What you need to know about 
MEDICARE INCENTIVE PROGRAMS
Meaningful Use Stage 2

Value Based Modifier (VBM)

Physician Quality Reporting System (PQRS)

Medicare Payment Adjustment Penalties

FollowMyHealth
Meaningful Use Stage II

- Meaningful Use Stage 2 is the second phase of the Meaningful Use incentive program that details the second phase of requirements for the use of electronic health record (EHR) systems.

- Stage 2 is going to be more difficult to reach due to three new patient engagement measures.

- If physicians do not successfully demonstrate meaningful use of certified electronic health record (EHR) technology, the physician’s Medicare physician fee schedule amount for covered professional services will be adjusted down by 1% each year.
PQRS
Physician Quality Reporting System

- PQRS is a reporting program that uses payment penalties to promote reporting of data on quality measures for covered services furnished to Medicare patients.

2015 PQRS requirements
- Reporting Period is 1/1/2015 – 12/31/2015
- Need to report on 9 Clinical Quality Measures (CQMs)
  - Examples of Clinical Quality Measures (CQMs)
    - Tobacco Use Screening
    - Body Mass Index (BMI) Screening
    - Documentation of Current Medications

- Eligible Professionals who do not meet the PQRS reporting criteria in 2015 will receive a -2.0% payment penalty for all Medicare payments in 2017.
VBM
Value Based Modifier

- The Value-Based Modifier Program provides comparative performance information to physicians as one part of Medicare's efforts to improve the quality and efficiency of medical care and to move toward physician reimbursement that rewards value rather than volume.

<table>
<thead>
<tr>
<th>Cost Quality</th>
<th>Low Quality</th>
<th>Average Quality</th>
<th>High Quality</th>
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<tr>
<td>Average Cost</td>
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<tr>
<td>High Cost</td>
<td>-4.0%</td>
<td>-2.0%</td>
<td>0.0%</td>
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Based on PQRS reporting performance in 2015, CMS will determine if a group practice will receive an upward, neutral or downward adjustment in 2017.
Why is it important for me to know about these programs?
Medicare Payment Adjustments

- Each Medicare program is linked to downward payment adjustments if the program is not successfully reported.

- The payment adjustments are applied to all Medicare reimbursements.

- OFC serves a large population of Medicare patients.
Insurance Breakdown

- Medicare
- BCBS
- Work Comp
- Medicaid
- HealthPartners
**Downward Payment Adjustments**
Applied to all Medicare reimbursements if CMS programs are not successfully reported

<table>
<thead>
<tr>
<th>Year</th>
<th>MU Stage II</th>
<th>PQRS</th>
<th>VBM</th>
<th>Medicare Sequestration</th>
<th>Total Penalties</th>
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<tbody>
<tr>
<td>2015</td>
<td>- 1.0%</td>
<td>-1.5%</td>
<td>-</td>
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<td>2016</td>
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<td>-2.0%</td>
<td>-</td>
<td>-2.0%</td>
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<tr>
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<td>Up to -4.0%</td>
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<td>-2.0%</td>
<td>Up to -4.0%</td>
<td>-2.0%</td>
<td>-13.0%</td>
</tr>
<tr>
<td>2020</td>
<td>Up to -5.0%</td>
<td>-2.0%</td>
<td>Up to -4.0%</td>
<td>-2.0%</td>
<td>-13.0%</td>
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</table>
Possible 2017 Medicare Penalty Adjustments

- **Office Visit**
  - OFC bills Medicare for **$165.00**
  - OFC receives **$71.55** from Medicare if no penalties are applied
  - With penalties applied OFC could receive a payment of **$63.68**

- **MRI (knee without contrast)**
  - OFC bills Medicare for **$1604.00**
  - OFC receives **$190.09** from Medicare if no penalties are applied
  - With penalties applied OFC could receive a payment of **$169.19**

- **Monthly Medicare Payments**
  - OFC bills Medicare for **$2,800,000.00**
  - OFC receives Medicare payment for **$521,000.00** if no penalties are applied
  - With penalties applied OFC could receive a payment of **$463,690.00**

Based on current billing prices
What can I do to help?
MU Patient Engagement Measures

- Meaningful Use Stage II has three patient engagement requirements that need to be met in order for the physicians to successfully attest to Stage II.

1. 50% of patients need to have Timely Electronic Access to their health information on the *FMH* portal within 4 business days.

2. 5% of patients must view, download or transmit their health information on the *FMH* portal.

3. 5% of patients must send their physician a secure electronic message through the *FMH* portal.

OFC needs **YOUR** help to educate our patients about the *FollowMyHealth* patient portal.
Timely Electronic Access

- Threshold = 50%
- Each time an email address is entered into Practice Management a *FollowMyHealth* invitation is automatically sent to the patient.
- Each invitation sent counts towards the 50% threshold of the patient having access to their health information within 4 business days.
- Explain to the patients that they will be receiving an invitation to *FollowMyHealth*.
- Remind the patients that once they open the email invitation to follow the instructions to activate their *FMH* account.

