

## July 2022

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### Letter from the President

Dear Colleagues,

We are well past the mid-year point of 2022 and our experience in Direct Contracting with Medicare has brought to light an important issue that needs our attention. Clinical Documentation Improvement (CDI) is something that we must pay attention to. HCC (Hierarchical Condition Categories), clinical documentation and correct coding is extremely important to our success in value-based care.

The importance of documentation cannot be overstated. We need to capture the diagnosis at a level much more specific than what we are doing. We need to be able to show all the issues the patient is having. Robust documentation leads to better and more exact coding. This leads to a higher, more accurate RAF (risk adjustment factor), which leads to better reimbursement for the physician, the facility, and the health system.

We have been providing education in this topic, but a disappointing number of you have made the effort to view these modules. Less than one third of all IHP members participated in the clinical documentation metric. To those of you who have completed this, thank you. I have heard from many of you that this was a very worthwhile exercise. I can safely say I learned a lot watching this content. It provides an answer to why this is important. I would recommend PEEP Introduction to Risk Adjustment 101 Jan 2022 as a starting point. All the videos in the PEEP section are excellent. Understanding HCC and how it effects RAF is essential. For example:

Specificity is essential to receive full reimbursement. For example, diabetes with no complications, HCC code 19, pays a \$894.40 premium bonus, while diabetes with ESRD, requires 2 HCC codes, 18 and 136, and has a bonus of \$1273.60. The ability to document with greater precision can dramatically impact payment amounts.

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Due to the importance of this topic, I have extended the deadline for this educational metric until September 30. You will need to get 3 of these courses completed and the questions answered. You do get CME credit for these as well. The overall metric for clinical documentation improvement requires 4 of the courses be completed by the end of the year. Please take time to do this exercise. I would encourage you to go ahead and do all 4 of them at this point as it is very important that we are documenting correctly. I would recommend you choose the 4 that are associated with what you do. There is information in this newsletter that will lead you to the site whether you are employed with IMG or an independent provider within IHP.

Our RAF scores are very low compared to what they should be. It takes effort to do this, but it is important that we do this so you can get paid appropriately. The world of outcomes-based reimbursement is coming. I know you have heard this for a long time and many of you do not believe it. It will continue with the government payors and now the commercial payors are deeply interested in this type of relationship.

Many of you have stated in the past "my patients are sicker, and you cannot compare me to others." Well, this is your chance to prove it. Take a couple of hours to make yourself better. You will get more out of this than if you spent 2 hours on Facebook, TikTok or some other social media site.

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

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### June IHP Summit

Thank you to those of you that were able to join us at the June IHP Summit! If you were unable to attend in person, the summit was recorded and placed on the IHP website ([Summits](#) | INTEGRIS Health (integrisok.com)) for you to view at any time. Viewing this video will count towards the metric requirements.

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The next IHP Summit date is tentatively scheduled for Tuesday, Sept. 27, 2022 from 5:30 to 7 p.m.

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### Pod Leaders Announcement

IHP is committed to creating collaboration and closely aligned working relationships amongst network providers. This will ultimately improve the quality of care for shared patients and reduce costs for all. We are looking forward to using upcoming POD meetings to ensure primary care providers receive important updates, share best practices, and provide awareness of resources available to network providers. We are pleased to announce the following Pod Leaders and look forward to seeing you at a Pod Meeting in the coming weeks.

IMG Metro One – Christopher Hayes, MD  
IMG Metro Two – Peter Chan, DO  
IMG Metro Three – Bronwyn Woods, MD  
IMG Metro Four – Jennifer Semore, MD  
IMG Metro Five – Serena Anderson, MD  
IMG Enid – Dustin Baylor, MD  
IMG Miami/Grove – James Rutter, MD  
Independent North: Rakesh Prasad, MD  
Independent South – H. Diana O’Connor, DO  
Independent West – Christopher Redden, APRN  
Independent Enid- Carl Raczkowski, MD  
Independent TPG – E. Kim King, MD and Dustin Baker, MD  
Independent North Peds – Carla Hardzog-Britt, MD  
Independent South Peds – To Be Determined  
Independent West Peds – Donna Cosby, MD

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### Direct Contracting Beneficiary Notification Letters

Beneficiary Notification Letters were mailed to all Direct Contracting beneficiaries in compliance with CMS regulations in May. Recently, a small percentage of those letters

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that had incorrect addresses from CMS in the first mailing were resent. As a result, there may again be patients who bring this letter to your office or calling your office with questions regarding Direct Contracting.

