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**Dedicated to helping
physicians optimize
health care outcomes
and patient satisfaction**

June Practice Managers' Meeting Scheduled

Want to know what's going on in JPA? Do you want to understand those JPA utilization reports you receive each month? Do you have questions about reimbursement? You need to come to JPA's Practice Managers' meeting. The meetings have a relaxed structure and always include time for questions and problem solving. Who else knows the frustration of running an office than other practice managers? Get to know your colleagues. The next meeting is scheduled for **June 25th** in the **Safari Room** of **Foote Hospital** from **8:00AM to 9:00AM**.



PCP Designation is Important!

JPA's contract with BCN involves new contractual goals and incentives. These goals and incentives are tied to claims paid data. This data is tracked and collated by a member's PCP. If a member has designated you as their PCP but seeing another physician, that claims paid data is being attributed to you! This means your incentive monies may be adversely effected. By checking eligibility AND PCP Designation at the front desk you insure timely payment and accurate reporting of claims paid data. PCP Designation can be done via telephone, or on-line.

**Let JPA know if you
have any issues
where we can help!**

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The JPA Examiner

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Year 2002-03 JPA Board Members

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Letter From The President

Greetings! I hope you have weathered our cool spring and are getting ready for a terrific summer. I'd like to update you on a number of ongoing JPA initiatives.

• **2002 BCN Withhold Disbursement:** In 2002, JPA physician members achieved two of the three utilization targets set by Blue Care Network (BCN). JPA expects to receive and distribute the withhold monies this summer. Monies will be allocated proportioned to what JPA members had withheld.

• **New Preferred Vendor Discussion:** JPA administration is in discussions with a number of new vendors. These include: **DBI**—for office supplies/furniture/equipment; **MYSIS**—for discounted billing packages; and **Research & Marketing Strategies, Inc. (RMS)**—for patient satisfaction surveying and marketing plan development.

• **JPA Regulatory Compliance Group:** Following the success of the HIPAA Implementation Task Force, the JPA Board has approved creation of the Regulatory Compliance Group. This is a monthly meeting for practice managers to

learn about and discuss regulatory compliance issues.

• **Discussion with the Jackson Area Manufacturing Association (JAMA):** JPA will be exploring ways to work more closely with area manufacturers and improve the health status of the community. It is also hoped that JPA members can assist employers in their management of self-insured health care costs.

JPA is committed to providing value to its physician members. The administrative team and Board will continue to focus on optimizing the JPA-BCN relationship. This means working toward attainment of the utilization targets

We will also continue to look for new value-added services we can provide so that you can improve your practice operations.

As always, please call me with any comments, suggestions or concerns.

Happy Summer,
Dr. Lynn Van Wagnen
JPA President
787-1990



A New JPA Regulatory Compliance Group is Forming ARE YOU A MEMBER?

Today's medical practices face the daunting task of staying current with State and Federal regulations. Therefore, JPA is transitioning its HIPAA Compliance Implementation Task Force into a broad-based regulatory compliance group. The success of JPA's HIPAA work group has shown that the collaborative approach amongst practices works.

This new compliance task force will be a group of practice managers who meet on the second Wednesday morning of each month to review and discuss compliance activities associated with health care regulations. The goal is to blend resources and identify "best practices" that can be shared among all the Group's members.

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BCN Incentive Money to be Returned



CONGRATULATIONS! The JPA physician membership performed well in 2002 with regard to key utilization categories. The Group achieved their BCN utilization targets for Outpatient Surgery and Outpatient Radiology. The withhold settlement for these categories will be received from BCN in July. JPA will distribute this withhold upon receipt of the monies. Physician specific payouts will be

based on what each physician paid into the Withhold Fund (what they had withheld from claims payments).

Additionally, JPA members met BCN Pharmacy Incentive goal targets in 2002. The Rx incentive amounts for each eligible JPA physician will be calculated based upon the percentage the physician's Rx usage surpassed the JPA goal multiplied by the final Rx PMPM amount.

JPA Administration is very pleased with the efforts of the membership to meet these targets. Keep up the good work!

Do You Have Enough Time with Your Patients?

According to a recent survey conducted by the Center for Studying Health System Change (HSC), physicians spent about two additional hours per week on patient care in 2001 than in 1997. Nonetheless, one in three physicians report that they do not have enough time with their patients.

"As the practice of medicine grows more complex, many physicians may be frustrated because they have too much to discuss with their patients in too little time." The study looked at statistics for the years 1997 and 2001, covering a four year time frame.

