

CCNV Network Update

A Newsletter for Shareholders, Boards of Directors, Providers and Staff Members

NEW SCIENTIFIC EVIDENCE SUGGESTS A1c ASSAY MAY BE USEFUL IN THE DIAGNOSIS OF DIABETES

Inside this issue:

Red Flags	2
eCW Tips	3
Contracting Updates	4
CCNV Staff Directory	5



6802 Paragon Place
Suite 630
Richmond, VA 23230
Phone: 804-237-7686
Fax: 804-237-7699
www.ccnv.com

For many years, the A1c assay has been the test of choice for the chronic management of diabetes. In 2008, an international expert committee was convened to consider the current and future means of diagnosing diabetes in non-pregnant individuals. The international expert committee published its findings in July 2009. The committee concluded that the A1c assay, which captures the degree of glucose exposure over time and more closely monitors the risk of complications than episodic measures of glucose levels, may be a better biochemical marker of diabetes and should be used as a diagnostic tool.

The best current evidence supports the following recommendations:

For the diagnosis of diabetes:

- The A1c assay is an accurate, precise measurement of chronic glycemic levels and correlates well with risk of diabetes complications.
- The A1c assay has several advantages over laboratory measures of glucose.
- Diabetes should be diagnosed when A1c is $\geq 6.5\%$. Diagnosis should be confirmed with a repeat A1c test. Confirmation is not required in symptomatic patients with plasma glucose levels >200 mg/dl.
- If A1c testing is not possible, previously recommended diagnostic methods (e.g., FPG or 2HPG, with confirmation) are acceptable.
- A1c testing is indicated in children in whom diabetes is suspected but the classic symptoms and a casual plasma glucose >200 mg/dl are not found.

For the identification of those at high risk for diabetes:

- The risk for diabetes based on levels of glycemia is a continuum, therefore, there is no lower glycemic threshold at which risk clearly begins.
- The categorical clinical states pre-diabetes, IFG, and IGT fail to capture the continuum of risk and will be phased out of use as A1c measurements replaced glucose measurements.
- As for the diagnosis of diabetes, the A1c assay has several advantages over laboratory measures of glucose in identifying individuals at high risk for developing diabetes.
- Those with A1c levels below the threshold for diabetes but $\geq 6.0\%$ should receive demonstrably effective preventive interventions. Those with A1c below this range may still be at risk and, depending on the presence of other diabetes risk factors, may also benefit from preventive efforts.
- The A1c level at which population-based prevention services begin should be based on the nature of the intervention, the resources available, and the size of the affected population.

In response to this new scientific evidence, the CCNV Medical Management Committee recently updated the CCNV Clinical Practice Guidelines for both Diabetes and Pre-Diabetes to reflect this new science. Network Medical Directors were recently educated on the guideline changes on the July Quarterly Medical Director Call. The guidelines are available for download from the CCNV website by visiting: www.ccnv.com.

You must be a registered user to access downloads from our Credentialing, Central Business Office and Contracting sections.

Download access will be granted to CCNV employees, Shareholders and current Board members.

If you would like to request access, please use the contact form located in the "Contact Us" section on the homepage.

Please include your name, email address and contact details as well as your Access Level request (employee, Shareholder, Board member, guest).

After you fill-out the contact form you will be sent a registration link, which will allow you to choose your username and password.

To login click on the "Member Login" icon located on the bottom right of the homepage.

After logging in, you can access downloads from the "Downloads" drop-down menu on the homepage.

¹ "International Expert Committee Report on the Role of A1c Assay in the Diagnosis of Diabetes", *Diabetes Care*, 2009 Jul; 32(7):1344-45.

Colleen Lynch RN, MSN, CPHQ
Director,

Performance Measurement and Improvement

CCNV Credentialing is Now Offering Background Checks!

We have signed a contract with EBI to perform this service. The charges vary according to the type of background check you are requesting. These charges will be added to your current charge.

Call Leona at 804-237-7686 extension 104 for complete details!



