



INTEGRIS Health Partners

NEWSLETTER

September 2024

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Letter from the President

Dear Colleagues,

As we look at our midyear performance in our value-based contracts, there is one thing that is clearly not improving. We have made improvement in RAF scores and HCC capture, however the inappropriate utilization of the emergency room for ambulatory medical conditions continues to be very high. In some instances, it is 2 times higher than other places in the United States. There are

many things that go into this and there is no magic potion to fix it. This is not just an INTEGRIS phenomenon but is present throughout Oklahoma.

The key to changing this is education of our patients to go to the proper setting for care. A guideline to help patients understand the appropriate care setting is included at the end of this newsletter. We really need to get patients to call us prior to seeking "emergency care". We have talked with many patients and asked them why they did not call the office first and just went straight to the emergency room. Most of them did not know they could call or just wanted to go to the ER "because it is faster and that is where the best doctors work". Urgent care also provides a viable and appropriate option for many of these patients. INTEGRIS has made a big investment in the AllSet Urgent Cares and many of our independent partners have excellent urgent care availability as well.

You may ask "Why does this matter?". Patients who go to the emergency room 2 or more times a year have 2.7 times the cost of care than those who do not. The ED is the most expensive care setting there is in healthcare. The office settings in the urgent care are many times less expensive and many times appropriate. Value-based care and the generation of shared savings is all that about utilization of resources. Through value-based contracting, we commit to take care of patients in an efficient manner. Treating ambulatory conditions in the emergency department for \$500-\$1000 when they could be handled for much less money in office or urgent care is a bad strategy. It is also not good for the patient as follow-up and continuity is usually not as good in an ER setting. ERs are billed for emergencies not for primary care. Besides diminishing the ability to generate shared savings, it clogs up the ER and really is not a good place for the patient unless it is a true emergency.


We must train ourselves and our staff and our patients to seek the appropriate site for care. The default of "go to the emergency room" is not in the best interest of anyone. I know at times it is difficult to discern via the telephone or a text message where the best level of care is. We all have a lot of sick patients, and they have significant comorbidities and difficult medical problems. Oklahoma was recently ranked 50th in the US using a 44-measure scale focusing on healthcare costs, access, and outcomes. We know we have access issues in primary care and specialty clinics in Oklahoma. We also know that our utilization of the emergency room is one of the highest in the nation and this correlates with our above average total cost of care in the state.




We must break this cycle. Please utilize your connections with your staff and your patients to get them to the right place when they need care. This will always lead to better care, better outcomes, and less cost. Instruct patients to call you or the office when possible if they have an urgent need. This simple strategy is a good start will help us solve this issue. Of course, obvious emergencies need to be directed to the emergency room. Most if not all urgent cares will call 911 if somebody comes in with a true emergency.

Please be aware of this issue and help us solve it.

Sincerely,

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

 If your condition is life threatening, call 911 or go **immediately** to the nearest emergency department

 Primary Care	 Urgent Care	 Emergency Care
Cost – \$	Cost – \$\$	Cost – \$\$\$
Hours – 8 a.m. to 5 p.m. weekdays only	Hours – 8 a.m. to 8 p.m. daily	Hours – 24/7
Visit Type – Appointments only	Visit Type – Walk-in or reserve a spot in line	Visit Type – Walk-in only. Patients are seen based on severity. You may wait awhile.
A few reasons to visit your primary care doctor: <ul style="list-style-type: none">• Annual check-ups and routine visits• Chronic issues that need ongoing care• Vomiting/diarrhea• Urinary tract infection• Cold, flu and Covid symptoms• Sore throat• Ear infection• Minor sprains, strains, muscle aches	A few reasons to visit urgent care: <ul style="list-style-type: none">• You need care and primary care is closed• Dehydration• Sprains or minor fractures• Skin rash, minor burns or cuts• Anything else that needs care quickly	A few reasons to seek emergency care: <ul style="list-style-type: none">• Chest pain• Deep cuts or bleeding that won't stop• Broken limbs• Head injury, seizures• Shortness of breath• Anything else serious or life-threatening

Save the Date: IHP Summit



2024 INTEGRIS HEALTH PARTNERS Summit



Partners

Save the Date – Tuesday, September 17, 2024

Please join us for the next
INTEGRIS Health Partners Summit of 2024.

