MAKING THE NEW YEAR A MEANINGFUL ONE

Andrea Ludka

Turning the calendar to a fresh year is an exciting time for everyone, both for the young and the young at heart. One of my resolutions is to continue doing everything in our power to help you achieve your goals. From in-office process changes to sweeping federal changes, please know that our staff is dedicated to helping you navigate the changes each New Year – and day – brings.

A hot topic this year is Meaningful Use, criteria set forth by the Centers for Medicare and Medicaid that address electronic health record (EHR) incentives. Professionals that qualify for these Medicare and Medicaid payment incentives already use EHR and are certified to standards set by the Office of the National Coordinator of Health Information Technology. Please see the article below for more details.

So while the snow falls and nature takes a well-deserved rest, please rest assured that the Physician Liaison team wants nothing more than to help you succeed on all fronts.

Call me when looking for information or for other concerns you may have. My direct line is (231) 935-3391 or you can reach me at aludka@mhc.net.

What Meaningful Use Means to You

As we navigate and implement health care regulations, and while studies show patients can ultimately benefit, these changes affect physician practices.

One recent regulation – Meaningful Use – describes criteria that eligible health care providers must satisfy to qualify for electronic health record (EHR) incentives. These incentives, paid initially as Medicare and Medicaid claims payment bonuses, will subsequently become claims payment penalties to health care providers who do not qualify by calendar year 2015. Industry experts predict that private payers will follow suit.

“The new regulations regarding Meaningful Use are complex set of rules that ultimately will increase the quality, safety, and efficiency of health care while decreasing disparities among individual providers,” said Randi Terry, Director, Munson Information Systems.

“Without question we want to help providers in this region become meaningful users and encourage anyone with questions to contact us.”

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Meaningful Use Resources

- Meaningful Use – Randi Terry, Director, Munson Information Systems, (231) 935-5199
- EHR/Electronic Medical Record (EMR) – Crystal Larson, Manager, Ambulatory Applications for Munson Information Systems, (231) 935-6049

For More Information

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March will mark the completion of the first major upgrade to Physician Web Scheduler (PWS), an upgrading effort that has involved database conversion and intensive testing. Although the changes will be minimal to PWS users, the upgrade will enhance PWS’s performance and functionality. Even though PWS will look and feel much the same, a small tweak to the notes section will prompt it to pop up earlier than it did before. This change will be much more convenient as you will know sooner if you should select a different test based on the notes before continuing scheduling. I would be happy to review these changes with your staff once the upgrade launches in March. Just call and we can set up a time that works for you.

I look forward to our continued work together. Happy New Year!

Call me for more information on Physician Web Scheduler or any other concerns you may have. My direct line is (231) 935-3388 or you can reach me at dsears@mhc.net.

### MEANINGFUL USE RESOURCES

While each practice must individually decide its own course for implementing an electronic health record, there are many sources from which to begin the research process:

**Michigan Center for Effective Information Technology Adoption (M-CEITA)**

M-CEITA is a nonprofit statewide collaborative funded by the Department of Health and Human Services to assist primary care providers with the adoption and Meaningful Use of electronic health records.

Contact:
Peggy Losey
Implementation Specialist
Michigan Public Health Institute (MPHI)
(517) 614-8636
1-888-642-4347
plosey1@mphi.org
mceita.org

mymunson.org
All of the documents from Munson’s Meaningful Use presentations on October 27 and December 2 can be found at mymunson.org, then clicking on the links Physicians/Providers; Office Staff; Meaningful Use.

Other websites:

**Michiganhealthit.org**
Includes information on the Medicaid EHR Incentive program and M-CEITA, the regional health IT extension center for Michigan.

**Michigan.gov/mihin**
The Michigan Health Information Network (MiHIN) is the State of Michigan’s initiative to improve health care quality, cost, efficiency, and patient safety through electronic exchange of health information. The MiHIN is a joint effort among the Michigan Department of Community Health, the Michigan Department of Information Technology, and a broad group of stakeholders from across the state of Michigan.

Please destroy any outdated forms. You may also leave them for courier pickup for recycling. Updated forms are also available by calling Forms at (231) 935-0858.

### IV THERAPY FORMS NOW AVAILABLE ON MYMUNSON.ORG

IV Therapy forms are now available on mymunson.org by clicking on “Physicians/Providers and Office Staff” and then “Forms.”

Forms currently available on mymunson.org include:

- Cancer Services
- Cardiac Services
- Cytology
- General
- Healthy Weight Management Program
- Information Systems
- IV Therapy
- Laboratory
- Physician Label Request
- Pulmonary Services
- Radiology
- Rehabilitation Services
- Sleep Disorders
- Surgery

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Welcome to MyMunson.org

Stay Well Connected.

Physician Administration

David McDowell, MD
VP, Medical Affairs
Phone: (231) 935-0216
Fax: (231) 935-6944
Email: dmcdoell@mhc.net
As of January 1, ordering provider handwritten or electronic signatures are required on all Lab requisitions. CMS is allowing the first quarter to become compliant. Knowing this, we would like to work together with physician offices to develop processes.

