

Mount Sinai Clinically Integrated Network's November Town Hall Gathering

Tuesday, November 1, 2022

6:00pm – 7:00pm



**Mount
Sinai**
Health
Partners

Board of Managers Election

Nominate yourself or a colleague!

- ▶ MSHP providers had the opportunity to nominate themselves or a colleague to fill open seats for MSHP's Board of Managers
- ▶ Nominations closed on **Friday, November 4th**.
- ▶ **Submit your nomination at bit.ly/MSHPBoardofManagers**

5 Open Seats

Voluntary Seats:

- Two Manhattan PCPs
- One Manhattan Specialist

Employed, Any Specialty:

- One East Side, Manhattan
- One Non-Manhattan



Board of Managers Election *continued ...*

Get ready to vote!

Vote: November 29th – December 16th

- ▶ Cast your vote! Check your inbox on **November 29** for an email with instructions on how to vote in the MSHP election.

Questions?

- ▶ Contact Lauren Hertan, Project Coordinator at Lauren.Hertan@mountsinai.org or 646-906-2416.

Join us!

Upcoming Mind Matters ECHO Meetings

Engaging Patients and Families in Destigmatized Substance Use Care

November 9, 2022
5:30 – 7:00pm

Effective Treatments for Substance Use

December 14, 2022
5:30 – 7:00 PM

**Register at
bit.ly/mindmatters22**

Interested in submitting a case?

[Click here to submit your case today for a future Mind Matters Session!](#)

Tonight's Agenda:

- ▶ How to Effectively Meet CI Program Metrics
- ▶ Cigna Updates

How to Effectively Meet CI Program Metrics

Stephen Sisselman, DO
Sisselman Medical Group, PC



**Mount
Sinai
Health
Partners**

Agenda

- ▶ Brief Review of CI Program
- ▶ Strategies for Success
- ▶ Collaboration and Questions

CI Program for PCPs

- ▶ EMR “meaningful use” with DIRECT address
- ▶ Use of structured clinical data
- ▶ Provider Engagement / Population Health meetings
- ▶ HIPAA / other training

Quality Measures for PCPs

- ▶ Breast Cancer Screening
- ▶ Colon Cancer Screening
- ▶ Diabetic Eye Exam
- ▶ Diabetic Kidney Health
- ▶ Medication Adherence (Statins, ACE.ARB, DM)
- ▶ Patients seen within calendar year

Efficiency Metrics for PCPs

- ▶ Inpatient Admissions
- ▶ ED Visits
- ▶ Total Cost of Care

Clinical Documentation Metrics for PCPs

- ▶ DM w/ Complications
- ▶ CHF
- ▶ CKD
- ▶ PVD
- ▶ Arrhythmias
- ▶ COPD
- ▶ Dementia
- ▶ Morbid Obesity

Tricks and Tips for Best Practices

- ▶ EMR Problem List / Notes
- ▶ CDSS / Alerts
- ▶ CPTII Codes
- ▶ MA Plan Specific CPTII Codes
- ▶ Stellar Health
- ▶ Daily Huddle
- ▶ AWVs for MA / Medicare
- ▶ Pop Health Coordinator / Dedicated Staff
- ▶ Data vs Actionable Data

CPTII Codes

- ▶ Supplemental tracking codes used for performance measurement and data collection related to quality and performance measurement
- ▶ 1125F, 1126F, 1159F, 1160F, 1170F
- ▶ 2022F
- ▶ 3044F, 3046F, 3051F, 3052F
- ▶ 3008F
- ▶ 3074F, 3075F, 3078F, 3079F
- ▶ Many other codes

