



## NEWSLETTER Fourth Quarter 2003

*NovaHealth is an Independent Practice Association established to ensure that participating providers have the economic freedom to focus on improving their patients' health status and to partner with patients to manage care.*

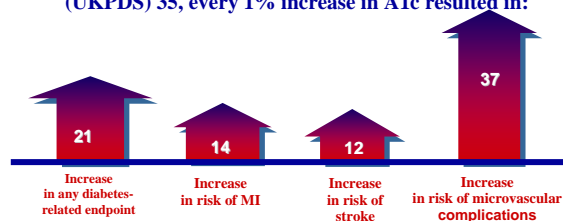
### QUALITY INITIATIVES

#### QUALITY COUNTS: MEASURABLY IMPROVING THE HEALTH AND HEALTHCARE FOR MAINE

NovaHealth was selected to present the initial results of our diabetes project at a statewide conference December 9<sup>th</sup> attended by healthcare leaders from around the state. After explaining the importance of tight glycemic control, Dr. Ervin outlined the aims and progress to date of the project.

#### The Need for Tight Glycemic Control

According to the United Kingdom Prospective Diabetes Study (UKPDS) 35, every 1% increase in A1c resulted in:



The initial pilot has shown improved process measures and clinical outcomes in a patient population of approximately 400 patients with diabetes. The percentage of patients with HbA1c results  $\leq 7$  increased and the number  $> 9.5$  decreased.

The use of a registry tracking tool, Touch Every Life, including patient education and trend data, has been recently augmented by the expanded involvement of nurse practitioners and physician assistants in the proactive partnering with patients to manage diabetes.

NovaHealth, together with NovoNordisk, sponsored a highly interactive, informative conference for a select group of nurse practitioners and physician assistants.

#### Diabetes Update: Partnering with Patients to Proactively Manage Care Harraseeket Inn - Freeport, Maine November 14<sup>th</sup> and 15<sup>th</sup> 2003 Co-sponsored by MCD

The agenda included the following presentations:

**Dr. Ervin:** *Introductory Remarks: Diabetes Update (Case Studies)*

**Dr. Sweeney:** *Diabetes and Coronary Heart Disease (Case Studies)*

**Dr. Muca:** *Diabetes and Foot care (Case Studies)*

**Dr. Zimmerman:** *Renal & Blood Pressure Management in DM (Case Studies)*

**Dr. Ervin and Merle Westbrook, ANP**  
*Transitioning to Insulin (Case Studies)*

**Martha M. Funnell, M.S., R.N.** *Self Management-What Actually Works?*

*Breakout Work Groups To Discuss Case Studies (Faculty: Drs. Erickson and Ervin, Merle Westbrook, ANP, Laurie Laliberte, PA)*

Those who attended indicated that the conference was informative and would positively impact their work with patients with diabetes. Physicians who attended and participated as speakers suggested that the same materials and format be repeated for physicians involved in the treatment of patients with diabetes.

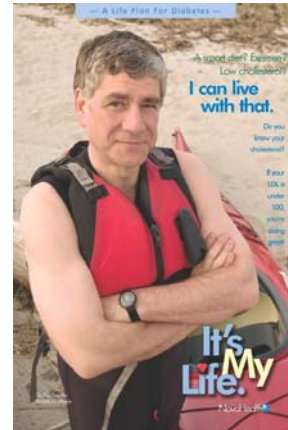


Nova Patients with Diabetes:	4,323
A: HbA1c test reported in TEL:	95.8%
> 9.5 = 5%    ≤ 7 = 60.8%	
B: BP results reported in TEL:	90%
At goal (130/80) = 30.8%	
C: LDL results in TEL:	89.5%
At goal (100) = 38.9%	

**REMINDER:** Please continue to be on the lookout for patients with pre-diabetes and make certain to include them in the TEL registry. Because IFG and IGT are risk factors for future diabetes and cardiovascular disease and recent studies have shown that lifestyle interventions can reduce the rate of progression to Type 2 diabetes, it will be important for us to focus early efforts on this population.

Many thanks to those who have helped with the data extraction, input and validation process.

Also, if this poster is not yet in your office, please let us know:



## NETWORK UPDATE



**Welcome  
Orthopaedic  
Associates**

Orthopaedic Associates of Portland has joined NovaHealth as participating providers. Attached is information regarding the OA Spine Center. Further information can be found on their website at [www.orthoassociates.com](http://www.orthoassociates.com). We are looking forward to working with OA on clinical issues and have already benefited from the addition of Dr. Michael Totta to the Low Back Pain Task Force.

