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NEW MPMC PROVIDER PORTAL FEATURE – QUALITY DASHBOARD!

Check out MPMC's new provider portal feature that makes it easy to quickly view your practice's quality dashboard and ranking. Value added features include reports that identify high utilizers and gaps in care. Data can also be downloaded to excel. Log in to explore this user friendly practice management tool today!

Quality Dashboard Tools

High Utilizer List: Lists patients who have visited the ED and/or Urgent Care five or more times over a six month period, along with visit dates, diagnosis, locations, and patient demographic information. This allows you to intervene and refer patients to case management support for chronic health and behavioral health needs.

Gaps in Care: Easily check the status of your practices outcomes in HEDIS® quality indicators including prevention screening, diabetes, cardiovascular conditions, respiratory conditions, and behavioral health indicators.

Questions? Contact ProviderRelations@monroeplan.com.

MONROE PLAN'S PROVIDER PORTAL SAVES TIME – Register Today!



Monroe Plan for Medical Care's Provider Portal centralizes essential tools & forms in one place!

- *Submit Roster Updates
- * Access Demographic, Credentialing & Administrative Forms
- * Utilize Coding Tip Sheets
- * Find Training Tools, Resources and more!

To register, go to <https://monroeplan.healthtrioconnect.com>.

ROSTER REMINDER

To ensure accurate and current practice data is captured, please send updated provider practice rosters to Monroe Plan at pfmemails@monroeplan.com. Thank you!



ASSISTANCE FOR UNINSURED PATIENTS



Do you have patients who are uninsured or need assistance with health insurance? As you know, MPMC contracts with Molina Healthcare of New York on behalf of the IPA. Molina offers free or low-cost health insurance to qualifying individuals and their families. Molina's team of skilled facilitated enrollers would be happy to help your patients with their insurance needs. Please call **Molina at (844) 239-4911 (TTY:711)** for assistance or if you prefer, please contact:

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CONSUMER INSIGHTS ON TELEHEALTH

A recent article in HealthCare Finance magazine suggests telehealth is here to stay and highlights some interesting study results. The article, whose title is telling, "**Most Consumers Want to Keep Telehealth After Covid-19 Pandemic**", cites the following:

- In March 2020, fewer than 20% of survey participants had experienced a telehealth appointment. By March of this year, more than 61% had undergone a telehealth visit.
- Of those who haven't yet tried telehealth, more than 77% say they're more willing to do so due to the pandemic, as compared to 59% a year ago.
- Meanwhile 40% feel the quality is comparable to an in-person visit, a 9% jump from 2020.
- 85% say telehealth has made it easier to get the care they need.
- Three-quarters said they believe telehealth will become the norm for nonurgent medical consultations after the pandemic.



Is your practice optimizing the use of telehealth? Monroe Plan's team can share best practices from fellow IPA members and offer support for novel approaches to telehealth use within your practice. Contact Samantha Tolbert, Clinical Performance Manager, stolbert@monroeplan.com, for more information.

MPMC RECEIVES WORKPLACE WELLNESS AWARD



Monroe Plan puts the same energy into helping our employees improve their health as we put in to helping providers improve the health of their patients and it shows!

Monroe Plan for Medical Care was recently recognized as an **Employer of the Year by the Rochester Business Journal's Workplace Wellness Program**. *Rochester Business Journal* created the Workplace Wellness

Awards to celebrate Rochester-area employers who promote health and wellness in the workplace. **As Employer of the Year, Monroe Plan is being honored for offering the best overall workplace wellness program for companies with 100-199 employees.**

MPMC ENTERS 51ST YEAR OF SERVICE TO SAFETYNET PROVIDERS AND MEMBERS

Monroe Plan for Medical Care is pleased to be celebrating 51 years of partnering with providers to service vulnerable populations. Founded in 1970, by a group of forward-thinking physicians, we have consistently followed our mission to improve the health status of individuals and families who are recipients of government sponsored health insurance. Monroe Plan has been recognized as a national leader in the "safety net" area, with a proven track record of improving health outcomes and reducing disparities by supporting a health care delivery system that ensures the availability of high-quality medical care for all.



Today, Monroe Plan serves individuals in government sponsored programs in the Rochester, Buffalo, Syracuse, Binghamton, and Albany areas in three distinct ways. At our inception, Monroe Plan established an Independent Physician Association (IPA) uniquely dedicated to serving government sponsored program recipients. Monroe Plan's IPA has thrived and today represents over 10,000 providers in Western NY. Monroe Plan also has a robust and growing Health Home Care Management Agency (CMA) that is contracted with Health Home Hubs serving 24 counties. Our CMA is widely recognized for providing expert and empathetic support to members and positively impacting health care outcomes as a result. Finally, Monroe Plan is the parent company of MP CareSolutions, a Healthcare Management Services Subsidiary. Through MP CareSolutions, we provide services to healthcare companies, large and small, offering expertise in care management, utilization management analytics, back-office operations, provider network operations and support and more.

As we celebrate 51 years, we want to thank you for your partnership and for being an important part of our long history of passionately serving members in need!