

A photograph showing a group of healthcare professionals in a meeting. In the foreground, a woman with dark hair, wearing a white lab coat, is looking towards the camera with a slight smile. In the background, three other people (two men and one woman) are seated around a table, looking at documents. The setting appears to be a modern office or conference room.

NETWORK BULLETIN

SEPTEMBER 2020 - ISSUE 7



Meet ^{OUR} CEO

Ron Schutzen is a seasoned Healthcare Executive with more than 30 years of experience providing healthcare solutions to the South Florida market. Ron holds a master's degree in business administration from Florida State University and a Bachelor of Arts in business administration from the University of South Florida. His finance acumen earned him success in a startup HMO, various leadership positions within the full product spectrum at the Blues, and then CarePlus Health Plans where his focus narrowed to Medicare Advantage. From there he went on to become the President and CEO of HealthSun Health Plans where he vertically integrated the delivery of care through wholly owned and affiliated medical centers and helped sell the organization to Summit Partners. Under his leadership, HealthSun achieved the highest Medicare rating -5 STARS. While working with Summit, the health plan, their clinics, and pharmacy were sold to Anthem one year later. Briefly retired, his passion for helping seniors find quality healthcare solutions prevailed. He is now practicing his craft with MMM Medicare and Much More, a new Medicare Advantage plan in the InnovaCare family of companies in South Florida.



Ron Schutzen

WE DID IT!



Health Plan Accredited by



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

Good news! The Accreditation Association for Ambulatory Health Care (AAAHC) has granted us their accreditation for a three year term as a result of their auditing to our operations.

THIS ACHIEVEMENT BELONGS TO ALL OF US.

Thank you for your effort and dedication.

CONGRATULATIONS!

OCTOBER IS NATIONAL BREAST CANCER AWARENESS MONTH!

As such, MMM would like to encourage all of our providers to refer their eligible patients to have a mammogram done at one of our in-network ambulatory imaging centers. We have many centers located throughout the tri-county area in which our members reside. Transportation services is an included benefit under most of our member plans and no prior authorization is needed when referring to one of our in network ambulatory imaging centers. Our network directory is the best resource for finding the most convenient location. Just as a reminder, women's health guidelines are accessible on our MMM website and within our provider portal, InnovaMD. MMM is here to support you in serving our shared members.



AAAHC SURVEYORS AUDITED PCP MEDICAL RECORDS WITH

OUTSTANDING

Results

During the AAAHC Survey in August, the physician member of the survey team audited 50 primary care physician (PCP) medical records using the AAAHC Clinical Records Worksheet. The worksheet assesses adherence to the medical record documentation standards, the timeliness and accuracy of entries, as well as the effectiveness of the coordination of care. The criteria for the selection of the medical records was members who were actively enrolled in MMM Medicare & Much More and had 3 or more encounters with at least 1 in 2020. The sample included members receiving care through our PCPs in Palm Beach, Broward and Miami-Dade counties. Eleven (11) PCPs were represented in the sample of 50 medical records.

The table below summarizes the findings and opportunities for improvement.

ELEMENTS	SCORE
19 of 25 elements	100%
The diagnosis is appropriate for the findings in the current history and physical examination.	98%
Treatment, diagnostic, and therapeutic procedures are consistent with clinical impression or working diagnosis.	98%
The record documents appropriate and timely consultation and follow-up of referrals, tests, and findings.	96%
Reports, histories and physicals, progress notes, and other patient information (such as laboratory reports, x-rays readings, operative reports, and consultations) were reviewed and incorporated into the record in a timely manner.	92%
Diagnosis or impression is noted.	98%
Disposition, recommendations, and instructions given to the patient.	98%

Our PCPs were 100% compliant on 19 of the 25 elements on the worksheet. There were deficiencies on the 6 elements detailed in the table above. We encourage all our PCPs to consider additional attention to the areas of documentation listed above.

We are very pleased with the high quality of care and coordination our PCPs are providing.

**Thank you for your partnership in providing our members,
your patients with Much More!**

IMPORTANT NOTICE!

NEW VENDOR ANNOUNCEMENT

We are pleased to announce our new preferred vendor for Home Health, DME, Diabetic Supplies and Infusion. Effective October 1, 2020, MMM of Florida will use Medicare Home Health Services and Medicare Infusion Services, Inc. as our preferred provider for the services mentioned above. This provider is a leader in the industry and has consistently shown quality and access in its services.

Medicare Home Health Services and Medicare Infusion services have been providing Home Health Care, Durable Medical Equipment and Pharmacy services for over 30 years in South Florida and are JCAHO and ACHC accredited. Their home health services consist of nursing, PT, OT, wound care, high tech nursing and home health aides. Their DME and Pharmacy services consist of all lines of durable medical equipment and supplies. Additionally, their pharmacy provides oral medications, IV infusion, injectables, specialty compounding, and diabetic medications. All services, equipment and medications are conducted and/or delivered to the patient's homes.

We are working with Medicare to coordinate the transition of any home health care, DME equipment, diabetic supplies and infusion services for patients who are currently receiving services or equipment from Coastal Care Services or other providers. In the coming weeks, Medicare will be in contact with your office to coordinate services and equipment orders to guarantee the continuity of services to our members without disruption.

You may also contact Medicare directly at:

SERVICE	COUNTY	PHONE NUMBER	FAX NUMBER
DME, Infusion, Diabetic Supplies, Orthotics & Prosthetics	Miami Dade, Broward & Palm Beach	(800) 819-0751	(305) 571-6276
Home Health	Miami Dade	(305) 883-2940	(305) 883-2925
Home Health	Broward	(954) 733-1997	(954) 731-0110
Home Health	Palm Beach	(561) 482-6646	(561) 482-6714 (877) 715-4671

