

# BRIEF

Bi-monthly newsletter to keep you connected

**2022 Settlements, Change Healthcare Cyberattack Updates, Epic Implementation, BILHPN Pharmacy Newsletter, Blue Cross Update, MHQP Patient Experience Awards, Clinical Documentation Improvement Program, CAQH Reminder, BILHPN Webinars, Yankee Alliance**

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## 2022 settlements to be sent out next week

The reports and funding for the 2022 settlement were received by PPLLC. We are in the process of preparing the settlement reports and checks should be out by the middle of next week. Please reach out with any questions.



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## Change Healthcare Cyberattack Update – please fill out survey from MHA

The Change Healthcare cybersecurity situation continues to evolve. On Friday, the company said it would offer a **Temporary Funding Assistance Program** to providers whose payment distribution has been impacted, but not for claims submission disruptions. To determine eligibility and funding providers must register. Once standard payment operations resume, the funds will need to be repaid.

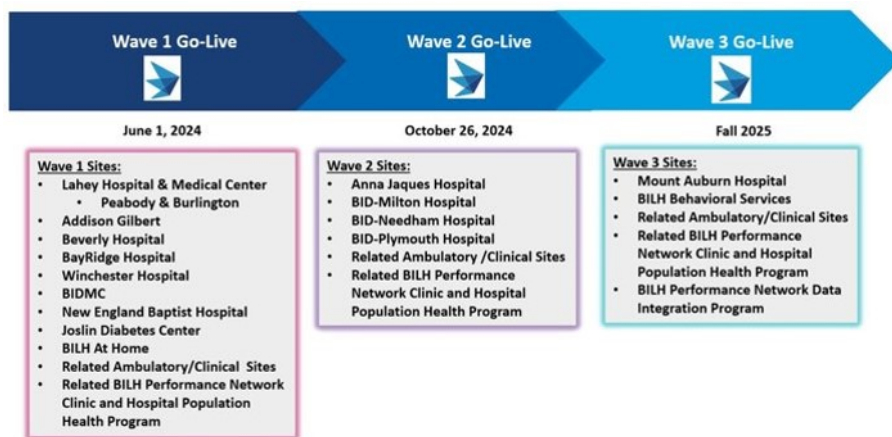
The latest public updates from Change Healthcare are available on the “**Optum Solutions Status Updates**” page, where you can **subscribe** to receive updates. If you have any questions or need additional assistance, please contact [pprc@mms.org](mailto:pprc@mms.org)

PPLLC will continue to post up-to-date information related to the Change Healthcare cyberattack on the Updates page of our website. Please continue checking our site [here](#) for the latest updates.

The Massachusetts Hospital Association (MHA) has put out a summary regarding the February 21, 2024 cyberattack, and has asked for feedback from providers on how this outage is affecting your practice. They will use this information to advocate for assistance for providers. To view this information, click [here](#).

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## Epic Implementation on June 1



OneBILH Epic implementation is scheduled to go live on June 1, 2024. In this first wave, BIDMC, NEBH, Joslin and their related ambulatory providers in HMFP/HCA/ and BIDHC will be transitioned over to Epic. One common question about this first wave is how community-based providers will interact with providers who have transitioned to Epic. Community providers will be given access to EpicCare Link, a referring provider portal which allows for orders, referrals, view only access to Chart Review and messaging. EpicCare Link will replace WebOMR Lite.

Starting in March, OneBILH staff will send an email communication to the community-based physicians who interface with the providers transitioning on June 1. This email will outline the process for physicians and their staff to sign up for access to EpicCare Link. They will also be asking you to identify a “local administrator” to coordinate activation/deactivation of accounts; this would most likely be your office manager. Trainings on how to use the EpicCare system will be held via webinar and town hall meetings, and written materials will also be available. If you have questions, please go to our website where we are posting information on the Epic implementation.

