



INTEGRIS Health Partners

NEWSLETTER

June 2024

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Letter from the President

Dear Colleagues,

“Houston, we have a problem!”

This iconic phrase by Apollo 13 astronaut Jim Lovell has been in use for many years to describe the emergence of an unforeseen event or situation. It perfectly describes our issue concerning the almost unbelievable amount of inappropriate emergency room utilization experienced in our network.

Just like Mission control, we have been working to understand this problem and engineer a fix.

First, we really needed to understand why patients go to the ER. We surveyed the patients who went for what seemed like inappropriate medical issues to find out why they didn't go to a potentially more appropriate setting such as urgent care or their doctor's office.

A majority of the patients revealed that they never asked anyone if they should go to the ER and just went. Others said when they tried to contact their physician, they couldn't get a hold of anyone, so they just went on to the ER. A fairly large percentage chose the emergency room for their healthcare because it was "convenient" or they just thought the care would be much "better" in an emergency room than other settings. It was also fascinating that Tuesday was the most likely day for people to seek care in emergency rooms for minor issues. Friday, Saturday, and Sunday were the lowest days! This runs counter to the argument that it's just because the clinics were closed, and the weekends would be the most used.

So why does this matter? The emergency department is the most expensive ambulatory care setting there is. It can be up to 10 times more the cost of an urgent care or office visit. We can't afford to continue to provide routine care in the emergency room.

How do we fix this? There seems to be a culture in Oklahoma that leads to high emergency room utilization. The rates are high across the entire state. It is probably a combination of many issues that leads to this culture, such as lack of primary care access, an overabundance of freestanding emergency rooms, the overall poor health of the patients we serve and significant social determinants of health issues that have to be overcome.

Changing this trend begins with education and clear messaging on what settings are appropriate for what type of medical problems. The clinic can handle many of the things that are being seen in the ER. Urgent care is the next best step. INTEGRIS has invested in numerous new AllSet Urgent Care facilities throughout the metro. They are well designed, well run and have high patient satisfaction scores. IMG physicians provide direct oversight of the care delivered at these locations. There are many other urgent cares in our network that do excellent care, as well.

Additionally, there is a component of how we as physicians and our offices respond to urgent calls. “Just head over to the ER” should not be the default answer when patients call with problems. We need to take time and educate our staff on how to triage these calls and when the ER is clearly an appropriate step. We also need to educate patients to call us first. Remember, most of the people we surveyed didn’t speak to anyone before going to the emergency room. This simple action could divert a lot of inappropriate care to better settings. We are working to provide you, your staff, and your patients with informational literature to help with this education effort.

When people need ER care, they should get it! Sometimes it is impossible to know what is going on with the patient and only after being seen in the emergency room does a visit get declared “inappropriate.” This is not what I’m talking about. Let’s be real! We can all examine our practices and ask ourselves “am I doing all I can to keep people out of the ER?” “Do my patients understand to call us first?”

Just like the Apollo 13 mission, this won’t be easily solved. It will take all of us committed to fix this problem. It will take the support of all of our staff, all of the care coordinators, all the discharge planners and all the resources of IHP to engineer a fix.

Remember, only you can prevent emergency department over utilization.



Sincerely,

Carl Raczkowski, M.D.
President, INTEGRIS Health Partners

INTEGRIS Health Partners Receives NCQA Accreditation For Credentialing Program

In April, INTEGRIS Health Partners received NCQA Accreditation in Credentialing. Achieving NCQA Utilization Credentialing Accreditation demonstrates that INTEGRIS Health Partners has the systems, process and personnel in place to conduct credentialing in accordance with the strictest quality standards.

NCQA has reviewed and accredited INTEGRIS Health Partner's Credentialing functions only. For complete details on the scope of this review, visit www.ncqa.org.