A reminder that signature stamps are not an acceptable form of signature for any payer.

In light of this new directive, providers are asked to please note the following:

- Stamped signatures will be returned to the ordering provider for signature.
- If the hand signature is illegible, the additional use of name stamps or circling the provider’s name on a Lab requisition to clarify the signature is acceptable.
- Electronic signatures are acceptable. Requisitions generated from an electronic medical record must include the phrase “electronically signed by” (not just a signature graphic) to comply with CMS guidelines.

“Providers are encouraged to contact Munson Medical Center if there are any questions about updated forms or clarification of the new CMS guidelines,” said Karen Popa, Director, Patient Financial Services for Munson Medical Center (MMC).

“We value our relationship with our providers and appreciate the care they have so consistently given the regional patient population,” said Terry Whalen, Director, Laboratory Services for MMC. “We are working hard to pass along new information and resources so that providers can be federally compliant with as little disruption to their practice as possible.”

For clarification regarding the new CMS guidelines, please contact Karen Popa at (231) 935-7493 or kpopa1@mhc.net or Terry Whalen at (231) 935-6126 or ewhalen@mhc.net.
GOODBYE, GROUPWISE ...

If your email address ends in “@mhc.net”, this spring a new Outlook email, address book, and calendar system will be installed, replacing GroupWise with Microsoft Outlook software. The changeover is expected to enhance functionality and provide additional features all while preserving your current address book, email addresses, and calendars, said Jodie Wick, Interim Director of Information Systems for Munson Medical Center.

“We are working very hard to ensure people lose no data during the transition from GroupWise to Outlook,” Wick said. “After the transition, we are confident users will appreciate Outlook’s robust features and better functionality.” If you have any questions or concerns about the changeover, please email MHCMicrosoftUpgrades@mhc.net.

H O W W I L L T H E O U T L O O K I N S T A L L A T I O N A F F E C T Y O U ?

If GroupWise is installed on your computer, it will be converted to Outlook.

Your email, address book, and calendar will be moved from GroupWise to Outlook with limited interruption. Outlook classes and support will be available. Note: Users on the Mercy Hospital Cadillac and Mercy Hospital Grayling GroupWise system will not be converting to Outlook. Once Munson makes the switch, you will no longer be able to view calendars or do busy searches for these GroupWise users.

If you use GroupWise Web (gwwweb.mhc.net):

GroupWise Web will be replaced with a Microsoft Outlook email remote solution. The web access tool will be much more robust than the GroupWise tool.

If you access GroupWise via services.mhc.net:

You will be able to access a web version of Outlook directly without having to go through services.mhc.net.

If you use iPhone/NotifyLink:

NotifyLink will no longer be needed as Smart phones will sync directly with Outlook without the additional cost associated with NotifyLink.

Education and support:

Support and education will include quick reference guides, demos, presentations, classroom training, one-on-one training, and online education. The Munson Help Desk will also be available during this transition.

If you have questions or feedback about the transition to Microsoft Outlook, please email MHCMicrosoftUpgrades@mhc.net.

DOES YOUR OFFICE USE MUNSON’S GROUPWISE?

OUTLOOK IS COMING YOUR WAY!

According to Munson policy, if you haven’t logged on to PowerChart in 60 days or more, you may lose your access.

“PowerChart inactivity of greater than 60 days will lead to removal of PowerChart access,” said Pete W. Springsteen, MD, Medical Director of Information Systems for Munson Medical Center. “We want to remind physicians and the offices to keep their PowerChart access current and avoid suspension of future access.”

To maintain PowerChart access, simply log in once within 60 days of the previous login. If your access is suspended, simply call the Munson Help Desk at (231) 935-6053. You will not need to complete new paperwork.

“PowerChart is a great tool for accessing patient historical results,” Springsteen said. “Test results from Lab and Radiology, as well as other tests, are available electronically and can be viewed by individual visit or in graph form showing many visits.”

GOT POWERCHART ACCESS?

KEEP IT LIVE BY LOGGING ON

Need a PowerChart refresher or help accessing/using PowerChart? Please contact the Munson Help Desk 24 hours a day/seven days a week at (231) 935-6053 or helpdesk@mhc.net.

TWO CARDIOLOGY PRACTICES INTEGRATE

Physicians, midlevel providers, and staff of Grand Traverse Heart Associates and Great Lakes Cardiology have combined to form Traverse Heart & Vascular, a service of Munson Medical Center.

Patients will continue to see their same cardiologist in the same location for the first quarter of 2011. Plans are for all cardiologists to move under one roof at 1200 Sixth Street in the spring of 2011. Patients will be contacted well in advance of any changes.