The Acute Low Back Pain Request for Evaluation forms have been revised in order to incorporate the newly designed LBP Coordinator roles of Dr. Steven Horowitz for PrimeCare, and Dr. Laurie Donaldson and the OA Spine Center for InterMed. You will be able to download the LBP forms from our website at [www.nova-health.org](http://www.nova-health.org) in the near future.

## **Integrated Behavioral Healthcare**

**I**ntegrated Behavioral Healthcare continues to add to their growing staff of providers. Detailed information on each of their practitioners and their specialties may be found at their new website:

[www.integratedbehavioralhealthcare.com](http://www.integratedbehavioralhealthcare.com)

### **ADMINISTRATIVE ISSUES**

#### **Anthem / BCBS of Maine**

**A**nthem recently updated their Online Provider Services website with the following enhancements:

- Through an online service called BlueExchange, providers are now able to access eligibility information electronically for members covered by other BCBS plans and FEP.
- Claims status information is now available for NEMCI members with MTP and MTN prefixes. (Note: Claims info on NEMCI members with CTN, CTP, MEP, MEN, NHP or NHN prefixes was available online beginning 8/1/03.)
- The six month date of service default has been removed under the claims status search function.

The January 2004 Working Together newsletter is available at [www.anthem.com](http://www.anthem.com) > Providers > Maine > Working Together.

#### **Cigna Healthcare**

**W**e continue to work closely with our local Cigna representatives in order to resolve ongoing payment issues and to improve the communication among Cigna,

our providers and our patients. Through regularly scheduled conference calls and meetings we have been able to resolve many of our outstanding issues.

Effective October 27<sup>th</sup>, Cigna announced the elimination of the precertification requirement for nuclear cardiac imaging studies.

#### **Gold Card Status Made Easier!**

Cigna exempted Nova from medical oversight of certain imaging studies. Unfortunately, the exemption proved to be MORE of a hassle than the original requirements. At last, as of November 1<sup>st</sup>, Cigna has simplified the “notification” process and thereby streamlined the process. We are to contact MedSolutions directly for a notification number for MRIs, MRAs, CTs and PETS. No medical review is required and the new process has significantly reduced the time spent on the phone and the number of mixed messages from the plan. It will be important to make certain that our appropriate rate of utilization is maintained in order to continue to qualify for such exemption.

Also, we continue to work directly with the Utilization Group Manager in the Pittsburg Health Facilitation Center in order to improve the communication surrounding nurse review.

#### **Harvard Pilgrim**

**H**arvard Pilgrim continues to improve their HPHConnect secure website with improvements such as an enhanced Code Lookup function and the capability request prior authorization online for Physical Therapy treatment (and other outpatient services requiring precert).



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### Striving to Deliver Excellence in Orthopaedic Care

#### The Spine Center



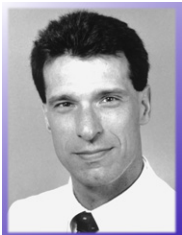
**Michael A. Binette, M.D.**  
*Surgery of the Spine and General  
Orthopaedic Surgery*

Dr. Binette grew up just north of Portland in the town of Jay. He left Maine to attend Rochester Institute of Technology (New York) where he obtained a degree in mechanical engineering. He worked as an engineer for General Dynamics Corporation for three years before going to medical school at the University of Vermont. After an internship in general surgery, he completed his orthopedic residency at Oregon Health Sciences University in Portland, Oregon. Dr. Binette received further training in the diagnosis and treatment of spine disorders completing a one-year fellowship in Seattle at the University of Washington/Harborview Medical Center. He is a member of the American Academy of Orthopedic Surgeons, the North American Spine Society, and the Maine Medical Association.



**Peter E. Guay, D.O.**  
*Surgery of the Spine and General  
Orthopaedic Surgery*

Dr. Guay graduated from Georgetown University (Washington, D.C.) and completed post-graduate work at the University of California at Los Angeles. He graduated from the University of New England College of Osteopathic Medicine and completed his internship at the Osteopathic Hospital of Maine. He served as medical director of the Ewen Medical Clinic (Michigan) and clinical director for Upper Peninsula Rural Health Associates (Michigan). He returned to Maine in 1986 where he completed his orthopaedic residency at the Osteopathic Hospital of Maine. His residency included out-rotations in spine, total joint arthroplasty and hand surgery at the New England Baptist Hospital (Massachusetts). He is a member of the American Osteopathic Association. Locally, he is a member of the Maine Osteopathic Association, the Maine Society of Orthopaedic Surgeons, and was recently appointed an independent medical examiner for the State of Maine Worker's Compensation Board.



