



Who we are...

The Innovative Health Alliance of New York, LLC (IHANY) is a collaboration among doctors, health systems, and health care providers in New York's Capital Region aimed at improving the health of the communities we serve by working together in new, more coordinated ways. In today's evolving health care landscape, clinical integration is essential to achieving better health for the community, better care for individuals, and lower costs of health care.

IHANY Management Consolidation

(Please read this important email sent earlier in July by James K. Reed, MD, President & CEO, St. Peter's Health Partners, regarding a change in IHANY leadership and what it means to our local CIN.)

As you may be aware, Trinity Health Chief Operating Officer, Ben Carter, recently shared a message with the colleagues and physicians at St. Peter's Health Partners and St. Joseph's Health in Syracuse regarding the consolidation of management into a single leadership team for the two health systems. Health care continues to be under tremendous cost pressures. We are continually examining our operations in order to address these pressures, and this consolidation of executive leadership was necessary so that we can focus limited resources on our clinical operations.

You may be wondering what this leadership consolidation means for the Innovative Health Alliance of NY (IHANY), our clinically integrated network (CIN). Effective August 12, 2022, Leslie Barden (IHANY chief executive officer) and Dr. Matt Miles (IHANY chief medical officer) will be departing the organization. The remainder of the IHANY team will continue to be available to you.

We already collaborate with the Syracuse CIN (CNY Aim) via the NY super CIN named Concordia. Due to our existing close working relationships, Kristen Mucitelli-Heath will serve as VP of Population Health with oversight of both CINs. The CINs themselves will continue to be separate entities. The chief medical officer role for IHANY is still to be determined.

I would be remiss if I didn't take this moment to thank Leslie and Matt for their exceptional service during their tenure here. Under their leadership, IHANY realized three consecutive years (2018, 2019, 2020) of savings under the Medicare Shared Savings Program (MSSP). 2020 also represented the first year that IHANY's savings surpassed its CMS target, with a saving rate of 4.2 percent. This earned us a quality score of 98.7 percent and a shared savings award of \$4.457 million – a true milestone in the history of our young CIN. All of us at IHANY owe Leslie and Matt a great debt of gratitude for being strong leaders in advancing changes in health care.

Our call to action remains the same:

- Developing programs and care models that advance health in a coordinated and integrated way
- Improving the health status of our communities, while lowering the total cost of care
- Realizing savings that will continue to grow incentive-based payments as an alternative revenue stream to fee for service

On behalf of St. Peter's Health Partners, St. Joseph's Health, Trinity Health Integrated Care ACO (THIC) and IHANY, we thank you for your participation and dedication to improving the health of the populations we are contracted to serve.

If you have any questions about this announcement, please do not hesitate to contact either me at 518-525-6048 or you may contact Kristen Heath at 315-744-3367/

Kristen.Heath@sjhsyr.org.

James K. Reed, MD
President & CEO
St. Peter's Health Partners

This Month's Priorities

Addressing Patient Needs

As an ACO, it is important that we bring focus to addressing the needs of our patients with the highest disease burden. In April, the IHANY team began sharing reports centered on managing these members and addressing their risk and quality gaps. We shared how we will be managing this data with our primary care physician (PCP) practice leads through feedback and bi-monthly meetings. If you have any questions around this process, please reach out to [Brian Pinga](#).

Annual Wellness Visit (AWV) Guide

The national health care landscape in the last several years has shifted to putting more focus on the Annual Wellness Visit (AWV) for Medicare beneficiaries in the push for preventive care. The AWV is an appointment scheduled specifically to discuss and document a patient's clinical conditions/diagnoses and the possible next steps in care, including preventive screenings the patient needs to complete during the current year.

Though the AWV is primarily a focus for primary care providers, **specialist providers can significantly assist with this process by encouraging patients to visit a primary care provider (PCP) and complete the AWV.**

The AWV is such an important part of a Medicare beneficiary's care that Trinity Health has set a 2022 goal for ministries to ensure that at least 50% of their beneficiaries have a completed AWV. IHANY's target is set at 65% of all Medicare beneficiaries having a completed AWV.