Success of this measure is key to reaching the other patient engagement measures!
View, Download or Transmit

- Threshold = 5%
- Once the patient has created their FMH account, each time they enter **FMH** it will count toward the VDT measure.
- **Educate** each patient on what services **FMH** offers:
  - Access to their health information 24/7
  - They can send appointment requests
  - They will receive reminders for upcoming appointments.
  - They will receive physician documentation and lab results.
  - They are able to pay their bills online.
  - They can access FMH using Android smartphone or Apple iPhone, iPod or iPad.

**Education is key! Once the patients understand what **FMH** is all about they **will** want to join!**
Secure Electronic Messaging

- **Threshold = 5%**
- Please encourage each patient to activate their *FMH* invitation.
- Without enough invites being activated, we will not have enough patients registered in the portal to send messages to their physician to meet 5%.
- Remind each patient that once they have set-up their account to send a message to their physician to let them know they are active on the *FMH* patient portal.
- Educate the patients on what type of messages they can send their physicians:
  - Let your physician know how you are feeling.
  - Message your physician if you have questions regarding your medication or treatment.
  - Let you physicians know if any information on your FMH account is incorrect (example: medications, allergies, medical history).

Let the patients know OFC will be doing a monthly drawing for patients that message their physician! Prizes include a Kindle Fire, $100.00 gift cards to Hy-Vee, Kwik Trip and more!
Monthly Updates

- There will be monthly Patient Engagement reports available in the break room and on the staff portal.
- These reports will help us determine whether we are reaching our goal and what areas we need to focus on.

By working together, we will successfully reach these goals!
Do you know enough about *FollowMyHealth*?

Take the quiz and test your knowledge!

The more we understand *FMH* the more we can educate our patients!
Question #1

Is *FollowMyHealth* Secure?
Yes

*FollowMyHealth* is a secure Internet site. The information is encrypted and therefore, always safe and protected. *FollowMyHealth* access is permitted only to authorized users that have been verified through an activation process. Members have a unique user ID and password that is known only to them.
Question #2

Can a patient create a *FMH* account without an invitation from OFC?
No

A patient cannot create an *FMH* account without an invitation from OFC. The invitation has to be generated from OFC in order for the patient’s health information to cross over to their *FMH* account.
Question #3

How does a patient register for a *FollowMyHealth* account?
The patient needs to give their email address to the front desk staff. Once the email address in entered into Practice Management an automatic invitation to *FollowMyHealth* will be sent to the patient’s email address.
Question #4

Are parents able to sign their children up for a FMH account?

Can other family members or legal guardians sign up patients for an FMH account?
Yes

These are called proxy accounts. A proxy is the authority to represent someone else or a person authorized to act on behalf of another. There are three different FMH proxy accounts:

○ Minor proxy - Birth up to age 13
○ Young adult proxy - 13 up to age 18
○ Adult proxy – over the age of 18

- All proxy account requests need to fill out the FollowMyHealth registration form.
Question #5

What if a patient receives an FMH invitation, but they cannot get it to work?
Answer

If a patient has trouble accessing the FollowMyHealth invite, it may be due to the internet browser they are using. Please advise the patient to try Google Chrome, Firefox, etc.

Advise patients to complete the invitation registration process from a computer (PC), not an iPad, iPhone or Android smartphone. Once the initial registration is complete, the patient can access their FMH account from other devices.
Question #6

What 4 digit security code should the patient use when registering for their account?
Answer

Once the patient’s date of birth has been entered into Practice Management, the four digits of their birth year will automatically become their security code.
Question #7

Once the patient creates their *FMH* account what information and services are available?
Answer

- All Office Visit notes that have been signed-off by the physician will be available for the patient to view.
  - Notes from Physical Therapy and the Back Care Center will also be available.

- Patients are able to see upcoming and past appointments.
Answer

- They can view their allergies, medications, past medical history, lab results and vitals.

- Patients are able to message their physician or physical therapist.
  - This is an important patient engagement measure for Meaningful Use Stage 2.
  - Encourage the patients to use the messaging function.
Answer

- Patients are able to request an appointment or cancel a upcoming appointment.
Question #8

Does the patient receive a notification when new information is available on their FMH account?
**Yes**

Each time the patient’s medical record is updated the patient will receive a notification.

The patient will also receive reminder notifications for upcoming appointments.

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Hello Lawrence,

The Orthopaedic and Fracture Clinic has added a clinical item to your online record in the My Health section. Please log in to view this new update. Items that allow for interaction are listed in your Action Center and the Recent Activity section will highlight recently added items.

View your updated health record at FollowMyHealth Universal Health Record.
Question #9

When a patient requests copies of their medical records, is OFC able to send these documents to the patient’s FMH account?
Yes

You can send scanned documents, chart attachments and encounters to the patient’s FMH portal account.

To send a document choose the output icon and select **Send Web Message**.

Remember: All signed off encounters from the physician, PT and BCC automatically cross to the portal.
Question #10

How do I know if a patient has a portal account?
The only way to know if a patient has a FMH account is to look at their patient banner in the Clinical Module. If the patient has an active account, the banner will show WEB ACCOUNT.
If you are not able to answer a patient’s question, please contact:

Julie Morgan (6651)
Kelly Bluedorn (6751)
Heather Hoppe (6617)

There is also contact information on the FollowMyHealth support page with the business office phone number and the FMH support email FMHsupport@ofc-clinic.com.