



HAWAII Independent Physicians ASSOCIATION

Mission

Physicians helping physicians through education, support, and leadership to better care for the people of Hawai'i.

Vision

To preserve independent practice by creating an engaged, connected health community that empowers our physicians and their patients.

Value

Help independent practices achieve their potential, succeed as a business, and continue to deliver high quality care for patients and the community while maintaining personal and professional satisfaction.

2023 Key Focus Areas

- Optimizing revenue for practices
- Sustainability/growth of practices through new payment models
- Delivering hands-on, high-quality practice support to PCPs in capitated arrangements with HIPA
- Providing practice planning options for new and retiring physicians
- Recruitment of new independent physicians across Hawaii
- Empowering physicians with actionable data

Contracts Available

HMSA Payment Transformation

- 54 participating PCPs
- Approx. 39,000+ attributed lives

MDX MA (United/Humana)

- 34 participating PCPs
- Approx. 3,300 attributed lives

ACO REACH (Medicare FFS)

- 10 participating PCPs
- Approx. 1,200 attributed lives

1,150+

Number of Hawaii IPA Members

Maui Services

- Specialty Clinic space rental for specialists visiting Maui
- Expanded specialty care access (e.g. orthopedics, high-risk OB, dietetics, and IVF)
- Referral coordination hub

IPA Member Benefits

- Malpractice coverage discount
- Provider education
- Access to physician loan and valuation programs
- Health and fitness program discounts
- Additional services, programs, and discounts



www.Hawaiiipa.com

Call: 808-524-4041

E-mail: administration@hawaiiipa.com

MENU OF SERVICES: For Providers and Staff:

In Office and Quality Measure Support: Our aim is to decrease administrative burden and support you in meeting your measure goals!

- Pre-visit planning (chart prep)
- Workflow support
- Office organization
- Providing office quality reports to track your progress on measures and target patients
 - Create game plan to close gaps effectively
- Developing a plan with provider and staff to maximize performance and incentives
- Call campaigns for quality measures (in-office and remote)
- Scheduling of annual exams
- Supplemental data research & entry

Billing Support: Let us work with you to establish the easiest reporting workflow

- Create superbills (ECW)
- Research claim issues, including triage of billing errors/disconnects
- Program specific billing/coding cheat sheets (CPT, HCC/ICD, E/M)

Documentation & Training:

- Documentation best practices
- Provider and staff training
- EMR trainings (ECW, Elation, AthenaNet)
- Program specific portals
- Create visit templates tailored for documentation preferences

Call and Email Triage Support:

- Work to resolve issues or questions regarding:
 - a. Program questions or uncertainties
 - b. Portals (i.e. HMSA's Coreo, HHIN, CORE, etc.)
 - c. Attribution
 - d. Payments
- Track and document all issues through to resolution and keep provider informed along the way.

Attribution Checks:

- Conducts attribution reviews on a monthly basis
- Auto assign monitoring and outreach

Payment Checks:

- Review and validate payment calculations, attribution, and other determinations that come from the payors

Quality News and Updates via Email:

- Quality Bulletin and bi-weekly emails providing providers with timely Payment Transformation updates, upcoming event/webinar details, HIPA offerings, and more.

MENU OF SERVICES: For Providers and Staff:

Additional Services - HMSA's Payment Transformation Program Only

- **IHMS Coordination:** HMSA offers free services to your patients via various health programs such as: Comprehensive Case Management (CCM), Condition Care Program (CCP), ER Diversion via Event Driven (EDC).

Additional Services - MDX's Risk Adjusted Capitation Program Only For Providers and Staff:

- **New Member Coordination:** Hawaii IPA will work with delegated staff from MDX to assist outreaching and/or scheduling newly assigned patients ensuring that they establish care with your practice.
- **APRN Support:** We have APRNs available for you to complete AWVs/AHAs based on the support level that works for you. You can choose full delegation or partial delegation and the APRNs will coordinate with you and your office to complete these visits and send you the completed notes. This support will help you with meeting the gainshare requirements and increase your reassessment and suspect condition performance.
- **Scheduling Support: Managed by HIPA, performed by MDX:** Hawaii IPA will work with delegated staff from MDX to assist outreaching and/or scheduling AHA/AWVs via EMR or an approved scheduling template.
- **Case Management/Care Coordination:** Give your patient the additional support they may need by referring them to HIPA/MDX Case Management Program; more information below.