EpicCare Link should allow for easier and more complete access to the OneBILH Epic. As this work rolls out over the next few months before June 1, please reach out with any questions.

[Click for information on Epic](#)

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### BILHPN Pharmacy Newsletter - February Edition

This month's newsletter focuses on the following topics:

- [ADA Guideline Updates](#)
- [Navigating GLP-1 Product Shortages](#)
- [Diabetes Quality Management Changes and Tips for Success](#)
- [BILH Preferred Hospital Formulary Medications: ACEis, ARBs and Statins](#)
- [Accessing BILHPN Pharmacy Resources](#)



Click [here](#) for the latest pharmacy updates.

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## Blue Cross Blue Shield Medical Policy Updates in effect March 1



Blue Cross Blue Shield MA previously announced that they would update medical policies listed below on January 1, 2024. Blue Cross delayed implementation of frequency claim edits for the medical policies (and the medications). These policies now take effect on March 1, 2024.

This means that when you submit claims for these medications for dates of service on and after March 1, 2024, the claim will deny if it doesn't meet the approved units and frequency. Please see the [News Alert](#) for more information

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## 2023 Patient Experience Award Winners

The Massachusetts Health Quality Partners have announced the 2023 winners of the **MHQP Patient Experience Awards**. MHQP received over 30,000 responses from commercially insured patients across Massachusetts.

PPLLC would like to congratulate the following practices:

Beth Israel Lahey Health Primary Care – Congress Street  
**Assessment of Patient Behavioral Health Issues**

Beth Israel Lahey Health Primary Care – Chestnut Street  
**Assessment of Patient Behavioral Health Issues**

Beth Israel Lahey Health Primary Care – Medfield Family Medicine  
**Empowering Patient Self Care**

Beth Israel Lahey Health Primary Care – Washington Square  
**Most Improved for Assessment of Patient Behavioral Health Issues**

Personal Physicians Health Care  
**Office Staff Professional Excellence**  
**Ease of Access to Care**

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## Clinical Documentation Improvement (CDI) Initiative

The Beth Israel Lahey Health Performance Network Clinical Documentation Improvement (CDI) program aims to capture the clinical conditions that accurately represent our patient population, while supporting our providers in navigating the requirements and compound demands of



documentation.

During this past year, BILHPN worked with PCPs practices on various initiatives; this year they will continue that work but will also be working with specific specialties on various chronic conditions. The first six specialties are Neurology, Dermatology, Rheumatology, Gastroenterology, Nephrology and Urology.

BILHPN staff will be reaching out to providers in these specialties over the next few months. If you have any questions about this work, please reach out to us at [PLLCAdministration@bidmc.harvard.edu](mailto:PLLCAdministration@bidmc.harvard.edu)

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## CAQH Updates

The Consolidated Appropriations Act requires group health plans and health insurance issuers to establish a process to update and verify the accuracy of provider directory information at least once every 90 days.



If your practice currently maintains your own CAQH provider profiles, please remember to re-attest and update any expired documents in your CAQH profile every 90 days.

Click [here](#) for additional information

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## Insurance Plan Webinars

BILHPN Network Relations team hosts monthly webinars with the insurance plans. If you would like to attend a webinar, please reach out to [Networkrelations@bilh.org](mailto:Networkrelations@bilh.org).

This month's webinar was presented by Fallon. **Click [here](#) to view the latest presentation.**

To view the 2024 calendar of events, click [here](#).



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For more information, please contact Leslie Levine, Operations Administrator, PPLLC at [llevine5@bidmc.harvard.edu](mailto:llevine5@bidmc.harvard.edu)

<https://www.yankeealliance.com/>

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Please reach out to me if you have any questions or concerns. I can be reached via email at [PLLCAdministration@bidmc.harvard.edu](mailto:PLLCAdministration@bidmc.harvard.edu) or leave me a message at (617) 632-9728 and I will get back to you.



Deb Schoenthaler, Executive Director



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