Understanding the exact components of the AWV and the workflow process is challenging for some providers with time constraints and staffing issues. To relieve this burden, IPRO (a Quality Innovation Network-Quality Improvement Organization), recently created the [Annual Wellness Visit \(AWV\) Guide](#) – a comprehensive, step-by-step guide to integrating the AWV into a medical practice. It discusses the components of AWVs, rationale, suggested workflows, and billing/reimbursement information, and includes online tools and resources.

For primary care providers, members of the IHANY Quality Team ([Brian Pinga](#) and [Laura Graham](#)) are available to walk through this guide with you and support you in any way possible to help integrate the AWV into your practice. IHANY also has educational materials for your exam rooms and patients.

For specialty care providers, if you are a have a Medicare beneficiary patient who does not have a PCP, please direct them to any of these practices within the IHANY network to set up a primary care appointment and **ask specifically for an Annual Wellness Visit:**

[Ellis Medicine](#)
[St. Mary's Healthcare](#)
[St. Peter's Health Partners Medical Associates](#)
[Amsterdam Internal Medicine & Pediatrics](#)
[Hometown Health Centers](#)
[Wynantskill Family Medicine](#) 518-283-1974

The IHANY team has developed a Medicare AWW Patient Education document you can utilize for outreach and education. Click [here](#) to access.

If you would like copies, posters, pamphlets, or have any other questions, please reach out to [Brian Pinga](#).



Important Reminder for Patients: Crowded Emergency Departments

Our local emergency rooms are still experiencing overcrowding and longer wait times as a combined result of national nursing shortages and recent resurgences of COVID cases.

Officials with Albany Medical Center, St. Peter's Health Partners (including Albany Memorial Campus, Samaritan Hospital, and St. Peter's Hospital), and Ellis Medicine are warning the public of these longer wait times and asking that people only use emergency departments in true emergency situations.

We are asking you to please take this opportunity to remind your patients that non-emergency care can be provided more quickly at urgent care centers and primary care offices, some of which have after-hours appointments and virtual care appointments. Also, emergency rooms are -not- to be used as COVID testing sites.

Patients experiencing serious symptoms like a high fever, trouble breathing, or chest pain should still call 9-1-1 or immediately go to the emergency department for care.

Welcome to the HCC Coding Catch-Up

Documentation, coding, and submission of each patient's diagnoses or Hierarchical Condition Category (HCCs) **is required at least once per calendar year, restarting every January 1.**

Coding topic for this month: [Ulcers](#) (link)

Ulcers are associated with HCC coding, while wounds are not. Please note that the two conditions are not synonymous.

- Wounds are due to trauma or surgery.
- Ulcers are caused by skin breakdown from pressure or other chronic conditions. (If known, document and code the condition causing the ulcer, such as PVD or diabetes.)

Types of ulcers include:

Pressure/decubitus ulcers

- Document and code laterality and stage (I through IV or unstageable)

Diabetic ulcers

- Document and code laterality and stage

Stasis ulcers (with varicose veins)

- Document and code laterality and whether inflammation is present

Arterial ulcers (atherosclerosis)

- Document and code laterality

The most effective way to document is MEAT. This acronym represents **M**onitor, **E**valuate, **A**ssess, or **T**reat the condition.

For more information on these topics, visit <https://www.ihany.org/for-providers/hcc-provider-education>.

Specialty Spotlight

IHANY Network Specialty Practices:



As a Clinically Integrated Network, continuing to promote in-network referrals will allow for IHANY to provide better health to the populations we serve. With that in mind, we will have feature spotlights on IHANY partners and affiliates within this newsletter to ensure we keep you informed of our diverse resources.

The American Academy of Ophthalmology has proclaimed August as Children's Eye Health and Safety Month. It is celebrated each year in the United States to raise awareness about the importance of taking care of children's eyes and to prevent blindness.

According to the Centers for Disease Control and Prevention, approximately seven percent of U.S. children under 18 years old have a diagnosed eye or vision condition, and nearly three percent of children under 18 years old are blind or visually impaired. Common eye abnormalities include nearsightedness, farsightedness, and astigmatism. Other severe eye conditions include lazy eye, crossed eyes, drooping eyelids, and color deficiency or color blindness. Many eye problems can result in permanent vision impairment without timely treatment.