To the extent possible, please field these questions as you are able and reinforce the concept that the beneficiary's Medicare benefits **have not changed** and that they still have the freedom of choice to go to any doctor, hospital, or other healthcare provider of their choice that accepts Medicare. In the instance where you receive an inquiry that you are not able to resolve, please direct the beneficiary to call the DCE Customer Support phone number located on the letter and the DCE's support staff will assist (833-347-5670).

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## 2022 Clinical Documentation Improvement Metrics – Deadline Extended

As you know, the IHP Metric around Clinical Documentation Improvement (CDI) was changed to 1 per quarter for 2022. Due to the importance of this content as well as our hope to allow physician's every opportunity for shared savings, this deadline has been extended to 3 trainings by the end of September 30, 2022 and a 4<sup>th</sup> by December 31, 2022.

The link to access these trainings on the Absorb learning platform is <http://lumeris.myabsorb.com>. To help with issues related to accessing the Absorb platform, we have prepared two instructional videos. These are available to view at [ABSORB Training IMG](#) and [ABSORB Training IHP Independent](#). You can find more information regarding CDI Training through our IHP website: [Education | INTEGRIS Health \(integrisk.com\)](#).

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## Care Continuity Survey

All INTEGRIS Health Partners providers are encouraged to participate in a brief survey to offer feedback on the current state of referral processes at:

<https://forms.office.com/r/3MX1nw4iaS>.

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### LMHP Town Hall

The Licensed Mental Health Professional Town Hall kicked off July 13, 2022. This is a system-wide group that will staff cases, connect licensure candidates and practicum students with clinical supervisors and field instructors, and share opportunities for professional development. This group will also review relevant legislative changes and community resources. For more information, please contact Annie Benefield, LCSW at [Annie.Benefield@integrisok.com](mailto:Annie.Benefield@integrisok.com).

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### 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.integrisok.com/EpicCareLink/common/epic\\_login.asp](https://epiccarelink.integrisok.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.

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### INTEGRIS Epic Connect

INTEGRIS Health values our health care partners and needs your support to provide an integrated experience of care for our patients. As a result, we offer INTEGRIS Health Connect to affiliated independent physicians and community hospitals for the purpose of improving clinical outcomes, the quality and experience of patient care, and communication among providers across care settings.

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INTEGRIS Health Connect is a program to link providers, patients and facilities efficiently and affordably. Through Connect providers gain access to over 2 million individual patients across Oklahoma. As our patients access care from providers and facilities using Epic and Connect, these shared patients will virtually carry their records with them. Accessing this single record for each communal patient saves valuable time in the private office while also providing a community aligned patient record.

INTEGRIS Health Connect enhances coordination of care among physicians throughout our region and improves access to essential patient information for every provider joining the platform.

Those interested in learning more about the INTEGRIS Health Connect system can fill out an inquiry form at the following: [INTEGRIS Health Connect Inquiry Form | INTEGRIS Health \(integrisk.com\)](#).

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## Tula Health

INTEGRIS Health is excited to announce our partnership with Tula Health. Tula is a diabetic management program that will work with our care coordination team to better serve our diabetic patients. Our first patient group that will be receiving this benefit is the INTEGRIS Self-Insured Health Plan members. The program launched on June 22, 2022 with a deployment of welcome kits and onboarding taking place the 2<sup>nd</sup> & 3<sup>rd</sup> weeks of July. To date we have over 600 caregivers who have opted into this program. Through Tula, the patient receives a cellular-enabled glucometer and smart watch. The glucometer will keep a history of checks, monitor steps from the smart watch, has a direct phone number to the caregiver's personal health coach, and is a direct supply ordering source. Tula offers each member a personal health coach who will work with the caregivers on their disease process and goals. They also have access to speak to the Tula RN Diabetic educators, Registered Dieticians, and behavior health specialists. All of this is at no cost to the caregiver and will be a great component of our existing diabetic care coordination program already in place. Plans to deploy this program to our other value-based lives are coming soon! For more information, contact [Jennifer.Troub@integrisk.com](mailto:Jennifer.Troub@integrisk.com).

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### Upcoming Dates

Please mark your calendars for these upcoming important dates and educational events.

#### August

- POD Meetings Begin

#### September

- IHP Summit - September 27,2022
- Complete 3 CDI trainings by end of Q3 (9/30/2022)

### 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.

Please reach out [Robyn.Burk@integrisok.com](mailto:Robyn.Burk@integrisok.com) with any questions you have regarding this form.