Key Findings from the Study include:

- More physician practices employed physician assistants, nurse practitioners, nurse midwives and clinical nurse specialists. The portion of practices with these mid-level providers grew from 40% in 1997 to 48% in 2001. [In practices with three or more physicians, the portion grew from 53% in 1997 to 66% in 2001.]
- The average number of doctor visits by patients remained constant between 1997 and 2001 at about 3.8 visits per year.
- Waiting times for an appointment with a specialist grew 22.7% (from 6.6 days to 8.1 days or longer between 1997 and 2001), while waiting times for primary care appointments remained unchanged.

OSHA Training

State of Michigan requires medical offices to train their staff on blood borne pathogens at least annually. JPA is offering a Training Session on **JUNE 23rd**. Rosemary Ham RN, CNP is our presenter. The training starts at **5:30PM** and will run to **7:00PM** in the Auditorium of Foote Hospital. The cost is \$15 per person. Reservations can be made by calling Cheryl @ 817-2140.

- The proportion of physicians accepting new Medicare patients fell from 73% in 1997 to 69% in 2001, while the proportion of physicians accepting new privately insured patients fell from 70.8% to 68.2%.
- The proportion of patients who delayed or did not get care because they couldn't get a timely appointment grew from 3.4% in 1997 to 5% in 2001.

Overall, the study showed that health care delivery is becoming more complex. Patients are requiring more time from providers to handle their care.

The Center for Studying Health System Change is a nonpartisan policy research organization committed to providing objective and timely insights on the nation's changing health system to help inform policy makers and contribute to better health care policy. HSC, based in Washington, DC is funded exclusively by The Robert Wood Johnson Foundation and is affiliated with Mathematica Policy Research, Inc. To read the complete report, go to <http://www.hschange.com/CONTENT/556/>



Changes at your office?

Please let JPA know of any changes at your office. These may include new telephone and/or fax numbers, new e-mail address, physician additions/retirements or designation of a new practice manager. **Call us @ (517) 817-2140.**

We need to maintain an up-to-date JPA membership database for Directory Publication and to ensure you receive timely notifications. Thank you in advance for your cooperation here.

HIPAA Privacy Regulations Take Effect

On Monday April, 14, 2003, the Health Insurance Portability and Accountability Act (HIPAA) Privacy regulations took effect. Physicians' practices, as "covered entities", need to comply with these regulations. While the regulations are extensive, some key components include:

1. *Posting and distribution of the practices' Notice of Privacy Practice;*
2. Distribution and *receipt of Business Associate Contracts* with vendors who receive and use protected health information (PHI);
3. *Formalized patient communication forms* to document requests to see and amend their respective medical records; and
4. *Extensive staff training* regarding HIPAA and the procedures necessary to protect patient confidentiality.

The Privacy Rules are but one provision of the 1996 HIPAA regulations with regard to the Administrative Simplification section of the federal law. A number of other key components will be implemented over the next

several years. The final deadline for the electronic transaction standards compliance is October 16th. Practices should be preparing themselves for this deadline. There are a number of activities related to this section of the regulation that practices need to implement and understand. Final security regulations were passed this spring with compliance required by 2005.

JPA will continue to be a resource for practices in their HIPAA compliance efforts. The organization has a number of materials including a Privacy Rule Compliance workbook. Please contact Cheryl Meschke at 817-2140 for more information.

Key reference website:
www.hhs.ocr.gov

HIPAA HOTLINE: 866-282-0659



McKesson announces its "MAX REWARDS" Program

JPA will be continuing its preferred vendor relationship with McKesson for medical supplies and equipment. "McKesson has a renewed commitment to assisting physician practices in managing their office costs," says the new Primary Care Sales Manager, Mark Fisher.

Under the McKesson "MAX REWARDS" Program, JPA members can receive up to a 2% rebate per quarter on supply and equipment purchases. Incentives are also available for "on-line" purchasing. Additionally, members will receive competitive pricing on all products.

It is important to note that McKesson is the only authorized distributor of HEMOCUE systems and reagents in the Jackson marketplace. New this year, JPA members can now order Blue Cross/Blue Shield pharmacy items from McKesson Medical Surgical. These include injectable drugs which can be purchased at reduced prices.

To find out more about McKesson products, contact Mr. Michael Stock at 1-800-877-1919 x 3273 or visit them on-line at www.mckesson.com.

MCKESSON
Empowering Healthcare

Are You A Member?

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There will be a formalized agenda and handouts that get refreshed at each meeting. Participating practices can expect to be coached through several regulatory compliance areas including HIPAA, OIG and OSHA.

There will be a modest charge for participation in this new JPA Regulatory Compliance Group. This fee will cover the costs of the meeting materials and external expert consultants from time to time.

If you are interested in becoming a member, please contact Cheryl Meschke at 817-2140.

IN THE DOOR

Please welcome the following new physician to JPA:

Dr. Edward Robles - Neurology

His practice is located at:
300 West Washington Street, Suite 210
Jackson, MI