Quadruple Aim of Healthcare



Collaboration and Questions



Cigna Medicare Advantage 2023



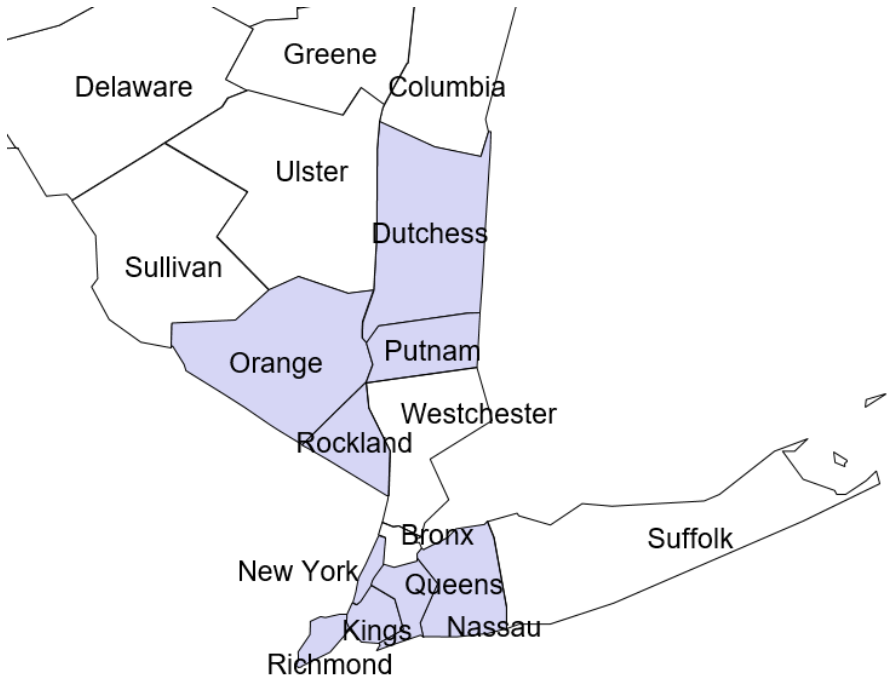


Our Mission

As a global health service company, Cigna's mission is to improve the health, well-being, and peace of mind of those we serve by making health care simple, affordable, and predictable.

2023 Cigna Medicare Advantage NY Counties

Nassau, Queens, Kings, New York, Bronx, Richmond, Rockland, Putnam, Orange, and Dutchess



2023 Cigna Product Highlights

Lead Plans:

- \$0 Premium Plans with No Medical or Drug Deductibles
- MA only plan for Veterans that includes a \$300 Pet Allowance
- \$26 Premium True Choice Plus PPO for those looking for more financial security
- Part B buyback Plan for a more sophisticated buyer

Benefit Highlights:

- \$0 PCP co-pays, \$0 Lab co-pays
- Lowest MOOPs in the state, as low as \$5800
- Dental Allowances ranging from \$1000 to \$3000/year
- Coverage for Vision, Hearing Aides, Transportation, and OTC ranging from \$85-\$110 quarterly

Part B Buydown Plan Expansion

Cigna will be offering expanded 2 Part B Buydown plans in New York for 2023.

Exclusive to Nassau County: \$75 Part B Buydown
\$50 Part B Buydown True Choice Courage (all 10 counties).

The Part B buydown offers customers a rebate toward their Part B premiums, and is administered through the Social Security Administration (SSA). SSA will deduct the specific Part B buydown amount from the members' monthly Part B premium. This deduction can take 90 days and will be retroactive to the first day of plan membership.



New for 2023: MA-only – Courage Plan

Our MA-only plan has been renamed the **Cigna Courage Medicare plan**

We are glad to be able to offer a unique MA-only plan with veterans in mind.

Benefits include \$50 Part B Buyback, \$2000 Dental Allowance, \$85 OTC, Vision, Hearing and a Pet Allowance!!





Pet Allowance



Pet Allowance benefit provides our customers with a yearly allowance of **\$300** that can be used to purchase pet food, clothes, toys, etc. from pet stores, or can be used to cover veterinary visits, shots, and medication for pets at the vets office.

- Customer must have hearing or vision loss, or PTSD chronic conditions to be eligible.
- Benefit will be accessed through the ***Healthy Today Card***
- Funds are loaded upon confirmation of eligibility, and do not rollover.

NEW for 2023



Cigna Healthy Today Card

The Cigna **Healthy Today Card** is Cigna Medicare's new flex card program:

- The flex card is a one-card solution to access multiple supplemental benefits
- Affordable OTC solutions (aspirin, vitamins, allergy, incontinence, falls prevention products, etc.)
- The flex card is available to all Medicare Advantage customers
- Extensive national retail network makes it easy for your customers to access benefits



*Sample card. Not finalized.

Dental

In 2023, Cigna will offer dental benefits that include: Preventative, comprehensive, or allowance depending on the market.

Dental Allowance*

Customers in plans offering the dental allowance are not required to use a specific dental network, and can receive preventative and comprehensive services from any licensed dentist.