### New Physicians and Advanced Practice Providers

<p>Vicente K. Arcos, MD Colon &amp; Rectal Surgery Integris Health Medical Group 3433 NW 56<sup>th</sup> Street, Suite 900 OKC, OK 73112 (405) 948-0640</p>	<p>Obaid Ashraf, MD Critical Care Medicine Zuhdi Transplant Physicians 3300 NW Expressway OKC, OK 73112 (405) 949-3349</p>	<p>Carolyn Bangurah, APRN Nurse Practitioner, Family INTEGRIS Family Care Norman 700 24<sup>th</sup> Avenue, NW Norman, OK 73069 (405) 364-0555</p>	<p>Christine Bridges, MD Hospice and Palliative Medicine INTEGRIS Medical Group 13920 Quailbrook Drive OKC, OK 73134 (405) 848-8884</p>
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<p><b>Arthur Crowson, MD</b> Pathology Pathology Laboratory Associates 4142 S. Mingo Road Tulsa, OK 74134 (918) 744-2553</p>	<p><b>Cedric Davis, MD</b> Family Medicine INTEGRIS Hospitalists- Southwest 4401 S. Western Avenue OKC, OK 73109 (405) 945-5212</p>	<p><b>Devin Nicole Fugett, APRN</b> Just Kids Pediatrics 2921 SW 89<sup>th</sup> St. Bethany, OK 73159 (405) 757-7818</p>	<p><b>Lindsay L. Garinger, APRN</b> Nurse Practitioner, Family INTEGRIS Family Care Services of Enid 401 S. Third, 2<sup>nd</sup> Floor Enid, OK 73701 (580) 977-1910</p>
<p><b>Paul S. Gillum, MD</b> Pathology/Dermatopathology Pathology Laboratory Associates 4142 S. Mingo Road Tulsa, OK 74134 (918) 744-2553</p>	<p><b>Justin Haning, DO</b> General Surgery INTEGRIS General Surgery Baptist 3433 NW 56<sup>th</sup> Street, Suite 900 OKC, OK 73112 (405) 713-9935</p>	<p><b>Tara B. Herren, APRN</b> Utopia Mental Health 301 NW 63<sup>rd</sup> , Suite 650 OKC, OK 73116 (405) 842-4435</p>	<p><b>Amy Houston, APRN</b> Nurse Practitioner, Neonatal INTEGRIS Medical Group 3300 NW Expressway OKC, OK 73112 (405) 949-3393</p>
<p><b>John Allen Hunter, APRN</b> Nurse Practitioner, Acute Care Zuhdi Transplant Physicians 3400 NW Expressway OKC, OK 73112 (405) 553-0580</p>	<p><b>Kevin Jolliff, MD</b> General Surgery INTEGRIS General Surgery, Southwest 4221 S. Western Ave., Suite 5050 OKC, OK 73109 (405) 636-7900</p>	<p><b>Usman A. Khan, MD</b> INTEGRIS Hospitalists, Baptist Internal Medicine 3300 NW. Expressway OKC, OK 73112 (405) 945-5215</p>	<p><b>Erica S. Kumar, MD</b> Anatomic &amp; Clinical Pathology Dermatopathology Pathology Laboratory Associates 4142 S. Mingo Road Tulsa, OK 74134 (918) 744-2553</p>
<p><b>Carlos David Lopez, PA</b> INTEGRIS Medical Group INTEGRIS Pulmonology 5501 N. Portland Ave OKC, OK 73112 (405) 604-4577</p>	<p><b>Stephen Mahoney, MD</b> Colon &amp; Rectal Surgery INTEGRIS Medical Group 3300 NW 56<sup>th</sup> Street, Suite 900 OKC, OK 73112 (405) 948-0640</p>	<p><b>Abhilash Makkar, MD</b> Internal Medicine INTEGRIS Hospitalists, Baptist 3300 NW Expressway OKC, OK 73112 (405) 713-7403</p>	<p><b>Aman Mittal, MD</b> Ophthalmology Dean McGee Eye Institute 608 Stanton Young Blvd OKC, OK 73104 (405) 271-6060</p>
<p><b>Adam Moran, MD</b> Family Medicine INTEGRIS Health Medical Group Council Crossing 9417 N. Council Road, Suite 200 OKC, OK 73162 (405) 470-2590</p>	<p><b>Ngoc B. Nguyen, MD</b> Dermatology The Physicians Group, LLC 4400 Grant Boulevard, Suite 103 Yukon, OK 73009 (405) 787-8555</p>	<p><b>Imran Nizami, MD</b> Pulmonary Disease, Critical Care Medicine 3300 NW Expressway OKC, OK 73112 (405) 949-3349</p>	<p><b>Steven Blake O'Brien, MD</b> Internal Medicine INTEGRIS Family Care Central 3400 NW Expressway, Suite 500 OKC, OK 73112 (405) 945-4589</p>
<p><b>Chidozie Odigwe, DO</b> Internal Medicine INTEGRIS Hospitalists- Baptist 3300 NW Expressway OKC, OK 73112 (405) 945-5215</p>	<p><b>Tenessa G. Pinkerton, APRN</b> Nurse Practitioner, Family INTEGRIS Health Medical Group – Westview Family Care 211 N. Illinois St. Weatherford, OK 73096 (580) 323-1937</p>	<p><b>Dustin R. Pollard, APRN</b> Nurse Practitioner, Family Just Kids Pediatrics 2921 SW 89<sup>th</sup> St. OKC, OK 73159 (405) 757-7818</p>	<p><b>Robert Eli Rhoades, MD</b> Family Medicine, Hospitalist INTEGRIS Medical Group 3300 NW Expressway OKC, OK 73112 (405) 945-5215</p>