We are excited to gather in person at the INTEGRIS Health Corporate Office Auditorium for the next INTEGRIS Health Partners Summit of 2024. Attendance at 50% of (half) the INTEGRIS Health Partners Summits is required to be eligible for 2024 IHP Shared Savings.

Time: 6 - 7 p.m.

Location: INTEGRIS Health Corporate Office Auditorium
3001 Quail Springs Pkwy
Oklahoma City, OK 73134

 **Join us on Teams for the Livestream**

Livestream option will be available to those unable to attend in person.

This summit will be recorded and placed on the IHP website (Summits | INTEGRIS Health (integrishhealth.org)) after the event for those unable to attend in person.

integrishhealth.org/ihp

Quality Measure Spotlight –Cancer Screening Exclusions

This month’s Quality Measure Spotlight is on the use of exclusion codes. Patients may qualify for exclusion from a particular metric due to relevant disease history, frailty, or advanced illness.

Exclusions must be communicated to payers yearly using ICD-10/HCPCS codes. Below is a look at cancer screenings and the exclusions that remove a patient from the metric’s denominator if applicable.

Screening	Exclusion Criteria	Codes
Breast Cancer Screening	Bilateral Mastectomy	ICD-10 (bilateral mastectomy): Z90.13
	Palliative Care	HCPCS: G9054, M1017
Colorectal Cancer Screening	Colorectal Cancer	ICD-10: C18.0–C18.9, C19, C20, C21.2, C21.8, C78.5, Z85.038, Z85.048
	Palliative Care	HCPCS: G9054, M1017
	Total Colectomy	CPT: 44150–44153, 44155–44158, 44210–44212
Cervical Cancer Screening	Hysterectomy with No Residual Cervix and Absence of Cervix Diagnosis	CPT: 57530, 57531, 57540, 57545, 57550, 57555, 57556, 58150, 58152, 58200, 58210, 58240, 58260, 58262, 58263, 58267, 58270, 58275, 58280, 58285, 58290–58294, 58548, 58550, 58552–58554, 58570–58573, 58575, 58951, 58953, 58954, 58956, 59135 ICD-10: Q51.5, Z90.710, Z90.712 SNOMED: 1163275000
	Palliative Care	HCPCS: G9054, M1017

Questions? Contact PHSO Quality Supervisor, [Randi Hirschman](#).

Behavioral Health Consultant Bulletin

Welcome to the BHC Bulletin!

This section is intended to bring awareness to the behavioral health services the BHC team can provide to your patients and to celebrate positive outcomes. Our focus is on holistic health, incorporating mental health support into the medical model.

Partnership

Behavioral Health Consultants are available and ready to provide services to patients. They help patients develop practical knowledge and skills to promote and improve physical and emotional health. Note: BHCs can accept all patients under value-based care. The BHC team is happy to consult via Teams with your clinic managers to share more about our services. We can show you how to quickly identify your value-based care patients. The BHC team is also happy to provide resources for your patients not under value-based care plans. Our goal is to improve the quality of life for Oklahomans, and we look forward to partnering with you to achieve that goal.

How We Help

The BHC team is part of the Population Health Services Organization (PHSO) department within INTEGRIS Health Partners.

- We provide brief, solution-focused behavioral health services to the state's patients under value-based care programs with the goal of integrating mental wellness into the medical model for whole health.
- We are placed in IHMG Family Medicine Clinics and Community Hospitals around the metro. We can also visit with your patients virtually if there is no BHC at your location or if you are one of our independent providers.
- We work to intervene with patients experiencing suicidal or homicidal ideations to make sure they receive the care they need in a prompt manner. We also support patients with mild to

moderate behavioral health conditions such as insomnia, anxiety, depression, chronic pain, psychosocial stress, etc.

ED Dollars Avoided

Out of the 129 Safety Events in January - July 2024, 118 Safety Plans were completed, keeping patients out of the ED, avoiding \$189,272 of cost. *

*Savings amount calculated based on national costs for ED visits. Future state includes obtaining data for plan-specific costs

Patient Care Wins

- We believe in holistic healthcare and want to celebrate some patient care wins! One of our BHCs followed the SOP for following up with a patient after providing community resources. Upon connecting with the patient, the patient shared that they did not receive a call back from any of the resources provided. BHC provided more resources immediately after verifying them and patient voiced gratitude at the follow up, stating they had “given up.” Patient was able to engage with a resource that day.
- After a patient no show, one of our BHCs phoned the patient and noticed the patient’s speech was slurred and delayed. BHC noted a patient history of strokes and was able to connect with the spouse. Spouse called the ambulance and patient was transported to the ED, where they were admitted and found to be having an allergic reaction to a new medication. Patient was able to get treatment and discharge home after four days.

