

**June 20, 2024**

Welcome to the second edition of the McLaren High Performance Network Accountable Care Organization (ACO) Newsletter. You are receiving this communication as an ACO provider. Please click on the links below to review the keys to be successful in our ACO.

Over the course of the last six years, our ACO has generated over \$84 million in savings and most important is the quality of care provided to our patients.

## IN THIS EDITION:

- New Reimbursable Medicare G2211 Code
- Annual Well Visits (AWV)
- Patient Experience for Medicare Providers

## WHAT IS THE NEW G2211 CODE?

G2211 is for new and established patient Evaluation and Management (E/M) visits that are part of an ongoing, longitudinal care relationship. Primary care office visits are more complex than those conducted by other specialties and routinely involve more physician work. The typical primary care physician caring for Medicare patients must coordinate care with 229 other physicians working in 117 practices. To fully account for this additional complexity and related practice costs, G2211 is needed.

G2211 has a weight of 0.33 RVUs with a \$16.04 reimbursement and is subject to Medicare's deductible and coinsurance.

CMS has not required any additional documentation, but the in-person or televisits themselves need to be medically reasonable and necessary to report G2211. The physician must serve as the continuing focal point for all of the patient's health care needs.

Can not be used with E/M with modifier 25.

Can not be used with CPT Code 99211.

Can not be used with non-office E/M visits.

Can not be used if your relationship with the patient is of a discrete or time-limited nature.

[Read about G2211 Do's and Don'ts](#)

# ANNUAL WELL VISITS

Annual Wellness Visits (AWV) are underused and are a critical component of the Patient Centered Medical Home and population health management. Across Medicare, only an estimated 24% of eligible beneficiaries receive an AWV. McLaren High Performance Network has an AWV completion rate of approximately 46%. High performing organizations have a completion rate between 70-75%.

Benefits your practice can expect from increasing AWVs:

- The health risk assessment (HRA) component of an AWV, helps providers uncover clinical and behavioral health information that isn't typically available in a patient's chart
- Close gaps in care
- Schedule preventive screenings, improving preventive care rates
- Schedule future appointments, resulting in revenue generation for the practice
- Opportunity to document the add-ons – when you perform the AWV, utilize the CPT II codes, for example, smoking cessation counseling (4000F), or use of ACE/ARBS (4010F)
- Opportunity to document and code for any active condition during the Annual Wellness Visit, especially HCC conditions
- Opportunity to connect patients to preventive care services, such as Behavioral Health Services or Chronic Care Management (CCM)

The CPT codes for the AWV services are G0402 (IPPE – initial preventive physical exam), G0438 (initial visit after the IPPE) and G0439 (subsequent visit). Reimbursement is up to \$181.11 for the IPPE, \$165.44 for the Initial AWV, and \$130.15 for the Subsequent AWV, depending on the geographical region.

Suggestions for practices to increase completion rates for AWVs

- Utilize lists provided to your practice to identify patients who have not had an AWV (we can also assist with outreach)
- Medicare does not cover a full physical exam (99387 or 99397), convert the Medicare physical exam to an AWV on the practice schedule.
- Educating the patient on the value of and promoting the AWV prior to the AWV visit is important for achieving patient satisfaction.
- Gather information on patients aging into eligibility who are 64 years of age and eligible for the IPPE on their 65th birthday.
- Develop a personalized invitation from the physician/practice for the recruitment of eligible patients.

The Medicare Learning Network Educational Tool on Medicare Wellness Visits is a comprehensive guide to everything related to Medicare Wellness Visits, including the Welcome to Medicare visit, Initial and Subsequent Annual Visits.

[Access the Tool](#)

## References:

<https://www.thoroughcare.net/blog/strategies-improve-annual-wellness-visit-completion-rates>

## SIX TIPS FOR IMPROVING PATIENT EXPERIENCE FOR MEDICARE PROVIDERS

As a Medicare provider, delivering an exceptional patient experience is paramount to ensuring the well-being of your patients and the success of your practice. Patient Experience is one of the key components of the Quintuple Aim of Healthcare.

### THE QUINTUPLE AIM OF HEALTHCARE



Source: Adhere Health

<https://adherehealth.com/what-do-changes-to-the-qi-hold-harmless-provision-mean-for-medicare-advantage-plans/>

Why are CAHPS survey results important to you?

- CAHPS surveys are used in Value-Based Purchasing (Pay for Performance) initiatives. This is one of our ACO thirteen quality metrics as well as a contracted health plan metric. NCQA uses the CAHPS Health Plan Survey as part of the Experience of Care domain of HEDIS.
- Ratings show better patient engagement for those in value-based practices.
- HCAHPS (CAHPS Hospital Survey) scores provide higher reimbursements for hospitals that have higher scores.
- CAHPS scores for you and your practice effect your reputation among consumers.
- CAHPS survey results can be used to create and implement action steps to improve patient experience and quality care.

Here are some key strategies to enhance patient experience in your practice:

### 1. Add a personal touch to interactions

2. Keep it simple and use easy to understand language

3. Notify patients of delays

4. Use active listening techniques

5. Treat patients the way you would like to be treated

6. Practice empathy

By implementing these patient experience strategies, Medicare providers can create a positive and supportive environment that fosters patient trust and loyalty, leading to improved patient outcomes and the overall success of their practice.

### MPP Resources

[CAHPS- Patient Experience | June 2022 | Clinical Corner | McLaren Physician Partners News](#)  
[Patient Experience of Care - Survey Awareness | McLaren Physician Partners News](#)  
[Patient Experience Toolkit Request](#)

### Top Ten Book

[top-ten-guide-mclaren-physician-partners](#)  
See Medicare Measures Section on Page 29

### Training

[McLaren Physician Partner Login](#)

After you log in, use the left navigation box to locate the Education Archive link. Follow the path below to locate our Patient Experience Training.

[McLaren Physician Partners Home](#) > [McLaren Physician Partners](#) > [MPP Members Area](#) > [Education Archives](#) > [Patient Experience](#)

*Thank you for reading the second edition  
of the MHPN ACO Newsletter.*

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