**** An additional customer discount is applied for customers using a Cigna Dental Health (CDH) provide or PPO provider***



2023 Customer Incentives

As Cigna's mission states, the overall health and peace of mind of our customers is of utmost importance. To keep our customers healthy, here are a few of the incentives we are offering in 2023:

- Yearly Health Checkup; \$30
- Mammogram; \$25
- Diabetic management; \$30
- Engage with My Cigna; \$30 max
- Get active with Silver&Fit®; \$50 max
- Immunization; \$20
- Bone density screening; \$25
- Colorectal screening; up to \$30
- Community engagement: \$10





Alla.Zilbering@cigna.com

National Medicare Medical Director for Health Equity
Market Medical Executive for NY, NJ, CT, PA, DE and MD

CIGNA MEDICARE ADVANTAGE

Provider Resource Orientation


Together, all the way.®



Cigna Medicare Advantage Provider Resource Webinar



Education Specialist:

Jennifer Leaf

- Introduce the Cigna MA Website
 - Navigation through claim information specific for newly contracted Cigna MA providers
 - Learn about resources to aide in billing, claims, prior authorizations and more
 - Guidance for setting up/registering for EFT, HSConnect Provider Portal specific for our Cigna MA Par providers and contact numbers for internal and external partners.
- 

Sample ID cards *These images are for illustrative purposes only*

HMO ID card
Health
maintenance
organization

		<Plan Name> <Plan Type>		
Name	<Customer Full Name>	<Contract/PBP/segment>		
ID	<Customer ID>			
Health Plan	(80840)			
Effective Date	<Effective Date>			
PCP	<PCP Name>	Part B Drugs		
PCP Phone	<Phone Number>	RxBIN	<XXXXXXXX>	
PCP Network	<Network>	RxPCN	<XXXXXXXX>	
		RxGRP	<XXXXXXXX>	
[No Referral Required]		COPAYS		
PCP	<\$xx>	Specialist	<\$xx>	
Emergency	<\$xx>	Urgent care	<\$xx>	

This card does not guarantee coverage or payment.
<barcode>

[Services may require [a referral or] [an] authorization by the Health Plan.]
[Medicare limiting charges apply.]

[Customer Service <-- Toll Free Number ---> (TTY 711)]

[Provider Services <Phone Number>]

[Authorization/Referral <Phone Number>]

[Provider Medical Claims <Address>]



[Dental Services <Phone Number>(TTY: 711)]

[Provider Dental Claims <Address>]

[Pharmacy Help Desk <Phone Number>]

[<URL>]

PPO ID card
Preferred
provider
organization

		<Plan Name> <Plan Type>		
		<Contract/PBP/segment>		
Name	<Customer Full Name>			
ID	<Customer ID>			
Health Plan	(80840)	MedicareRx Prescription Drug Coverage X		
Effective Date	<Effective Date>			
		RxBIN	<XXXXXXXX>	
		RxPCN	<XXXXXXXX>	
		RxGRP	<XXXXXXXX>	
[No PCP Required]		COPAYS		
[No Referral Required]				
PCP	<\$xx>	Specialist	<\$xx>	
Emergency	<\$xx>	Urgent care	<\$xx>	

This card does not guarantee coverage or payment.
<barcode>

[Services may require [a referral or] [an] authorization by the Health Plan.]
[Medicare limiting charges apply.]

[Customer Service <-- Toll Free Number ---> (TTY 711)]

[Provider Services <Phone Number>]

[Authorization/Referral <Phone Number>]

[Provider Medical Claims <Address>]

[Pharmacy Help Desk <Phone Number>]

[Pharmacy Claims <Address>]

[Dental Services <Phone Number> (TTY: 711)]

[Provider Dental Claims <Address>]

[<URL>]

Resources

Resource for Cigna MA Providers	Contact Information
Cigna Provider Manual	MedicareProviders.Cigna.com > Provider Manual: View 2022 Provider Manual
HSCconnect provider portal	HSCconnectOnline.com
Provider Services Department	800.230.6138 <i>Monday-Friday, 8:00 a.m. to 5:00 p.m.</i>
Provider Quick Reference Guide	MedicareProviders.Cigna.com > Quick Reference Guide
Main website for Cigna MA providers	MedicareProviders.Cigna.com
<i>Network Insider Quarterly Cigna Medicare Advantage Provider Newsletter</i>	MedicareProviders.Cigna.com > Provider Resources > Network Insider Medicare Provider Newsletter

**THANK YOU FOR YOUR
CONTINUED PARTNERSHIP**

QUESTIONS?

Together, all the way.®



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Thank you