

*Serving Bannock and Bingham Counties*

# Education program offered to improve health outcomes



Portneuf Quality Alliance will be collaborating with Optum in 2015 to provide a series of educational opportunities focused on the Medicare Advantage Risk Adjustment program and Medicare Quality programs. Optum works with healthcare professionals and health plans towards improved health outcomes. With relevant tools and support, Optum can help health care providers in the early detection, ongoing

assessment, and accurate reporting of chronic conditions for your patients who are enrolled with Optum's health plan clients. Optum has technology and health intelligence solutions that can help healthcare providers accurately document and code conditions while improving the overall quality of patient care.

Optum will be in attendance at the upcoming PQA Education Forum and Luncheon on December 4th. We encourage you to stop in and meet the Optum team and learn about the many Optum resources available to your office in 2015 at no charge. Optum's services are made possible through an agreement between Optum and Blue Cross of Idaho.

## PQA BOARD MEMBERS

*The PQA Board of Directors is currently being chaired by Bradley Burton, MD and also includes the following physicians and administrators:*

Ben Call, MD  
David Denton, MD  
Mark Horrocks, MD  
Richard Maynard, DO  
Richard Wathne, MD  
Daniel Ordyna  
John Abreu  
Shaun Menchaca

## PQA MISSION

The Portneuf Quality Alliance is an innovative health care team dedicated to utilizing the medical resources of the community to bring higher quality medical care, enhanced medical value, improved medical outcomes, reduced medical costs, and increased collaboration between the men, women, and children of southeastern Idaho and their medical providers.

# Open Enrollment Update

As many of you are already aware, PQA will be the primary provider network supporting the Portneuf Medical Center Employee Health Plan through UMR starting January 1, 2015. Open enrollment for that plan started on November 5th and communication has gone out to PMC employees regarding the network change. Employees were encouraged to verify the PQA network status of their existing provider(s) by searching the web

directory at [PortneufQualityAlliance.org/directory](http://PortneufQualityAlliance.org/directory) for a smooth transition.

Open enrollment on the insurance exchange started on November 15, 2014, which will hopefully bring PQA more members via the ConnectedCare product, as it remains competitively priced in the south-east Idaho marketplace. You may also notice some ConnectedCare billboards throughout town which

will hopefully get some additional name recognition out there for both the product and PQA.

For more information about general exchange enrollment, you may visit [YourHealthIdaho.org](http://YourHealthIdaho.org) or contact a local broker for assistance. The local Blue Cross district office is also happy to help with questions about specific Blue Cross of Idaho products, such as ConnectedCare. Their direct number is (208) 232-6206.



**SAVE**  
—THE—  
**DATE**

**PQA EDUCATIONAL FORUM & LUNCHEON**  
**THURSDAY, DECEMBER 4TH**  
**11:30 AM TO 1:00 PM**  
**PEBBLE CREEK ROOM**  
**PORTNEUF MEDICAL CENTER**

# Credentialing Due Diligence

As we welcome new PQA providers to the network, we would like to take the time to remind everyone, both existing and brand new, that in order to complete our newly implemented credentialing process, we must receive all of the correct paperwork and documentation for each practitioner within your Tax ID. This would include any updates on the initial group contract paperwork, as well as individual provider/practitioner applications, along with supporting documentation. We will be reaching out to offices for this information in the coming weeks if we have not yet received it.

Also, to assure that PQA is operating on the most accurate information, we ask that PQA be notified in the

event of any change to your practice, along with any other network or payer. These changes include, but are not limited to:

- **Adding a provider to your practice**
- **Removing a provider from your practice**
- **Change of address, telephone number, and/or any other contact information**
- **Enumeration changes (e.g.: Tax ID, NPI)**

To submit any credentialing paperwork or updates, please use the following email address:

[PQAUpdates@portmed.org](mailto:PQAUpdates@portmed.org).

For any questions or concerns, feel free to contact the PQA office at (208) 239-2664.

## NEW PROVIDER GROUPS AND ASSOCIATES

Portneuf Quality Alliance would like to announce the addition of several new provider groups and associates to the PQA Network. A tremendous response to the network's recruitment efforts allows us to now welcome the following providers and practices:

Access Home Care & Hospice	Custom Rehab	Pocatello Podiatry Associates
Advance Performance PT	David Wise MD	Speech Therapy Services
Art of Motion Chiropractic	Greg Ford	Quinn Meadows
Blackfoot Medical Center/Clinic	Hannah's Place	Superior PT
Brizee Family Medicine	Heritage Home Health & Hospice	The Eye Clinic
CARE Women's Health	Life Change Associates	West Family Medicine
Center for Orthopedic Rehabilitation	Physicians Immediate Care	Valley Foot and Ankle
Center Services / Counseling	Pocatello Eye Care	

# Striving to be innovative, proactive, and collaborative

We wanted to create a purposeful change in the way we deliver patient care that will directly affect the health of our community. In a time in which our industry has been turned on its head, stressed past its limits, and asked to accommodate ever-evolving laws; we have instituted a transformation that will require even more from us than has already been demanded. Falling behind industry standard is not the motivation for such change. Instead we strive to be innovative, proactive, and collaborative in our approach to deliver higher quality care at a more affordable price. That is why we created PQA.

We are now a year into this extensive project and it seems like a great time to take a step back and look at what has been accomplished thus far, but also to consider what is yet to come. A governance structure comprised of several subcommittees and a Board of Directors has been established, and it continually evolves to meet the needs of the growing organization. Over 1,200 people have enrolled in an insurance product supported by this network and we anticipate that number to more than double over the course of the next year. The PQA Network is being expanded to include more provider types and even more services to cover the entire continuum of care. The transition of leadership from consultants to our own Executive Director is creating better traction and movement with our initiatives. We've overcome a lot of hurdles and we've experienced sweet moments of success due to the incredibly hard work done by those involved in the project. But make no mistake; we still have a lot of work to do.



**DAN ORDYNA**  
Portneuf Medical Center CEO

We are now able to look to the future and understand the critical steps that need to be taken. For example, the implementation of our Crimson tool for assessment of quality and outcomes data, the tracking of metrics and the strategic use of this data will give us the continued recruitment of high quality providers and services. These steps are not to be underestimated, nor overlooked. They will require the very best of each of us; Board and committee members, providers and administrators.

Our very best will demand our trust in one another and a positive collaboration between all involved. This is the ground floor where each and every opinion is extremely influential and sought after. As we solidify processes, we ask for your input that will take us in an optimistic direction and ease any tension that might exist within the network. Effective communication is

key and a good understanding of motives and intentions is critical in order to ensure the safety and security of all participating in the network. And in truth, the network seeks to align incentives for all those involved in the healthcare system, which includes physicians/other providers, patients, hospitals, and insurance companies. Without collectively securing the success of each, we all fail...and failure is not an option.

What a wonderful journey this has been and it has only just begun. As PQA continues to grow and mature, assure your part in it. **Be influential. Be positive. Be a leader in the pioneer movement towards improved healthcare in our community.**