Pharmacy Update

Tier 1 availability of asthma controller agents (unbranded Flovent HFA, Advair Diskus, and Symbicort HFA)

- Multiple commercial prescription insurances have added tier 1/preferred generic status asthma controller agents to formularies including the IH Caregiver Health Plan Pharmacy Benefits Manager Med-Impact including:
 - Unbranded generic fluticasone metered dose inhaler and dry powder inhaler (Flovent HFA and Diskus)
 - Unbranded generic budesonide/formoterol metered dose inhaler (Symbicort HFA)
 - Wixela (fluticasone/salmeterol dry powder inhaler alternative to Advair Diskus)
- These agents increase medication access due to lower copays as well as lower total cost of care to the plan.

High cost AirSupra (new anti-inflammatory rescue – combination of budesonide and albuterol)

- Updates to the asthma practice guidelines recommend use of an anti-inflammatory rescue agent vs. albuterol alone and endorse multiple options.
- AirSupra is considered to be an unnecessarily high-cost option and will impact total cost of care significantly
- Please consider use of the more cost-effective unbranded generic, tier 1 budesonide/formoterol metered dose inhaler (Symbicort HFA). This agent is also endorsed for use as maintenance and reliever therapy (the quantity limit allowances are similar as that for AirSupra allowing 30.69 g/30 days (6 inhalations/day of the 160mcg and 12 inhalations/day of the 80mcg version)

Update on Humira biosimilars on the INTEGRIS Health Caregiver Health Plan Formulary

- As of 4/1/24 the Pharmacy Benefits Manager Med-Impact has clarified that original Humira and the three formulary biosimilars (Hyrimoz, unbranded Hyrimoz (adalimumab-adaz), and Cyltezo are all tier 2 and have the same net cost to the plan due to rebates. Patient out-of-pocket costs vary due to competitive programs by each company to retain market share.
- Previously it was communicated that one biosimilar to Humira had received tier 1 status (the unbranded version of Hyrimoz (adalimumab-adaz) 40 mg/0.4 mL pen); however, this was a miscommunication from Med-Impact and has been retracted.
- No biosimilar Humira utilization has occurred to-date on the IH Caregiver Health Plan.
- The topic of biosimilars to Humira will be revisited in the future when additional market shifts allow for tier 1 availability of one of the biosimilar versions with comprehensive indication profile, citrate free formulation, and availability in an auto-injector for patient convenience.

Lumeris Learning Platform Changes

Lumeris has migrated provider learning and resources from Absorb to the new Lumeris University website accessible through the <https://apps.lumeris.com> portal. The preferred browser to access this portal is Google Chrome.

- This new learning platform is your "one-stop-shop" for Risk Adjustment Education (PEEP Webinar Recordings, Documentation & Coding Tips) and Clinical Education (CME-eligible ACT Documents that provide clinical guidance for common conditions).

- **Important: To receive CME credit (or citizenship requirements from IHP), you MUST complete the attestation and submit the required information to receive credit for your participation.**
 - **Your CME certificate will be emailed to you from the Medical Education Council of Pensacola within a month of completing the course.**
 - Please refer to the new [User Access Guide](#) for step-by-step navigation to the new Lumeris University Learning and Resources icon on the portal landing page.
 - Notes: When logging in for the first time, you may be prompted to confirm your email address. If prompted, click "**Log in with third party.**"
 - IHP Metrics will now be updated monthly at [Metrics | INTEGRIS Health](#).
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CMS-HCC Risk Adjustment Education

The Lumeris Provider Education Engagement Program Calendar for 2024 is now available to view [here](#). These sessions are live webinars designed to enhance your knowledge of the principles of CMS-HCC risk adjustment model and the importance of accurate and complete documentation. The webinar for June is:

"A Beautiful Mind" with Behavioral Health

Documentation requirements for mental and behavioral health related conditions to support accurate diagnosis coding. Review of V28 changes related to mental and behavioral health.

[June 13th, 12pm-1pm](#)

[June 13th, 6pm-7pm](#)

[June 14th, 12pm-1pm](#)

To register, click the link for desired session's date and time.

IHP Credentialing

As a reminder, all INTEGRIS Health Partners providers are required to undergo some form of credentialing to participate in the INTEGRIS Health Partners Network. There are 3 ways providers can be credentialed for network participation:

- **INTEGRIS employed providers:**
 - These providers are credentialed by the INTEGRIS Credentials Verification Office (CVO) as a part of their employment. This information is shared with IHP and reviewed by our IHP Network Strategy and Credentials Committee for network approval.

