

Partners In Care Newsletter

Syzygy

ISSUE 16 • DECEMBER 2016



Partners In Care's monthly provider newsletter, *Syzygy*, is used to keep you informed of any network or healthcare-related news that may affect your practice or your patients. There are major changes that are occurring in healthcare this year so please take the time to review this helpful resource.

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Monthly National Focus

The first week of December was Influenza Vaccination week, and Flu season is in full swing. Please use this opportunity to educate your patients on important preventive measures so that they can enjoy a happy and healthy holiday season!

Click [here](#) for more Flu Vaccination resources.

If your patients are hesitant about getting a flu shot, please direct them to the *Patient's Corner* page on the Partners In Care ACO website, www.partnersincareaco.com, where we outline the Top 5 things to keep in mind about the flu shot.

Urgent Alert

EFT to Become Cigna's Required Standard Payment Method

In January 2017, electronic funds transfer (EFT) will become Cigna's required standard method for providers to receive reimbursement. **All providers and facilities must enroll or you will not receive payment.**

What is EFT?

This is a secure, automated payment method that deposits your reimbursements directly into your bank account. There are many benefits to receiving payments by EFT.

- It's a proven method for securely receiving payments.
- It eliminates the delays associated with paper check mail delivery and handling.
- You'll have access to the funds on the same day as the deposit, improving cash flow.

Enrolling for EFT is easy

If you're already enrolled for Cigna EFT payments, you're all set - there's nothing more you need to do. Otherwise, you must enroll using one of the methods below.

- **Cigna for Health Care Professionals website (CignaforHCP.com).** Enroll in EFT directly with Cigna by logging in to CignaforHCP.com > Working with Cigna > Enroll in Electronic Funds Transfer (EFT)
- **Council for Affordable Quality Healthcare (CAQH).** Enroll in EFT and manage EFT accounts with multiple payers, including Cigna, using the CAQH Solutions EnrollHub at Solutions.CAQH.org.

Electronic remittance advice: Separate enrollment

When used together, EFT and electronic remittance advices (ERAs) can help eliminate claims payment paperwork and improve your cash flow. To enroll in ERA with Cigna, contact your clearinghouse or electronic data interchange (EDI) vendor.

For more information about managing your EFT enrollment or accessing your remittance reports, go to CignaforHCP.com > Learn About Electronic Solutions > Electronic Payment and Remittance Reports. **There is a web-based demonstration on the EFT enrollment process, online remittance, and claim status inquiries available at CignaforHCP.com**

Partners In Care - Patient Experience Surveys

The most successful medical practices recognize that the keys to their success are in understanding and responding to their patients. They recognize that strong financial results depend on understanding their patients' needs and concerns. Satisfied patients are more likely to recommend your practice to friends and family, and less likely to leave for a competitor, or file a malpractice claim. Measuring patient satisfaction is also a method for monitoring and improving the delivery of care, an important component of accountable care.

In order to assist our member primary care practices in assessing their patients' experience and to allow Partners In Care to report aggregated patient experience metrics to our contracted insurance carriers, Partners In Care has developed a custom Patient Experience Survey. The survey questions are adapted from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) family of surveys. The questions correspond to the metrics that are contained in our accountable care contracts and include questions that have been shown to statistically correlate with positive provider ratings.

Copies of the survey were mailed to all primary care practices on November 1st. Several practices have already returned a number of surveys. If you have not done so already, please take the time to review the survey with your colleagues and staff members, present the survey to your patients at the conclusion of their visits, and forward the completed surveys back to Partners In Care. Feedback from the surveys will be provided back to all participating practices periodically.

Please visit the Providers section of the Partners In Care website, www.piccorp.com, or the Partners In Care ACO website, www.partnersincareaco.com, to find the survey.

Cigna Integrated Oncology Management Program

Beginning February 20, 2017, providers must request precertification for affected medical oncology medications, which include primary chemotherapy and supportive drugs (e.g., medical injectables and infusions) through eviCore instead of Cigna.

Cigna's Integrated Oncology Management Program will allow providers to obtain precertification for covered medical and pharmacy medications with a single request, resulting in a streamlined, integrated approach to cancer treatment. This approach will help you to provide your patients with a coordinated, medically appropriate course of treatment.

If you submitted a claim for these services over the past 12 months you should have received a letter from Cigna with more information. If you have not, you can contact Beverly Reinson at breinson@piccorp.com.

Feedback

This newsletter is distributed monthly via fax and email, and we welcome your feedback. If you have not provided us with your practice's email address, please do so by contacting us at contact@piccorp.com or (732) 246-0291.