

IHC Your Home For Healthcare Video Script

[voiceover]

More than 5,000 doctors have signed up to deliver care to Medicaid patients through Illinois Health Connect. IHC represents a fundamental shift forward.

[Dr. Ed Pont]

It's not just a payer now. It's really a health plan.

[graphic]

Illinois Health Connect offers:

- a reliable payment schedule
- greater reimbursement and
- tools to deliver better care

[voiceover]

Doctors can continue to care for their existing Medicaid patients and choose to accept as many or as few new Medicaid patients as they wish.

The medical home is the cornerstone to Illinois Health Connect.

[Dr. Margaret Kirkegaard, IHC Medical Director]

The fundamental way it provides better care is that every patient has a medical home. So, their care is centralized.

[Dr. Kit Lee, Loyola]

They know that their doctor is here. And to call first. And we're able to give them the triage they need. Come in. Our doctors will see you.

[Vince Keenan Cut, Illinois Academy of Family Physicians]

They can provide the type of continuity of care they like to with the patients. Because they know who their patients are. They know what services they've been provided whether it's been at their office or otherwise.

[voiceover]

The medical home not only improves care, it saves the state by preventing costly hospitalizations and unnecessary trips to the emergency room.

And it's this premise that will enable the Medicaid program to serve eligible patients and realize true health care savings along with healthier patients.

[Donna Kerzich, Nurse at Loyola]

We see less and less patients going to the emergency room for care. They call here first.

[voiceover]

The medical home offers the sense of security that comes with a familiar environment. That relationship brings better care for patients who previously bounced around our healthcare system.

[Christine Cazeau, IHC Enrollee Services Manager]

They're glad to have one place to go.

[Donna Kerzich, Nurse at Loyola]

They're more apt to come back because they feel comfortable here.

[Christine Cazeau, IHC Enrollee Services Manager]

They're happy to get a reminder that they need to make an appointment with their doctor for their healthy kids visits or for their annual checkups.

[Donna Kerzich, Nurse at Loyola]

And they know people. They know the girls up in front. They know the nurses names.

[Dr. Kit Lee, Loyola]

You really need that kind of relationship to really fully take care of your patient. If it's only the illness that you're looking at, you're not going to get the whole picture. We know the medical home delivers better medical care.

[voiceover]

But can Illinois Health Connect deliver for doctors as well?

[Dr. Ben Brewer]

There was times before where we were glad to get paid for the delivery by the child's first birthday.

[voiceover]

The state's improved payment timetable runs on an expedited schedule depending on the patient. They've maintained a 30-day payment cycle for pediatric ambulatory claims and a 60 day payment cycle for adult ambulatory claims.

Since one out of three children are covered by Medicaid and one out of every two new births are also enrolled in Medicaid, higher payment rates for pediatric care is an important change.

[Dr. Ed Pont]

There is no such thing as an undeserving 4 year old. Everybody understands that at That is why we're all here. That is why the progress has been so constructive so far.

[voiceover]

Providers also receive monthly payments for each patient in the program, \$2 for each child, \$3 for each adult, \$4 per disabled adult or elderly patient. And that's every month.

Along with better payments, Medicaid is now more than a billing system. Each month, IHC provides doctors with a panel roster identifying each of their Medicaid patients and clinical data about them.

[Steve Saunders, director HFS]

Which ones of those patients need certain preventive visits or are due for certain preventive visits, which one of those patients that have a chronic disease like diabetes or asthma need a certain bloodtest or maybe haven't filled their medication. And so, with this information, the provider can actually improve the quality of their care.

[voiceover]

Physicians can go on the web and see how their patients are doing, in aggregate, on a real time basis. IHC provides doctors with both paper and computer-based tools.

[Vince Keenan, IAFFP]

Utilizing the data and the resources provided by the program, the physicians can manage their patients in a better manner, providing better clinical care.

[voiceover]

The panel roster also includes metrics to evaluate the practice.

[Dr. Margaret Kirkegaard, IHC medical director]

And then semi-annually, they are sent a provider profile that gives them a summary of how they've done the past year on those services.

[voiceover]

That report includes a comparison to the state baseline and to national data as well. For physicians, that can mean bonus payments for providers who exceed beyond the baseline.

IHC Quality Assurance field representatives review the provider profile and meet with physicians and staff.

[Michelle Spranger, IHC Quality Assurance Nurse]

It tells them how many of their patients are eligible for different quality indicators, if those quality indicators are eligible for bonus payments, they might ask more questions about those in particular.

[voiceover]

She's found specific instances where practices were providing services they can and should be paid for.

[Michelle Spranger, IHC QAN]

And so, it's nice for me to be able to say, "You're already doing the work, let's get you credit for it."

[voiceover]

Illinois Health Connect's tools are making a difference today. But more doctors need to use them.

[Dr. Ben Brewer]

And this is just a tool. (It) is available and probably should be used a little bit more.

[voiceover]

Illinois Health Connect's team of service representatives provide face to face consultation.

[Lynette Gatewood, IHC Provider Services Representative]

I'm going to come to your office and provide you with information about the program, continuing education about the program.

[voiceover]

Physicians can use a variety of quality improvement tools waiting for them on the MEDI system web site.

[Dr. Margaret Kirkegaard, IHC medical director]

They're all available online. They're readily accessible. And we just have to get providers to go to their computers and to use them.

[voiceover]

In summary, Illinois Health Connect's mission is to better serve both patients and physicians. And it's a work in progress.

Monthly meetings like these — which include doctors and all other stakeholders in the program — make it possible for the program to evolve, improve and succeed.

[Vince Keenan, IAFP]

Physicians have actually called up the Illinois Health Connect program and asked, "Can I expand the number of Medicaid patients in my panel?" Because they've now found that they're getting paid on time, that they actually want to expand the number of Medicaid patients because the Medicaid program is now a timely and consistent payer.

[voiceover]

If you haven't joined Illinois Health Connect, we ask you to think about it. If you're already part of the program, take advantage of the quality tools that can help deliver better care, improve your practice and your reimbursements.