- **Independent providers who do NOT maintain privileges at an INTEGRIS facility:**
 - These providers can submit a [Participation Request Form](#) and be credentialed by our IHP Credentialing team. Once the application and verification process is complete, providers will be reviewed by our IHP Network Strategy and Credentials Committee for network approval. Reappointments for these providers are managed by the IHP Credentialing team.

- **Independent providers who maintain INTEGRIS facility privileges:**
 - These providers can apply for network participation using their hospital privileges by submitting an [Add/Change Form](#). These providers will also go through our IHP Network Strategy and Credentials Committee for approval.
 - If a provider in this category resigns their hospital privileges, they will need to submit a [Participation Request Form](#) and be credentialed by IHP Credentialing.
 - If hospital privileges are resigned and the provider does not apply for IHP Credentialing, they will be termed from IHP in line with requirements laid out in section 2.1.1 of the IHP Network Participation Agreement.

Providers can review their credentialing status using this link: [MD-Query \(mdquery.com\)](https://mdquery.com)

If you have any questions, please contact our team at IHPCredentialing@integrishealth.org.

Coding Tip of the Month

Did You Know?



If your patient has been diagnosed with bipolar and major depressive disorder you only need to code for the F31- bipolar disorder as it includes both depression and mania.

Bipolar disorder has an “Excludes 1” ICD-10 coding rule that says you cannot code for both Major Depressive & Bipolar Disorder. Your note documentation should include support of the condition, including a clearly documented status and plan for the condition to satisfy reporting requirements.

Validated Coding & Documentation Example

F31.31 Bipolar Disorder, current episode depressed, mild – well controlled, continue taking Lamictal as prescribed and attending your weekly psychotherapy sessions.

This document is provided by Lumeris solely for education purpose. The information herein is not intended to supersede a provider's judgement, standard of care or be deemed exhaustive of all proper methods of care. While a summary of recommendations from recognized clinical guidelines is presented, no formal practice recommendations by Lumeris should be inferred. The applicability of the information, including any recommendation, must be assessed by the treating physician in light of all relevant circumstances presented by an individual patient. This document is subject to periodic revision. ICD-10-CM codes effective 10/1/2023 – 9/30/2024

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Behavioral Health

June 2024 Coding Tip

Epic Care Link

INTEGRIS Health has partnered with Epic to offer the EpicCare Link to our independent providers in IHP. The EpicCare Link system offers free, read-only access to INTEGRIS medical records allowing

community providers access to review patient's charts creating a more transparent flow of information between physicians.

IHP providers interested in using the INTEGRIS EpicCare Link system can request access by going to https://epiccarelink.integrisk.com/EpicCareLink/common/epic_login.asp and clicking on Request New Account.

If you have trouble registering for an account, please contact the INTEGRIS IT Help Desk at 405-949-4086 or Toll Free at 866-609-4357.

Update Your INTEGRIS Health Partners Profile

Our INTEGRIS Health Partners team has been hard at work updating the IHP Provider Roster and Directory. In an effort to ensure accuracy, we ask that you take time to fill out this short 10-minute survey to update your information: [INTEGRIS Health Partners Profile Update Form](#). This will be used to update our IHP Provider Roster and Directory, as well as your INTEGRIS Health website provider profile.

If you are a new provider or an existing provider and had recent changes to your provider TIN and/or clinic locations and have not already made the change with HealthCare Highways, please visit this link [Providers: Tailored Plans for Patient-Centric Care | Healthcare Highways](#). At the bottom of the page, go to "Update Your Information" and complete the ACT Roster template with updated provider information. This update will ensure provider claims are processed correctly.

Please reach out to ihpcredentialing@integrishhealth.org with any questions you have regarding these forms.

Provider Headshots

Calling all headshots! We are in the process of updating all IHP provider headshots on the INTEGRIS Health website. It is important to patients when they are looking for a new doctor to have a visual representation of who they will be going to for their health concerns and continued care.