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<p><b>Brittney Roberts, PA</b>  <b>Physician Assistant –</b>  <b>Cardiovascular Surgery –</b>  <b>Southwest</b>  4221 S. Western Ave, Suite  2010  OKC, OK 73109  (405) 644-5120</p>	<p><b>Kelsey Schones, APRN</b>  <b>INTEGRIS Obstetrics and</b>  <b>Gynecology of Enid</b>  601 West Garriott Road  Enid, OK 73701  (580) 977-1903</p>	<p><b>David L. Sharrah, MD</b>  <b>Pain Medicine,</b>  <b>Anesthesiology</b>  <b>Comprehensive Pain Center</b>  401 SW 80<sup>th</sup> St., Suite 200  OKC, OK 73139  (405) 601-4227</p>	<p><b>Renee Elizabeth Short, APRN</b>  <b>Nurse Practitioner, Family</b>  <b>INTEGRIS Family Care</b>  <b>Downtown</b>  117 Park Avenue  OKC, OK 73102  (405) 606-2260</p>
<p><b>Cole T. Smith, MD</b>  <b>Diagnostic Radiology</b>  <b>INTEGRIS Imaging</b>  3366 NW Expressway, Suite  140  OKC, OK 73112  (405) 553-0847</p>	<p><b>Lindsay Thielker, APRN</b>  <b>Nurse Practitioner, Family</b>  <b>INTEGRIS Health Urgent Care</b>  1431 24<sup>th</sup> Ave, NW  Norman, OK 73069  (405) 573-5400</p>	<p><b>Jones Thomas, MD</b>  <b>Vascular Surgery</b>  <b>INTEGRIS Cardiovascular</b>  <b>Physicians – Southwest</b>  4221 S. Western Ave, Suite  2010  OKC, OK 73109  (405) 644-5120</p>	<p><b>Amanda R. Titus, MD</b>  <b>Rheumatology</b>  <b>The Physicians Group</b>  4400 Grant Boulevard  Yukon, OK 73009  (405) 787-8555</p>
<p><b>Bridget Van Treese, APRN</b>  <b>Nurse Practitioner, Acute</b>  <b>Care</b>  <b>INTEGRIS Pulmonology</b>  5501 N Portland Ave  OKC, OK 73112  (405) 604-4577</p>	<p><b>Richard Vanya, PA</b>  <b>Physician Assistant, Critical</b>  <b>Care Medicine</b>  <b>Zuhdi Transplant Physicians</b>  3300 NW Expressway  OKC, OK 73112  (405) 949-3349</p>	<p><b>Sean M. Whelan, MD</b>  <b>Psychiatry</b>  <b>Balanced Women’s Health</b>  1105 SW 30<sup>th</sup> Court  Moore, OK 73160  (405) 378-2727</p>	<p><b>Nicole Williamson, MD</b>  <b>Internal Medicine</b>  <b>INTEGRIS Hospitalists – Baptist</b>  3300 NW Expressway  OKC, OK 73112  (405) 945-5215</p>