Because children may be unable to recognize they have a vision problem or eye infection, it is important to make sure they have regular eye exams from a young age. Thousands of children also sustain eye damage or even blindness from accidents. Others will need protective eye equipment when playing sports.

This month, we would like to highlight our two ophthalmology practices, Perlmutter Eye Center and Kennedy Ophthalmology Associates.

[**Perlmutter Eye Center**](#) is an ophthalmology practice offering routine and urgent care for a

broad range of eye/vision problems. The practice has been caring for Capital Region patients for more than 40 years. Founded by Dr. Lawrence Perlmutter, who serves as the chairman of the ophthalmology department at St Peter's Hospital, the practice is known for providing both personal and exceptional medical and surgical care. Providers include Drs. Lawrence Perlmutter (specializing in cataract, glaucoma, and corneal surgery); David Perlmutter (specializing in custom cataract and laser surgery, glaucoma, and retinal disease); and Jeffrey Zanderman (specializing in glaucoma, diabetic exams, dry eye/allergies, and infectious/inflammatory disorders, and offers emergency appointments.) Almost all insurances are accepted. Physician offices can refer patients via email at referrals@perleye.com, fax to 518-449-7210, or by phone at 518-472-9111. Offices are located at **35 Hackett Blvd., Suite 236, in Albany; 1789 Rte. 9 in Clifton Park; and 258 Hoosick Street, Suite 200, in Troy.**

Kennedy Ophthalmology Associates is an ophthalmic specialty practice founded more than 50 years ago by John Kennedy Sr., MD. Today, the practice is led by Dr. Robert J. Kennedy, who served as chair of the Department of Ophthalmology at Ellis Hospital for twenty years. He was also Chief of Staff at Ellis Hospital and served on their Board of Governors for eleven years. He received his medical degree from Georgetown University School of Medicine in Washington, D.C., and holds memberships in numerous medical societies. He has special interest in the treatment of retinal diseases, specifically macular degeneration and diabetic retinopathy.

The practice is located at **1675 Providence Avenue in Schenectady**, near Ellis Hospital. Appointments can be made by calling 518-377-3410. Most insurances are accepted.

*If you are an IHANY Network Specialty practice and would like your location featured in a future IHANY Monthly, please email **Brian Pinga**.*

988 Suicide & Crisis Lifeline Available Nationwide

988 is now active across the United States. This new, shorter phone number will make it easier for people to remember and access mental health crisis services. [Please note, the previous 1-800-273-TALK (8255) number will continue to function indefinitely.] Click below to learn more about 988.

Anyone experiencing a mental health crisis, including substance use crisis or thoughts of suicide, can get confidential support 24/7 by calling 988 or visiting 988lifeline.org. Visit the Substance Abuse and Mental Health Administration [988 Partner Toolkit](#) for information and resources.

Connecting our CIN: EpicCare Link

If you are a provider -not- currently on St. Peter's Epic/TogetherCare electronic medical record system (EMR), you can use **EpicCare Link** to connect to that EMR. This is a free, web-based portal that provides real-time, read-only access to your patients' clinical data to provide quality patient care. You'll receive automatic notifications when there is an update on your patient, giving you the information you need to plan your patient's follow-up and continuing care plans. You can also use EpicCare Link to quickly refer patients to the SPHPMA organization. **You can access EpicCare Link by clicking [here](#).**

NEW to EpicCare Link?

To find out if your practice is already set up in EpicCare Link, or if it needs to be added, please email the SPHP EpicCare Link Coordinator [Missy Belotti](#).

Once it is validated the practice exists in EpicCare, a practice "site administrator" needs to be identified to coordinate and manage access for providers and appropriate practice staff. Practices are able to designate more than one site administrator if needed. Only new account requests submitted to Missy Belotti *by the practice site administrator(s)* will be processed.

You should also contact Missy Belotti if your practice is already set up, but you do not know who your site administrator is or you need assistance reactivating an EpicCare Link account.

We will continue to highlight the option of using the EpicCare Link for program registrations and referrals when appropriate to streamline the process for our providers and patients.