**Compliance
Date on 'Red
Flags' Rule
Extended!!**

Compliance Date on 'Red Flags' Rule Extended to November 1, 2009

The Federal Trade Commission (FTC) released an article on July 29, 2009 that announced another extension for compliance with the Red Flags Rule. Below is an excerpt from that announcement along with the resource for the entire article:

*"To assist small businesses and other entities, the Federal Trade Commission staff will redouble its efforts to educate them about compliance with the "Red Flags" Rule and ease compliance by providing additional resources and guidance to clarify whether businesses are covered by the Rule and what they must do to comply. To give creditors and financial institutions more time to review this guidance and develop and implement written Identity Theft Prevention Programs, the FTC will further delay enforcement of the Rule until **November 1, 2009.**"*

The three-month extension, coupled with this new guidance, should enable businesses to gain a better understanding of the Rule and any obligations that they may have under it. These steps are consistent with the House Appropriations Committee's recent request that the Commission defer enforcement in conjunction with additional efforts to minimize the burdens of the Rule on health care providers and small businesses with a low risk of identity theft problems. Today's announcement that the Commission will delay enforcement of the Rule until November 1, 2009, does not affect other federal agencies' enforcement of the original November 1, 2008, compliance deadline for institutions subject to their oversight."

Source: <http://www.ftc.gov/opa/2009/07/redflag.shtm>

In our efforts to assist our Network Centers, CCNV provided templates of policy and procedures for compliance with this Rule in April 2009. Please contact me at the CCNV office if you have any questions regarding the Red Flags Rule.

Stephanie Anderson
Research Coordinator



eClinicalWorks—TIP of the Month

Did you know???

When in the Document, Referral, Telephone Encounter, Lab, or Message Jelly Beans you can sort the items by clicking on any column headers? (date, patient name, assigned to, etc.)

Review Documents

Scan Date	Patient Name	Custom Name	Assigned To	Description
06/24/2009	Test, test	face	ecclinicalworks, support	

Referrals Outgoing

Date	Patient	Reason	Referral From	Referral To	Start Date	End Date	Appt Date
No result found.							

Telephone Encounters

Ref#	Date	Patient Name	Provider	Reason	Phone	AssignedTo
62	08/09/2007 2:11 PM	T, TEMPLATES	SW	FYI only	508-836-2700	ecclinicalworks, support

Labs/Imaging

Order Date	Coll Date	Result Date	Patient	Labs/Diagnostic Imaging	Reason	Result	AssignedTo
08/09/2007			Christmas, Mary B	Mammogram	Routine		ecclinicalworks, support

Messages Inbox

From	Subject	Date
ecclinicalworks, support	REPORTSVR Running Low Disk Space	07/21/2009 08:00:00 PM
ecclinicalworks, support	REPORTSVR Running Low Disk Space	07/20/2009 08:00:00 PM

Dianne Fore
Information Technology Instructor

National Coalition of Health Centers Using eClinicalWorks Software Update

The Coalition will meet September 15th at the eClinicalWorks National Users Conference.

Read the minutes of the working committees for Reporting, Dental, Behavioral Health, Practice Management, Change Management and Support on the National Electronic Forum at <http://forums.ccnvtraining.com/>



Join the National Electronic Forum for Health Centers using eClinicalWorks software for EMR and PM at <http://forums.ccnvtraining.com/>

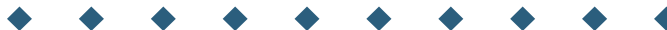
Contracting Updates

New Network Agreements

Optima Behavioral Health effective 01/16/09

Cigna Dental effective 09/01/09

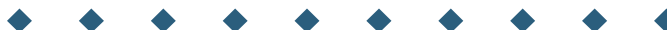
MHNet Behavioral Health (slated for 01/01/2010)



Medicare Administrative Contractor Awards

The Centers for Medicare & Medicaid Services (CMS) on July 10, 2009 awarded the Medicare Administrative Contractor (MAC) to Trailblazer for the states of Arkansas, Louisiana and Mississippi. On July 21, 2009 a “*stop work order*” was placed and Trailblazer was asked to stop all work on the contract.

There are no new resolutions to the MAC assignment for Virginia. The “*stop work order*” for Palmetto is still in affect. It is business as usual for our Shareholders. CCNV will continue to keep you updated with current information.

