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October 15, 2013 Provider

Meeting Follow Up

- I. IT
 - a. Follow up on HCAHPS survey questions completed by our Care Coordination Department to ensure data pulls to correct place. (Not all have 100% on questions)
 - b. Link PCP with NP and clinical coordinator plus unit clerk on the PCMH page. Margaret to provide Jon with the correct staffing information.
 - c. In addition to PCMH template, find an additional location to have the Medicare Competitive Bidding template.
 - d. For AAA home screen – code status – have same drop list as on PCMH page and if pick in either place first, populates both locations.
 - e. Also request for code status to be on Master GP.
 - f. To HPI screen, add who is with the patient this visit and patient goal this visit.
 - g. Make sure DASH diet is on plan template.
 - h. On Plan template, add when next scheduled visit is and with whom it is scheduled.
- II. CBO
 - a. Need to research the following
 - i. Does Medicaid pay for transition of care codes?
 - ii. Which private insurances pay for transition of care codes – 99459; 99496
 - iii. Can transition of care codes be used for nursing home patients if they are custodial and not in SNF?
 - iv. 99496 was billed 43 times, were we paid for those?
 - v. Is the annual wellness exams only for those over 65 years of age?
 - vi. If transition of care code was billed and rejected, does the CBO re-bill at a 99214?
 - vii. Transition of care codes can't be billed until 30 days after the event, are we coding these correctly and are we being paid? Need clarification.

III. Operations

- a. Margaret to get with Medical Records and unit clerks and reinforce checking items off on health maintenance screen when reports received.
- b. Schedule nursing meeting to make sure they understand their role with Medicare Preventive and Transition of Care visits.

IV. Pat/Margaret

- a. Brainstorm ways to ensure the PCMH template gets completed and all data captured.

V. Front office

- a. Make sure and update the patient's PCP in the EPM as data will pull to PCMH template.
- b. Encourage patients to give their email address and enter this into the EPM system.