**Michael J. Totta, M.D.**  
*Physical Medicine and  
Rehabilitation*

Dr. Totta graduated from Cornell University (New York) and the University of Rochester School of Medicine and Dentistry (New York). He served a preliminary year in internal medicine at Highland Hospital (New York) and a physical medicine and rehabilitation residency at Temple University Hospital in Philadelphia where he was chief resident. Dr. Totta moved to the Portland area in 1990 and has specific interest in the treatment of spinal and occupational disorders. He is the clinical director of the Spine Center. He has pursued special training in orthopaedic medicine and spinal injection procedures. Dr. Totta is certified by both the American Board of Physical Medicine and Rehabilitation and the American Board of Electrodiagnostic Medicine. He is the treasurer for the Maine Society of Physical Medicine and Rehabilitation and a member of the American Medical Association, American Academy of Physical Medicine and Rehabilitation, the International Spinal Injection Society and the American Association of Orthopaedic Medicine. During medical school, Dr. Totta trained with the U.S. National Rowing Team and was selected for the 1983 Pan American Games Team. His commitment to optimal physical function continues in his work within the Spine Center.



**James F. Findlay, D.O.**  
*Orthopaedic Medicine and  
Osteopathic Manipulative Medicine*

Dr. Findlay graduated from Queen's University (Ontario, Canada) and the Kirksville College of Osteopathic Medicine (Missouri). He completed his clinical training at the Osteopathic Hospital of Maine and Zeller Osteopathic Centre (Quebec, Canada). Dr. Findlay is board-certified in both family practice and neuromusculoskeletal medicine. He is a member of the American Osteopathic Association, the Maine Osteopathic Association, the American College of Osteopathic Family Physicians, the American Academy of Osteopathy, the American Academy of Orthopaedic Medicine and the American Academy of Insurance Medicine. Dr. Findlay has lectured extensively on back pain and disability medicine. He returns to Orthopaedic Associates following three years as vice president and medical director of long-term disability at Duncanson & Holt Group and UNUM, where he designed and administered the medical total quality management program and the medical training/continuing medical education programs for UNUM's disability benefits organization.



**Elissa J. Charbonneau, D.O.,  
M.S.**  
*Physical Medicine and  
Rehabilitation*

Dr. Charbonneau graduated from Cornell University (New York) and received a Master of Science Degree from the State University of New York at Buffalo. She attended the New York College of Osteopathic Medicine and completed an internship at Peninsula Hospital Center (New York), where she was selected intern of the year. Dr. Charbonneau attended Temple University (Pennsylvania) and completed a residency in physical medicine and rehabilitation where she was chief resident. Dr. Charbonneau moved to the Portland area in 1992. Prior to joining Orthopaedic Associates, Dr. Charbonneau worked at New England Rehabilitation Hospital as associate director of rehabilitation medicine, and at UNUM as a medical director. Dr. Charbonneau is certified by both the American Board of Physical Medicine and Rehabilitation and the American Osteopathic Board of Rehabilitation. She is a member of the American Osteopathic Association, the American Academy of Physical Medicine and Rehabilitation and the Physiatric Association of Spine, Sports and Orthopaedic Rehabilitation. Locally, she is a member of the Maine Osteopathic Association, the Maine Brain Injury Association and the Maine Society of Physical Medicine and Rehabilitation. She currently divides her time between the Spine Center and New England Rehabilitation Hospital, where she is medical director of the brain injury and neuro day treatment programs.



**Mark A. McAuliffe**  
*Chief Executive*

Mr. McAuliffe graduated from Colby College with degrees in economics and business administration. He is also a graduate of the Massachusetts Institute of Technology's Sloan School of Management, where he received a Master of Science in Management. Before joining Orthopaedic Associates in 1994, Mr. McAuliffe was a member of the management team at Bath Iron Works. His positions included fabrication facility manager, director of production planning and control, and, most recently, vice president of planning and materials. Mr. McAuliffe also trained for one year in Congoleum Corporation's management training and development program. Mr. McAuliffe has extensive experience in total quality management, work process analysis and general management.