Did You Know?

- In 2022, 872 Oklahomans died by suicide.
- 45 % of those had seen a PCP within 30 days prior to their death. 83% received health care services in the year prior.
- More than 40% received a mental health diagnosis; less than 1% saw a certified community behavioral health clinic provider.

Source: ODMHSAS

To place a referral to BHC, please contact us for Epic instructions or fax a referral to 405-951-9884.
For questions, please contact Tonya Hileman-Haworth at tonya.hileman@integrishealth.org.

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 September is:

“Different Strokes” and Neurological Conditions

Documentation requirements for neurological conditions to support accurate diagnosis coding.
Review of V28 changes related to neurological conditions.

[September 12, 12pm-1pm](#)

[September 12th, 6pm-7pm](#)

[September 13th, 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?



COPD with Chronic respiratory failure will require 2 separate diagnosis codes to be reported.

The guideline for reporting Chronic respiratory failure requires the patient to be dependent on continuous home Oxygen therapy. Patients who qualify have an Oxygen saturation of 88% or less on room air. Intermittent use of oxygen to improve activity tolerance in patients with a respiratory condition does not meet the criterion for reporting Chronic Respiratory Failure.

Validated Coding & Documentation Example

J44.9 COPD – well controlled, continue taking Trelegy as directed.

J96.11 Chronic Respiratory Failure with Hypoxia – compensated, maintain continuous O2 therapy at 2 liters per minute.

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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COPD with Chronic Respiratory Failure

August 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.integrisonok.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@integrishealth.org with any questions you have regarding these forms.

New Physicians and Advanced Practice Providers

Idayat Brimah, MD Pulmonary Disease	Michelle Brunnabend, DO Obstetrics and Gynecology	Christopher Chan, DO Family Medicine	Sarah Christensen, MD Internal Medicine
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<p>INTEGRIS Pulmonology Associates of Enid 620 S. Madison St. Suite 209 Enid, OK 73701 (580) 213-9741</p>	<p>INTEGRIS Health OBGYN 200 2nd Ave. SW Miami, OK 74354 (918) 540-7867</p>	<p>INTEGRIS Health Medical Group South 1600 SW 119th St. Oklahoma City, OK 73170 (405) 425-8100</p>	<p>Remedy Rheumatology 13601 Memorial Park Drive Suite 300 Oklahoma City, OK 73120 (572) 746-6746</p>
<p>Shailynne Cloran, PAC Physician Assistant Oklahoma Pain Management 3601 NW 138th St. Suite 200 Oklahoma City, OK 73134 (405) 242-4100</p>	<p>Indigo Deberry, MD Family Medicine INTEGRIS Health Medical Group Moore 1401 SW 34th St. Suite 200 Moore, OK 73160 (405) 793-1188</p>	<p>Nicoline Edie, APRN Advanced Practice Registered Nurse, Psychiatry KP Medical Group, LLC 2301 W. I-44 Service Rd. Suite 300 Oklahoma City, OK 73112 (405) 607-2233</p>	<p>Stacy Ellis, PA Physician Assistant INTEGRIS Bass Occupational Medicine 401 S. Third 3rd Floor Enid, OK 73701 (580) 548-1112</p>
<p>Brandi Fisher, APRN Advanced Practice Registered Nurse, Family INTEGRIS Health Medical Group Oklahoma Avenue 1021 Oklahoma Ave Woodward, OK 73801 (580) 290-6424</p>	<p>Nicholas Johnson, MD Orthopedic Surgery- Adult Reconstruction Oklahoma Joint Reconstruction Institute 9800 Broadway Extension Suite 201 Oklahoma City, OK 73114 (405) 424-5426</p>	<p>Trenton Kinnear, MD Vascular Surgery INTEGRIS Cardiovascular Physicians 3433 NW 56th St. Suite 660 Oklahoma City, OK 73112 (405) 948-4040</p>	<p>Jenna Klufa, APRN- CNP Advanced Practice Registered Nurse, Family INTEGRIS Health Medical Group N 14th Street Family Medicine 1908 N. 14th St Suite 204, 205,206 Ponca City, OK 74601 (580) 762-9355</p>

