



# HCAP Highlights

Winter 2017

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## Special points of interest:

- Ask Nemo and MTC Partnership
- HCAP Wholly Owned Subsidiary
- New Board of Trustees
- Physician Advisory Credentialing Committee Recruitment

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If you would like to learn more about HCAP please contact the office at (989) 891-8820 Or visit us online at www.myhcap.com

## The Michigan Transportation Connection Takes a Holistic Approach

The Michigan Transportation Connection (MTC) is a 501 c 3 Michigan based non-profit transportation brokerage that takes a holistic approach to Non-Emergency Medical and Specialized Human Service demand responsive transportation.

MTC has partners who have a stake in creating healthy communities and has the support from both state public transit associations: Michigan Public Transit Association (MPTA) and MassTrans. The agency received some startup funding from the Michigan Department of Transportation (MDOT) and Community Transportation Association of America (CTAA), as well as donations from transit agencies both monetary and in-kind. The Michigan Legislature approved 2 pilot locations for NEMT coordination using MTC with Public Transit providers being engaged in service delivery on statewide and regional level. MTC has also partnered with:

- Hospital Council of East Central Michigan will integrate MTC's trip planning software with their AskNemo.org (funded by a 2014 MDCH Health Innovation Grant) web-based application designed to bring transportation providers together with over 2000 transportation prescribers to assist in organizing and coordinating travel for patients to get to appointments in 19 health systems.
- Department of Health and Human Services (DHHS) to de-

velop a Memorandum of Agreement for DHHS case managers to share eligible clients with MTC in order to provide trip planning for them. MTC and DHHS is currently working to determine the billing structure for future reimbursement.

- Veterans Administration's nationwide VetRide trip management software to customize MTC's trip reservation access, trip planning, data collection and billing functions. This use of resources is a tremendous cost savings to the state of Michigan because the VA has invested over a million dollars to develop the system along with its safety features and protocols.
- Michigan 2-1-1 to integrate their database of providers and human service agencies resource as well as the use of their InContact call center software. 2-1-1's multi-modal contact platform effectively manages large call volumes, text and emails, and routes requests to Mobility Management Centers while monitoring queue lines and hold times.
- Michigan Health Endowment Fund and Midland Area Community Foundation to expand on their project using MTC's model to deliver NEMT brokerage services in three counties in Region 5.

MTC is in the process of developing agreements with Public Transit Agencies in regions 2, 3, 4a, 4b, 7 and 9 along with Area Agencies on Aging in regions 5 and 10 that will serve as host sites for MMC's.

## Rides to Wellness Grant Award

In September, 2016 MDOT on behalf of MTC was been awarded 1 million dollars to install Regional Mobility Management Centers (MMC's) in Transit Agencies or Area Agencies on Aging serving as brokers for counties in the region. MTC will serve as the gatekeeper of transportation delivery through systematic screening protocols, assuring proper eligibility and trip necessity.

Once established, MMC's will be sustained through contracts as they are secured with hospitals, Managed Care Health Plans, DHHS and other state department agencies such as Departments of Education, Corrections, and Workforce Development.

## Region 5 - Midland, Clare and Gladwin Counties Pilot Project

In December, 2015 the Michigan Health Endowment Fund awarded the Midland Area Community Foundation (MACF) a competitive grant of \$175,000 for one year to coordinate a demonstration project with the Michigan Transportation Connection (MTC) to identify unmet non-emergency medical transportation needs in Midland, Clare and Gladwin Counties. The MTC assisted the MACF in writing the successful grant application. In addition to the Michigan Health Endowment

Fund grant, the MACF, the Rollin M. Gerstacker Foundation,

**Remember** to always check member ID cards for the most current information!

**Send ASR Claims To:**

ASR/Physician's Care Network  
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**Send Huron Medical Center & Huron Medical Center Network Provider Claims To:**

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 Richardson, TX 75085-3921  
 EDI: Emdeon Payor ID 38232  
 (800) 748-0003  
[www.meritain.com](http://www.meritain.com)

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 contact  
 (989) 891-8820  
 TODAY

**HCAP Network Area**



## Proper Coding is Key to Increased Reimbursement and Practice Compliance

*Submitted by Medical Advantage Group*

Proper coding helps your practice deal with the increased detail required for billing, data capture for quality measures, incentive programs, and Accountable Care Organization (ACO) contract compliance. Sustaining accurate coding processes in the practice continue to create complications and concerns for administrative and clinical staff. The key to overcoming these challenges is ongoing training and education. Continual learning and training is your best defense against increasing rules and regulations.

When there is a lack of time and resources, practices can become easily overwhelmed. On the contrary, time and resources are vital to create the excess capacity required to accommodate changes involved with transitioning to a new Electronic Medical Record (EMR) or practice management system, implementing quality program updates, and staff turnover. Policies and procedures can help alleviate the pain in the practice and should be written and accessible to ensure proper workflow. Proper coding will also assist with meeting all incentive program requirements.

Incorrect or incomplete coding and billing will put your practice at increased risk for audits, decrease your quality scores and reimbursement. It is not that you are not doing enough work, but that you may not be properly documenting and coding the work that you do. It is important

to take time to study coding manuals and the documentation guidelines each year. Category II Codes, supplemental tracking codes used for performance measurement, are currently underused. Always review the coding manuals before finalizing your code selection or when adding a new code to your health information technology system.

There is a big push to train practices to report all diagnoses so the severity of the patient's health is captured. To effectively capture all required patient data, review the ICD-10-CM coding manual for the fourth and fifth digit sub-categories for greater specificity within the code selection. Also, verify that the documentation supports the diagnoses code and there is a treatment plan for each diagnosis reported on a claim.

