

Spring Provider NEWSLETTER

Spring Newsletter
2019

Progress Note Nightmares – Amend, Not Alter



Waking up in the middle of the night remembering that you forgot to complete a progress note from the previous day is a common experience for healthcare providers. However, correcting the oversight could turn this problem into a nightmare. An article by Jayne Thompson, *What Are the Consequences of Falsifying Medical Records?*, explains the potential for trouble.

Making a proper addendum to the record has been complicated by the use of electronic medical records. Simply put, it is too easy to ‘edit’ rather than ‘amend’ in some EMRs. The solution to this problem is also simple – add to the record with an addendum that has a clear attribution (your signature) and date of entry. Your EMR vendor should help if the process is not clear.

Changing a medical record by editing the original text is never a good idea – make a proper addendum instead and sleep better at night.

Read the full article here: <https://legalbeagle.com/8396562-consequences-falsifying-medical-records.html>

Danny O. Stene, PhD MD
Medical Director, FCH

Message from CEO Jaja Okigwe

Last year, First Choice Health entered a new era, sparking some really notable growth; our multistate PPO has grown to 102,000 providers, the largest independent network in the region; and we saw more than 20,000 new members in the fourth quarter of 2018 alone.

Our focus on flexibility and innovative healthcare programs speaks volumes about how we reduce cost and remove complexity for patients, employers, and providers. We have more exciting programs and partnership on deck to share with you all, and we couldn’t be more confident that we’re on track for an even bigger 2019.

We look forward to continuing building better relationships with the providers who make us who we are, and working towards an improved health outlook for all of our members throughout the year.

Jaja Okigwe
President and CEO, FCH

FCH CONFERENCE Schedule

Idaho Health Care Conferences

May 2 | May 14 | May 16
Post Falls | Fort Hall | Nampa

NW Patient Safety Conference

May 7
Seattle, WA

Pacific NW MGMA Conference

May 8-10
Tacoma, WA

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SPOTLIGHT ON MENTAL HEALTH ISSUES

It's a topic that does not get discussed much, yet it directly affects many people and families. It goes unnoticed by employer health plans, in large part because the medication is of low cost and numerous, and treatment tends to also be low compared to other illnesses – and therefore not a cost driver.

Yet, **mental health** affects all facets of life, including social relationships, physical health, longevity and financial wellbeing. When it comes to wellness, four key factors are often mentioned: physical activity, nutrition, sleep, and stress. High levels of stress whether it be due to an underlying medical condition or situational factors is a very serious issue.

Mental illness is widespread, and **anxiety disorders** are one of the most common types. The following is from the [Anxiety and Depression Association of America](#):

- Anxiety disorders are the most common mental illness in the U.S., affecting 40 million adults in the United States age 18 and older, or 18.1% of the population every year.
- Anxiety disorders are highly treatable, yet only 36.9% of those suffering receive treatment.
- People with an anxiety disorder are three to five times more likely to go to the doctor and six times more likely to be hospitalized for psychiatric disorders than those who do not suffer from anxiety disorders.
- Anxiety disorders develop from a complex set of risk factors, including genetics, brain chemistry, personality, and life events.

Anxiety disorders also have a connection to shortened life spans. While this is not an upbeat or encouraging topic, it's important we actively remove the social stigma - no different than any other physical illness it deserves attention and treatment.

Read our [April EAP Newsletter](#) for more information about anxiety disorders and effective treatments.

Kevin Conefrey
VP, HR & Corporate Resources, FCH

We need you!

Mental Health Providers Needed

First Choice Health EAP is designed to be convenient for our providers and clients. We work to learn your practice to offer the best referrals by matching specialty, age range, office hours, insurance, and more. You choose to accept or decline appropriate referrals.

EAP clients typically have up to 3 sessions available and can be self-referred afterward. Our billing paperwork is simple and we typically reimburse within a week of receiving payment.

For more information and to join the network:

www.fchn.com/Providers/JoinEapMapPap

FCH Employee Assistance Program (EAP) by the Numbers (yearly)

- **250,000 members**
- **1,870 providers in WA**
- **5,500 counseling referrals**
- **460 telephonic supports for crisis clients**
- **314 supervisor consults**
- **106 trauma debriefings**
- **211 benefit fairs**
- **20 Physician Assistance Programs—companies offering a tailored service to their physicians for mental health and work-life services**



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If you have any questions, please email Provider Relations at ProviderRelations@fchn.com.



Payor Updates

Providence Plan Partners and Card Update

Providence Plan Partners is introducing a new product to its portfolio, called Ayin Administrative Health Solutions. This product is a value self-funded product which expands upon Providence's total cost of care self-funded option. The new TPA line of business utilizes the First Choice Health Network as the PPO network and will launch June 1.

SAMPLE ID CARD

ID:	111001111	Ayin Administrative Health Solutions
Group:	AY10000-001	brought to you by Providence Plan Partners
RxBIN:	600428	
RxPCN:	07670000	
Dental:	(if applicable)	
Vision:	(if applicable)	
01 Doe, John	03 Doe, Mary	
02 Doe, Thomas	04 Doe, Jane	
ABC Company, Inc.		
Card Printed: 1/1/2019		
AyinAdministrativeHealthSolutions.com		

Possession of this card does not guarantee plan benefits For customer service call: 800-935-0404	
Send claims to: Claims Department 2800 W. 49th Street Sioux Falls, SD 57105	Payer ID: 96598
For provider and pharmacy directories, copy and benefit information visit: AyinAdministrativeHealthSolutions.com	
Prior authorizations and inpatient admissions: 800-808-0450 Mental Health or Chemical Dependency (MH/CD) services: 800-640-7682	
First Choice Health. AK, ID, MT, OR, WA	First Health Network First Health Network outside AK, ID, MT, OR, WA
PHARMACY: 877-216-3644 (If covered under your Plan)	

Other News

- Effective 1/1/2019, Providence Health Plans (PHP) began using First Choice Health Network (FCHN) as their provider network in BOTH northern and southern Idaho. Be sure to submit claims electronically via Payor ID 91131, or by mail to PO Box 2289, Seattle, WA 98111-2289.
If you are unsure if you are in the network, use our online [Find a Provider](#) search to verify if you are in our Network. Please note, if you're a hospital-based Anesthesiologist, Pathologist, Radiologist, ER Physician, or Hospitalist, the Find a Provider search does not always display these Provider Specialties, even though the specialty may be an option.
To join the FCH Network, fill out the [Idaho Provider Application](#) and review the checklist for Application Completion. If you have any questions, feel free to reach out via email to providerrelations@fchn.com.
- The Kaiser Northwest PPO Plus program, from Kaiser of Oregon, allows members to choose care from Kaiser providers, FCHN providers, or non-participating community healthcare providers. This program is distinct and separate from Kaiser of Washington, and claims must be sent to Kaiser of Oregon, not KPWA.
[Click here to view the KPNW PPO Plus Quick Reference Guide for FCHN providers.](#)
- Effective 1/1/2019, MODA Health began utilizing FCHN as their provider network in Alaska.

State of the Network

We are pleased to announce that as of April 2019, our network includes
102,496 practitioners, 362 hospitals, and 2,388 ancillary facilities.

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Check out our [Online Provider Resources!](#)