<p>Michelle Lapidus, PA Physician Assistant</p> <p>Dermatology and Aesthetics of Oklahoma</p> <p>13301 N. Meridian Ave. Suite 201</p> <p>Oklahoma City, OK 73142</p> <p>(405) 803-8020</p>	<p>Mathew MacAllister, MD</p> <p>Neurological and Spine Surgery</p> <p>INTEGRIS Health Medical Group Spine and Neurological Surgery</p> <p>3433 NW 56th St. Bldg B, Suite 900</p> <p>Oklahoma City, OK 73112</p> <p>(405) 552-0401</p>	<p>Basil Mathews, MD</p> <p>Ophthalmology</p> <p>Britton Vision Associates, Inc.</p> <p>1008 NW 139th Parkway</p> <p>Edmond, OK 73013</p> <p>(405) 752-2733</p>	<p>Tyler Mitchum, DO</p> <p>Family Medicine</p> <p>INTEGRIS Health Medical Group Yukon</p> <p>1205 Health Center Parkway</p> <p>Suite 100</p> <p>Yukon, OK 73099</p> <p>(405) 717-5400</p>
<p>Nathaniel Moulton, MD</p> <p>Pulmonary Disease/Critical Care Medicine</p> <p>INTEGRIS Health Medical Group Baptist Pulmonary Medicine</p> <p>3366 NW Expressway Suite 660</p> <p>Oklahoma City, OK 73112</p> <p>(405) 947-3345</p>	<p>Jason Onarecker, MD</p> <p>Pediatrics</p> <p>Northwest Pediatrics of Oklahoma City</p> <p>4140 W. Memorial Rd. Suite 413</p> <p>Oklahoma City, OK 73120</p> <p>(405) 755-2230</p>	<p>Courtney Patin, PAC</p> <p>Physician Assistant</p> <p>Oklahoma Pain Management</p> <p>3601 NW 138th St. Suite 200</p> <p>Oklahoma City, OK 73134</p> <p>(405) 242-4100</p>	<p>Marvin Peyton, MD</p> <p>Psychiatry & Neurology</p> <p>KP Medical Group, LLC</p> <p>2301 W. I-44 Service Rd. Suite 300</p> <p>Oklahoma City, OK 73112</p> <p>(405) 607-2233</p>
<p>Alea Rogers, APRN</p> <p>Advanced Practice Registered Nurse, Women's Health</p> <p>INTEGRIS Women's Health Enid</p>	<p>Wade Schwerdtgefer, MD</p> <p>Orthopedic Surgery, Sports Medicine</p> <p>OKFootMD</p>	<p>Caleb Sever, CNP</p> <p>Advanced Practice Registered Nurse</p> <p>INTEGRIS Palliative Care</p>	<p>William Slater, MD</p> <p>Gastroenterology</p> <p>INTEGRIS Health Medical Group Patton Drive</p>

<p>620 S. Madison St. Suite 304 Enid, OK 73701 (580) 977-1902</p>	<p>3115 SW 89th St. Oklahoma City, OK 73159 (405) 286-7837</p>	<p>13920 Quail Brook Dr. Oklahoma City, OK 73134 (405) 848-8884</p>	<p>121 Patton Drive Ponca City, OK 74601 (580)718-4506</p>
<p>Michael Stancliff, PAC Physician Assistant Oklahoma Center for Orthopaedics & Sports Medicine 3110 SW 89th St. Suite 200C Oklahoma City, OK 73159 (405) 759-2663</p>	<p>Robert Sullivan, MD Interventional Cardiology INTEGRIS Cardiovascular Physicians 3433 NW 56th St. Suite 660 Oklahoma City, OK 73112 (405) 948-4040</p>	<p>Kelli Sullivan, APRN Advanced Practice Registered Nurse, Pain Medicine Oklahoma Pain Management 3601 NW 138th St. Suite 200 Oklahoma City, OK 73134 (405) 242-4100</p>	<p>Erin Tsambikos, MD Interventional Cardiology INTEGRIS Health Medical Group Edmond Multi-Specialty Clinic 4509 INTEGRIS Parkway Suite 300 Edmond, OK 73034 (405) 657-3704</p>

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