A little investment in time and resources will go a long way to positioning your practice for additional revenue and for success in payer contracts.

About Medical Advantage Group

Medical Advantage Group is an industry leading practice transformation company that maximizes physician success in value-based care programs. Services include: CPC+ solution, EHR implementation and optimization, practice transformation, PCMH, population health management solution, and more. Working within any size practice or organization, we bring insight, knowledge, and expertise right to you, while empowering you to provide better care. The result - personalized solutions that decrease the cost of care and improve quality. We are your advantage. To learn more, visit [www.medicaladvantagegroup.com](http://www.medicaladvantagegroup.com)

## Reminder: Use Current W-9 Forms

Per the Internal Revenue Service (IRS), we cannot process a W-9 with a form date prior to 2011.

Submitting the proper form will ensure that we are loading the correct demographic and billing information

into our system, which ultimately helps with timely, accurate payments.

You can find the most up-to-date form on the IRS website at:

[www.irs.gov/pub/irs-pdf/fw9.pdf](http://www.irs.gov/pub/irs-pdf/fw9.pdf)

## Board of Trustees 2017 Roster

Our Board of Trustees consists of business leaders, hospital leaders, and physicians who oversee HCAP network goals and objectives.

*Randy Flechsig*  
Chair

*Administrators*  
Sheridan Community Hospital  
Sheridan, MI

*John Kosanovich, MD*  
Vice Chair

*Executive VP of Physician Enterprise*  
Covenant HealthCare  
Saginaw, MI

*Matthew Davis*  
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*Senior VP*  
Huron Castings  
Pigeon, Michigan

*Richard Lockard, MD*  
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Trustee

*President and CEO*  
Marlette Regional Hospital  
Marlette, MI

*Steve Barnett*  
Trustee

*President and CEO of*  
McKenzie Health System  
Sandusky, Michigan

## HCAP is Now a Wholly Owned Subsidiary of HCECM

The Hospital Council of East Central Michigan (HCECM) and its hospital members helped create HCAP in 1994 to give small businesses access to affordable healthcare for employees. Since its inception, HCAP operated as a separate non-profit entity managed by HCECM. As we all know, healthcare has gone through many changes in the last 22 years. To adapt to those changes, HCAP recently became a wholly owned subsidiary of HCECM. Selected HCECM board members now serve on the HCAP board, as well. If you have any questions regarding these changes, please contact Lori Frey, PPO Network Manager, at (989) 891-8820.

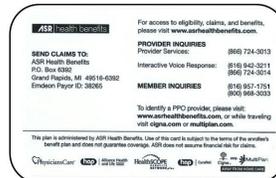
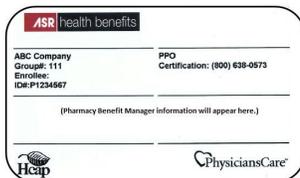
The HCAP Physician Advisory Committee is looking to fill vacancies and is in need of a Nurse or Nurse Practitioner, a Mental Health provider, and specialty doctors. Call (989) 891-8820 or "contact us" on our website at [www.myhcap.com](http://www.myhcap.com)

## Payer Identification Cards



ASR At a Glance Information can be viewed and printed by going to: <http://www.myhcap.com/Medical-Claims.aspx>

### Additional ASR Resources



<https://www.meritain.com/>



## MTC Continued from Page 1

and the Charles J. Strosacker Foundation pledged matching dollars to ensure funding is available for a two-year pilot of the program, totaling \$350,000.

Under a Memorandum of Understanding between the MTC and Michigan Department of Health and Human Services,

data is being collected to determine true need, including transportation not currently being met by Medicaid, and to determine the true cost of providing such transportation. The goal of the MTC partnership with MDHHS is to achieve a better understanding of what transportation resources exist

in the three county region and what the real cost is of delivering people to critical medical follow-up care.

After the pilot project, the goal is for the non-emergency medical transportation service to be self-sufficient.

## HCAP Self-funded Employer Groups

- ADS US, Inc.
- Arenac Castings, Inc.
- AWI Holdings dba Auto-Wares
- Axis Machining, Inc.
- Bandit
- Blue Chip Machining
- Blue Diamond Steel Casting
- Cadillac Products Automotive Co
- Covenant HealthCare
- DHT Employee Leasing
- Huron Casting
- Huron Casting Corporate Services LLC
- Huron Medical Center
- M & R Corporate Services
- Michigan Sugar
- Morbark Inc.
- PTM Corporation
- Rowleys Wholesale
- Scheurer Hospital
- Starboard Group Mgmt. Co Inc., MEC Plan
- Starboard Group Mgmt. Co Inc., MEC Plus
- Starboard Group Mgmt. Co Inc., MVP Plan

Thank you for your continued support and utilization of the HCAP PPO Network!

# HCECM TRUSTEE FORUM

## SAVE THE DATE

BROCHURE COMING SOON! FOR MORE INFORMATION: 989-891-8810

Date: TUESDAY, April 18, 2017  
Time: 9:00 a.m. Registration - Morning Refreshments  
Keynote: 10:00 a.m. - Shubhang Dave, The Advisory Board Company  
Lunch: 12:00 Noon  
Where: Zehnder's of Frankenmuth



### **SHUBHANG DAVE** from The Advisory Board Company

Presenting: The National Prescription for Employee and Physician Engagement:  
*Key Insights & Recommendations for Empowering Your Workforce*



Hospital Council of East Central Michigan

Health Care Alliance Pool  
315 Mulholland Street  
Bay City, MI 48708