Clinician Wellness & Resilience

New Surgeon General Advisory Addressing Health Care Worker Burnout

United States Surgeon General Dr. Vivek Murthy recently issued a new Surgeon General's Advisory highlighting the urgent need to address the health worker burnout crisis across the country. Health workers, including physicians, nurses, community and public health workers, and nurse aides, among others, have long faced systemic challenges in the health care system even before the COVID-19 pandemic, leading to crisis levels of burnout. The pandemic further exacerbated that burnout.

[The Surgeon General's Advisory Addressing Health Worker Burnout](#) lays out recommendations society as a whole can take to address the factors underpinning burnout, improve health worker well-being, and strengthen the nation's public health infrastructure, including:

- **Transform workplace culture to empower health workers and be responsive to their voices and needs.**
- **Eliminate punitive policies for seeking mental health and substance use disorder care.**
- **Protect the health, safety, and well-being of all health workers.**
- **Reduce administrative burdens to help health workers have productive time with patients, communities, and colleagues.**
- **Prioritize social connection and community as a core value of the health care system.**
- **Invest in public health and our public health workforce.**

For more information, visit *Addressing Health Worker Burnout: The U.S. Surgeon General's Advisory on Building a Thriving Health Workforce* at www.surgeongeneral.gov/burnout.

We Want to Hear Your Story! It Could Save a Life!

Many of you will remember seeing our brave SPHP colleague Melissa Zapotocki's campaign to bring awareness to the importance of early and yearly breast cancer screening (mammogram). As you may know, she herself is a breast cancer survivor, thanks to early detection. Watch her story [here](#).



If you have a story of how early detection or a preventative screening may have potentially saved your life, like Melissa, we want to hear from you!! Did you have a colonoscopy? A visit to your primary care doctor? Routine blood work? A prostate cancer screening?

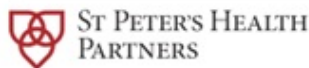
We would be honored if you would be willing to share your story with your colleagues. You could motivate someone else to get an important screening that could save a life.

Contact [Deb House](#) at 518-423-1891 or [Brian Pinga](#) at 716-213-7225 if you are interested in sharing your story.

IHANY Breast Cancer Screening Locations

Breast Cancer Screening/Mammography

**We recommend that all patients check the details of their insurance to understand their coverage and cost responsibility.*



A Member of Trinity Health

St. Peter's Breast Center

St. Peter's Hospital

317 S. Manning Blvd., Suite 305, Albany, NY 12208
(518) 525-7536

St. Peter's Breast Center at Washington Ave.

1365 Washington Ave., Albany, NY 12206
(518) 525-5287

St. Peter's Breast Center

Samaritan Hospital - St. Mary's Campus

1300 Massachusetts Ave., Troy, NY 12180
(518) 268-5353

St. Peter's Medical Imaging

1 Tallow Wood, Clifton Park, NY 12065
(518) 373-4448

St. Peter's Medical Imaging

279 Troy Road, Rensselaer, NY 12144
(518) 880-6300

Albany Advanced Imaging

3 Atrium Drive, Suite 160, Albany, NY 12205
(518) 438-0600



Bellevue Woman's Center

2210 Troy-Schenectady Road, Niskayuna, NY 12309
(518) 346-9400

McClellan Street Health Center

600 McClellan Street, Schenectady, NY 12304
(518) 382-2000



Rao Outpatient Pavilion

4950 State Hwy 30, Amsterdam, NY 12010
(518) 841-7224

Education

REMINDER:
SPHP Virtual Medical Grand Rounds are on hiatus for July and August. Happy Summer!

IHANY Website

There are now easily accessible resources for Hierarchical Condition Categories (HCC) Provider Education and Quality on IHANY.org. Go to the "For Providers" section and choose which topic you would like to explore.

We are here to support you.

Your IHANY Practice Support Team

Ashley Zapp, Manager, Care Coordination
Brian M. Pinga, Director, Quality Improvement & Practice Operations
Eileen M. Jones, Director, Clinical Condition Documentation
Emily Smith, Risk Adjustment Coding Specialist
Julie R. Eisen, Risk Adjustment Coding Specialist
Laura Wise, Healthcare Data Analyst
Laura Graham, Quality Improvement Specialist
Lisa Kelly-Armstrong, Director, Network Management & Operations
Lyndsey House, Post-Acute Coordinator

You can find all of our past newsletters on our website. Click [here](#).

[Learn more about IHANY](#)