Interventional Cardiologist Michael Lauer, MD, FACC, FSCAI, of Northwest Michigan Heart & Vascular Specialists, will continue to practice independently and see patients in his current location at 3529 W. Front St., Suite B, in Traverse City. Call (231) 935-0335.
RECRUITMENT: 19 PHYSICIANS JOIN MUNSON IN FY ’10

System wide Munson Healthcare recruited 36 physicians in 15 different specialties during the FY 2010.

“We’ve had another excellent year recruiting system wide” said David McGreaham, MD, Vice President for Medical Affairs at Munson Medical Center. “We continue to be a highly desirable place to practice and a highly desirable place to live.”

Dr. McGreaham thanked Munson recruiters Deb Glicker and Heidi Henry for “the excellent job they’ve done.”

Specialties include Diagnostic Musculoskeletal Radiology, Emergency Medicine, Family Practice, General Surgery, Hospitalists, Infectious Disease, Internal Medicine, Gastroenterology, Neurology, Obstetrics/Gynecology, Ophthalmology, Rheumatology, Pediatrics, Psychiatry, and Vascular Surgery.

Dr. McGreaham said the recruiting environment continues to be highly competitive within the state and across the nation. “We continue to hold our own and do very well,” he said.

Physicians with colleagues interested in northern Michigan can call Physician Recruitment at (231) 935-5890.

Peter Alvarado, DO
Elk Rapids Family Practice
Family Practice

Michael Boros, MD
Surgical Associates of Traverse City
General Surgery
Vascular Surgery

Jennifer Bowerman, MD
Thirby Clinic
Internal Medicine

Kelly Clark, MD
Munson Family Practice Center
Family Practice

Douglas Covert, MD
Associated Retinal Consultants
Ophthalmology
Vitreoretinal Surgery

Erica Crudo, MD
Patient Care Specialists
Hospitalist

Neesha Fournier, MD
Milliken Medical Building
Internal Medicine

Douglas Gentry, MD
Hospitalists of Northern Michigan
Hospitalist

Jeffrey Goldman, MD
Digestive Health Associates
Gastroenterology

Heather Lee, DO
Heather Lee, DO
Neurology

Marius Racovan, MD
Rheumatology

Julia Riddle, DO
Grand Traverse Women’s Clinic
Family Practice

Amy Robertson, MD
Hospitalists of Northern Michigan
Hospitalist

James Robertson, MD
Hospitalists of Northern Michigan
Hospitalist

Jarrett Schroeder, MD
Munson Medical Center – Behavior Health
Psychiatry

James Shirley, MD
Grand Traverse Radiologists
Radiology

April Kurkowski, MD
Kalkaska Family Medicine Clinic
Family Practice

Dennis Sula, MD
Infectious Disease Consultants
Infectious Disease

Charles Todoroff, MD
Hospitalists of Northern Michigan
Hospitalist

Marius Racovan, MD
Rheumatology

Jarrett Schroeder, MD
Munson Medical Center – Behavior Health
Psychiatry

James Shirley, MD
Grand Traverse Radiologists
Radiology

Munson Healthcare

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In response to feedback from a 2010 study, American Imaging Management (AIM) launched a new “My Homepage” in its online application, ProviderPortal™.

Users logging in to AIM's ProviderPortal application will have instant access to the new homepage that includes the following features:

- Access to all of your online tools in one convenient, customized location.
- Ability to view all order requests submitted by you or your peers in the “Access Your Reports” module.
- Access to an interactive tutorial for every tool available on the homepage.
- Ability to initiate order requests directly from the homepage with the “Start Your Order Request Here” module.

To make sure you know your way around the new homepage, an interactive tutorial has been developed. It will automatically open the first time you log in to ProviderPortal.

If you have any questions regarding the new “My Homepage” in Provider Portal, please feel free to contact AIM Customer Service at 1-800-252-2021.

NEW OFFICE FOR DEBRA KURTZ, MD

As of January 3, Dr. Debra Kurtz, a specialist in Obstetrics & Gynecology, has relocated her practice. She has joined Grand Traverse Women’s Clinic and is accepting new patients.

Dr. Kurtz can be reached at:

Grand Traverse Women's Clinic
1200 Sixth St., Ste. 400
Traverse City, MI 49684
(231) 392-0650 phone
(231) 392-0665 fax

When the online Centers for Medicare and Medicaid Services (CMS) Limitations Guide was launched two years ago, physician offices finally had a single resource to find the proper codes for medically necessary diagnoses.

Now, updates to the Limitations Guide make is easier than ever to use, said Karen Popa, Director of Patient Financial Services for Munson Medical Center.

“With codes for lab tests and x-ray procedures being changed most frequently, we wanted to make sure that the offices and physicians had the most current information out there,” she said. “The offices and physicians have been fabulous about responding to us when there are code questions and this resource should help even further.”

The Guide is broken into the sections that include Cardiovascular Services, Laboratory Services, Pulmonary Services, and Radiology Services. Additional features include table of contents and bookmarks, all of which can be found at mymunson.org and clicking on the following sequence: Physicians/Providers and Office Staff/Resources/CMS Limitations Guide.