Case Management Support (Performed by MDX, Coordinated by HIPA):

- **Level 1—Service Coordination:** Short term assistance, referral management, specialist assignment, and coordination of transportation/other benefit needs. This support is provided telephonically by a case manager.
- **Level 2—Care Coordination:** Provided to patients with one or more chronic conditions that need service coordination, further assessment (SDoH/health risk assessments), self-management support, and health education. . This support is provided telephonically by an RN case manager.
- **Level 3—Complex Case Management:** Provided to members who have multiple chronic conditions, significant SDoH factors, 2+ hospital admission or 4+ ED visits in the last 12 months; or 2+ ED visits in the last 6 months. This support is provided telephonically by an RN case manager.
- **Level 4—Ala O Hoola:** Provided to members who have multiple uncontrolled chronic conditions, 2+ hospital admission or 4+ ED visits in the last 12 months; or 2+ ED visits in the last 6 months, or recent discharge from acute inpatient or SNF. An APRN will conduct a comprehensive assessment either in home or via telehealth.

MENU OF SERVICES: For Providers and Staff:

Additional Services & Offerings- Maui Only

Due to physician shortages and additional program needs for our Maui providers, we offer the following additional services on Maui

- **Referral Hub:** Created to provide a one stop shop to refer patients Carelon (formerly Beacon Behavioral Health), and have Hawaii IPA ensure end-to-end coordination. See below for program details
- **Maui Specialty Clinic:** host various specialty clinics at Hawaii IPA's Kahului office. See clinic flyer for additional details

Referral Hub (Referral Form Needed)

- ***Carelon (formerly Beacon) Behavioral Health:** Provides behavioral health services to members and physicians by coordinating support, therapy, and medication management. *HMSA patients only

Interested in more information for one or more of our Maui services and offerings?
Contact HIPA Liaison | Program Coordinator; Stephanie@hawaiiipa.com | 808-773-2480



MAUI SPECIALTY CLINIC

LOCATION: 200 Kalepa Pl, Ste 203
Kahului, HI 96732

As you are all aware, the state of Hawai'i continues to face a shortage of providers, especially specialists. To support our patients on Maui, Hawaii IPA has set up a rental-based clinic to host Oahu or other Neighbor Island-based specialists who wish to treat patients on Maui!

Providers can rent the clinic for the day and see patients on Maui as an extension of their office!

OPERATION OF CLINIC

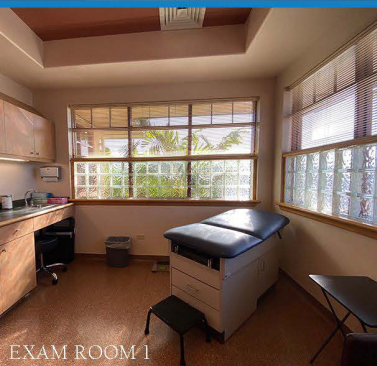
- * **Hours: Monday through Friday, 8am - 5pm**
 - Excluding HIPA Holidays as listed on [HIPA's website](#)
- * **Date: Clinic Days, Cancellations, & Patient Schedule**
 - Reservations of clinic days are needed by the 1st of the month preceding the month of use
Ex: Written notice must be provided to HIPA by not later than September 1, 2021 for Physician's preferred Clinic Days for October 2021
 - Clinic Days shall be reserved in the order received by HIPA. If a Clinic Day requested is not available, HIPA shall offer alternative dates
 - No Cancellations: Physician may change the reserved date to another available date until 72 hours prior to the reserved date
 - Physician shall provide the Clinic's front desk with a complete patient schedule at least 24 hours in advance of scheduled Clinic Day
- * **Clinic Space & Other Items Made Available**
 - Provider is given full use of two furnished exam rooms, use of office equipment & desk space, Internet Access, utilities, minor medical supplies, and storage space as available
 - *This is a shared space and HIPA will have access to and use of its own reserved office space within the unit at all times*

OBLIGATIONS

- * **HIPA: Staffing**
 - A receptionist will check in patients and make copies of insurance card(s) and identification card(s)
- * **Physician: Payment & Insurance**
 - Physician shall pay in full all amounts billed by HIPA under the Agreement, plus General Excise Tax, within 30 days of receipt of invoice
 - Physician shall provide HIPA with certificates of insurance coverage as required in the Agreement and notify HIPA within 30 days' of the cancellation of such insurance



EXAM ROOM 1



EXAM ROOM 1



EXAM ROOM 2



FRONT DESK, LOBBY



LOBBY



OFFICE ROOM 2

CONTACT

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