- Timely access to care, as measured by the patient, is a cornerstone measure of the CAHPS survey: do you have preventive care appointments readily available within 4 weeks, or 14 days for routine care appointments?
- Do you discuss treatment and medications recommendations with your patients and ensure they understand what you are prescribing and for what reasons?
- Do you review and order drugs applicable to the specific member's formulary?
- Do you present all options to patients and encourage them to participate in the decision making?

HOS (Health Outcome Survey):

- Do you assess your patients for overall physical and emotional health including assessment and discussion of physical activity and risk of falls?

Memorial Hermann Specialty Pharmacy



We are proud to announce the opening of our new specialty pharmacy located in Katy, Texas.

The specialty pharmacy is dedicated to optimizing the coordination of care between patient, physician and pharmacy, resulting in the best clinical care, safety, and service as part of every single prescription.

Medications are offered in the specialty areas of oncology, dermatology, Hepatitis C, High cholesterol, HIV/AIDS, Inflammatory Bowel Disease, Multiple Sclerosis, Rheumatoid Arthritis and other rare diseases. Prescriptions can be picked up or feasibly delivered upon request.

They are open M-F 9am-6pm and can be reached at **833-234-6477** or fax **713-704-3841**.

More information can be found on the website: <http://specialtypharmacy.memorialhermann.org/specialties/>.

The specialty pharmacy is located at: Memorial Hermann Specialty Pharmacy
21501 Park Row Drive, Suite 200
Katy, TX 77449

MHHP Spotlight Department

Memorial Hermann Health Plan Call Center



Patrice Chance

At the frontline of customer support, the dedicated employees of our Memorial Hermann Health Plan call center work tirelessly and diligently to ensure the delivery of top-tier customer service and support.

Leading the successful operations is our Manager of Customer Service, Patrice Chance. Patrice is a 20 year veteran of superior customer service, having previously worked at other health insurance companies, including Aetna and Prudential Healthcare.

With a home base of Southwest Houston, Patrice and her team have the valuable advantage of understanding available providers and obtaining the necessary resources to direct our members more knowledgeably and efficiently.

In 2017 alone, the call center received over 440,000 calls and completed over 84,000 emails, reaching an overall service level of 85%! They also implemented a successfully efficient Issue Resolution Team where they handle large volumes of appeals and grievances, as well as claims processing and configuration issues. Patrice and her team work together to provide exceptional service to plan members and the providers who serve them.

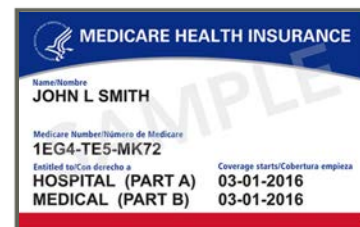
A Friendly Reminder...



This is a friendly reminder to our providers that when billing for preventative health services, our health plan abides by the CMS (Center for Medicare & Medicaid Services) guidelines for Medicare Advantage members. We do not follow the traditional commercial transactional guidelines.

For more information please visit: <https://www.cms.gov/Medicare/Medicare.html>.

New Medicare Beneficiary ID Numbers



As you may have heard, new Medicare Beneficiary Identifier (MBI) will soon replace the SSN-based Health Insurance Claim Number (HICN) for Medicare transactions. Memorial Hermann Health Plan (MHHP) began making updates to our internal systems, at the beginning of 2018, to ensure that claims submitted using the new MBI could be processed starting in April, 2018. CMS expects to complete the removal of all social security numbers on Medicare cards by April, 2019. During the extensive transition period, CMS will continue to accept both the HICN and MBI until December 31, 2019. This allows you, as the provider, the flexibility to use either the HICN or MBI for claims appeals and related forms.

In a recent update, CMS stated that the mailing of new MBI cards for residents of Texas will go out some time after June, 2018. We anticipate that during that time many of you may see an influx in questions from patients regarding the new card changes.

For any inquiries that you may receive, or if you as a provider have questions, regarding the changes please refer to <https://www.cms.gov/Medicare/New-Medicare-Card/> or contact Medicare support at 1-800-MEDICARE.



Memorial Hermann Advantage HMO and PPO are provided by Memorial Hermann Health Insurance Company and Memorial Hermann Health Plan, Inc., Medicare Advantage organizations with Medicare contracts. Enrollment in these plans depends on contract renewal.