

# HEALTH | CHOICE

# PROVIDER NEWSLETTER

OCTOBER 2018



## What's New!

### **Five Year Effort toward Integration Health Care Delivery Began October 1st AHCCCS Complete Care**

Arizona marks its largest delivery system reform effort to date with the October 1st launch of AHCCCS Complete Care (ACC). This groundbreaking delivery model (one of the first kind in the nation) seeks to address the full continuum of health care needs that an AHCCCS member may have.

Alongside this reform, we also introduced you to Steward Health Choice Arizona. Steward Health Choice Arizona

is our ACC plan that formed by integrating Health Choice Arizona and Health Choice Integrated Care.

Understanding the magnitude of this transition, AHCCCS has established a series of critical protections allowing members continued access to established providers for a specified period of time, regardless of whether or not specific providers participate in the ACC plan's network. You can read more about how AHCCCS is ensuring plan readiness and members' access to care during this transition by following the link to a message from the

Director of AHCCCS on the following web page: <https://www.azahcccs.gov/shared/News/PressRelease/ACCImportantMessageFromTheDirector.html>.

For members who are transitioning to Steward Health Choice Arizona from another AHCCCS health plan, Steward Health Choice Arizona will allow a member to continue with their current provider(s) on a non-contracted basis, if not currently contracted with Steward Health Choice Arizona, for up to 6 months, while we continue to identify additional network expansion needs.

*continued on next page*

continued from front page

## Change can be tough to navigate and we are here to help!

Thank you for your partnership and support over the last year as we have prepared for the integration in order to maintain a commitment to cost containment and simultaneously improve health care outcomes for our members.

### Checking Member Eligibility:

It will be important for providers to check a member's eligibility as of 10/01/18.

AHCCCS provides a training on how to verify a member's eligibility and enrollment, please visit: <https://www.azahcccs.gov/Resources/Downloads/DFMSTraining/2018MemberEligibility.pdf> ■



## We're Here to Help!

To help you and your staff stay informed and help address any questions about Steward Health Choice Arizona, we have established the following support services:

- **Provider Services call center**
  - 1-800-322-8670
  - Open Monday-Friday 6:00 AM-6:00 PM
  - Or email your questions to [comments@steward.org](mailto:comments@steward.org)
- **Steward Health Choice Arizona website -** <http://www.stewardhealthchoiceaz.com/> which will be updated to inform members on:
  - Health plan benefits
  - Providers in network
  - FAQs
  - Programs and information from SHC-AZ

If you have any questions, please contact your local Provider Performance Representative. ■





## Did You Know?

### Patient Experience

Steward Health Choice participates in member surveys, to inform regulating agencies about members' experiences with our health plan and network of providers, both primary care and specialists. The Consumer Assessment of Health Providers and Systems (CAHPS) Surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services.

Patient experience encompasses the range of interactions that patients have with the health care system, including their care from health plans, and from doctors, nurses, medical assistants and staff in hospitals, physician practices, and other health care facilities. As an integral component of health care quality, patient experience includes several aspects of health care delivery that patients value highly when they seek and receive care, such as:

- Getting timely appointments
- Easy access to information
- Clear communication with health care providers.

In compliance with regulating agencies, CAHPS surveys are administered in the spring, typically between March and June, to a sample-size of Steward Health Choice membership for each type of health plan we offer. Patients included in the sample-size are those members enrolled with our health plan continuously for six-months prior to the survey period and they respond to questions about their overall health, scheduling appointments when they need them, and overall ratings of the

following: health plan, personal doctor and specialist seen most often.

In order to assess our overall performance with the population, each of the CAHPS global ratings (Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialist Seen Most Often), four of the CAHPS composite measures (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service), and one individual item measure (Coordination of Care) are scored on a three-point scale using the scoring methodology detailed in NCQA's HEDIS Specifications for Survey Measures. The resulting three-point mean scores are compared to NCQA's HEDIS Benchmarks and Thresholds for Accreditation. Based on this comparison, ratings of one (\*) to five (\*\*\*\*\*) stars are determined for each CAHPS measure, where one is the lowest possible rating and five is the highest possible rating. These ratings tell us how we're doing as a health plan AND how our network of providers are doing in meeting our members' health care needs. Ultimately, the goal of the CAHPS Survey is to provide performance feedback that is actionable and that will aid in improving overall member satisfaction.

Source: Agency for Healthcare Research and Quality; [ahrq.gov](http://ahrq.gov)

### Why Measure the Patient Experience?

As a provider, your interactions with our members has direct correlation to member retention. Patients keep or change providers based on their experience in your practice. According to the Journal of Family Practice:

- Patients reporting the poorest-quality relationships with their physicians were 3 times more likely to voluntarily leave the physician's practice than patients with the highest-quality relationships.
- The strength of physician-patient relationships in primary care is a leading predictor of patients' loyalty to their primary physician's practice.

Patients prioritize patient-clinician interactions as key elements of quality. We evaluate those interactions through patient experience surveys to give our members a voice and improve our health care system for our members and their families. Measuring and improving patient experience contributes to a quality-centered culture.

Source: Safran DG, Montgomery JE, Chang H, Murphy J, Rogers WH. Switching doctors: predictors of voluntary disenrollment from a primary physician's practice. *Journal of Family Practice* 2001; 50 (2): 130-136.

### Improving Your Patient Experience

In the coming weeks, Steward Health Choice will be sharing our CAHPS results/ratings and rolling out patient experience evidence-based best practices to focus on based on those results via Network Services and the Provider Portal. Review these experience best practices, share them with your staff and implement the practices, as appropriate.

We know you are committed to providing quality health care services to your patients and we are here to help improve the experience for everyone. ■

# Provider Online Resources

Our team brings an open vision to Arizona. We believe that those who provide care should be the leaders in creating and constructing new, better and less invasive mechanisms for the delivery of the care they provide. We are provider-owned and we understand both the rewards and difficulties of managed care and health plan/provider relationships.

Visit us online for provider specific resources!

[www.stewardhealthchoiceaz.com](http://www.stewardhealthchoiceaz.com)

- Provider Manual(s)
- Prior Authorization
- Provider Notices/Announcements
- Provider Newsletters



**Has any of your information changed?  
We like to keep our records up to date!**

\*Please contact your Network Provider Performance Representative if you have changes to your roster, address, and fax or phone number.\*



HEALTH | CHOICE