IHP has collaborated with Marketing to allow providers to make appointments to get headshots taken at the [INTEGRIS Health Corporate Tower](#). Please contact Lainey.Townsend@integrisok.com to schedule your appointment. Once completed, the provider will receive a copy of their professional headshot to use for marketing purposes. If you already have a professional headshot, please email it to INTEGRISHealthPartners@integrisok.com.

New Physicians and Advanced Practice Providers

<p>Bryan Butel, DO Internal Medicine INTEGRIS Health Medical Group Southwest 4221 S. Western Ave. Suite 3030 Oklahoma City, OK 73109 (405) 636-7650</p>	<p>Mehmood Cheema, MD Hospitalist, Internal Medicine INTEGRIS Hospitalist - Baptist 3300 NW Expressway Oklahoma City, OK 73112 (405) 945-5215</p>	<p>Robert Crane, MD Undersea and Hyperbaric Medicine INTEGRIS Health Wound Care Edmond 4509 INTEGRIS Parkway Suite 145 Edmond, OK 73034 (405) 657-3195</p>	<p>Jessica Enix, MD General Surgery Surgical Partners of Oklahoma 1601 Health Center Parkway Bldg. 1000 Yukon, OK 73099 (405) 265-2210</p>
<p>Rebecca Faulkner, MD Family Medicine Clinical Management, LLC Northwest Family Medicine</p>	<p>Helen Harris, MD Emergency Medicine Emergency Services of Oklahoma, P.C. 2900 S. Telephone Rd. Suite 250</p>	<p>Susana Jimenez, PA-C Physician Assistant The Physicians Group, LLC 9800 Broadway Extension Suite 201</p>	<p>Angela Johnston, PAC Physician Assistant, Pediatrics Enid Clinic Inc. 3201 N. Van Buren St. Suite 300</p>

<p>7301 North Comanche Ave. Suite B Oklahoma City, OK 73132 (405) 728-2100</p>	<p>Moore, OK 73160 (405) 237-7500</p>	<p>Oklahoma City, OK 73114 (405) 419-5610</p>	<p>Enid, OK 73703 (580) 234-7070</p>
<p>Amanda Lowry, APRN Nurse Practitioner, Pediatrics Premiere Pediatrics PLLC 3261 24th Ave NW Suite 101 Norman, OK 73069 (405) 364-6432</p>	<p>Hilary Mahoney, PAC Physician Assistant The Fatigue Center 800 W. 18th St. Suite 100 Edmond, OK 73013 (405) 849-9772</p>	<p>Kerrie McDaniel, APRN Nurse Practitioner, Psychiatric/Mental Health KP Medical Group, LLC 2301 W I-44 Service Rd Suite 300 Oklahoma City, OK 73112 (405) 607-2233</p>	<p>Lacey Roach, APRN Nurse Practitioner, Family Rheumatology Associates of Oklahoma 6516 N. Olie Ave. Suite G Oklahoma City, OK 73116 (405) 608-8060</p>
<p>Jana Sanders, APRN Nurse Practitioner, Family Medicine The Fatigue Center 800 W. 18th St. Suite 100 Edmond, OK 73013 (405) 849-9772</p>	<p>Larry Tevebaugh, APRN Nurse Practitioner, Family The Physicians Group, LLC Total Healthcare Partners 4400 Grant Blvd. Yukon, OK 73099 (405) 787-8550</p>	<p>John Tompkins, MD Orthopedic Surgery INTEGRIS Health Baptist Medical Center Portland Avenue Wound Care 5700 N. Portland Ave. Suite 310 Oklahoma City, OK 73112 (405) 604-4380</p>	<p>Daniel Williamson, APRN Nurse Practitioner, Family Medicine Care Pathways 2910 Adams Rd Norman, OK 73069 (405) 322-5056</p>

To see previous issues of the IHP Newsletter, please visit the archive at [Newsletters | INTEGRIS Health \(integrisk.com\)](https://www.integrisk.com/newsletters).