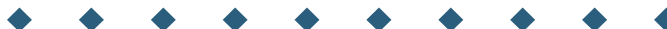


Aetna Awarded the Tricare Managed Care Support Services Award for the Tricare North Region.

An announcement on Monday July 13, 2009 named Aetna Government Health Plans, Hartford CT., as the Managed Care Support (MCS) to the Department of Defense (DOD) Tricare program in the North Region, beginning April 1, 2010. This includes The District of Columbia and the states of Connecticut, Delaware, Illinois, Indiana, Iowa (Rock Island Arsenal area only); Michigan, Missouri (St Louis area only); New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, *Virginia*, West Virginia and Wisconsin.

On Wednesday July 22, 2009 Health Net Federal Services filed a protest of the award to the Government Accountability Office (GAO), since then Health Net Federal Services has received a “*stop work order*” regarding this transition.

For our centers it is business as usual we will keep you informed of the impending changes.



Look Back Over Expansion of CCNV Network:

New Shareholder Joins CCNV Network:

Harrisonburg Community Health Center, 12/11/2008

New locations open for current shareholders:

- Peninsula Institute for Community Health adds “*Virginia Beach Family Medicine*” – 02/20/2009
- Central Virginia Health Services adds “*Caroline Family Practice*” – 07/20/2009
- The Daily Planet adds mental health services at “*St Joseph's Villa Clinic*”- 07/15/2009
- Southern Dominion Health System adds “*SDHS, Counseling and Behavioral Services*”- August 2009.
- Horizon Health Services adds “*Ivor Dental Center*”- 09/05/ 2009
- Capital Area Health Network adds “*Glenwood Medical and Dental Facility*” – 11/02/2009

Evelyn Peña-Morton
Director of Contracting



CCNV HIT Update

...Kiosk Innovations Project...

The Kiosk Innovations project has been steadily moving ahead and I wanted to take a moment to provide an update to everyone as our Pilot phase is quickly approaching and is scheduled for mid to late October.

During the Summer months of July and August, CCNV, Seepoint and eClinicalWorks were provided feedback from our network Health Centers, CCNV Staff and the Medical Management Committee. Through this feedback, we were able to identify and develop a scope of work for our Pilot phase.

During the Pilot phase, patients at the selected Health Center locations will have the option of signing in and confirming their appointment. Based on specific information returned from the patients' record, the patient may be asked to complete a PHQ-9 or PHQ-2 form. The results of these questionnaires will be immediately populated into the patients' electronic health record and both visible and editable by the provider in the current visit progress notes.

Development on this first phase is underway and both Seepoint and eClinicalWorks have made very good progress to date.

For more information regarding the Kiosk Innovation project or to be considered as a Pilot location, please email Jeff Czyzewski, jczyzewski@ccnva.com



...Dedicated eClinicalWorks Support Team...

Since late 2007, eClinicalworks EHR system has been steadily integrated into many of our network Health Centers and there are currently 20 active installations. More than 50% of those installations are hosted on CCNV's on ASP platform.

In August, we had the opportunity to meet with Sr. Management of eClinicalWorks, including Girish Kumar Navani, eClinicalWorks CEO. During our meeting, it was expressed by CCNV, that our network required more specialized support attention including a dedicated support staff. This dedicated team would be familiar with our Health Centers, our ASP environment and more importantly, understand the one issue may in fact, be an issue for multiple centers.

I'm excited to report that eClinicalWorks has agreed to, and already put in place, a dedicated support team for CCNV. This is an internal change at eClinicalworks and will not change how you submit tickets directly on the eClinicalWorks support portal.

If you need assistance submitting tickets to eClinicalWorks, or have questions about the process, please contact Teresa Worley, tworley@ccnva.com

Jeff Czyzewski
Chief Information Officer

The CCNV Staff

David Selig
Chief Executive Officer
 dselig@ccnva.com
 Ext. 111

Stephanie Anderson
Research Coordinator
 sanders@ccnva.com
 Ext. 136

Andrew Baker
Programmer/Analyst
 abaker@ccnva.com
 Ext. 101

Sherry Farley
Controller
 sfarley@ccnva.com
 Ext. 110

Izzy Gast
Network Coordinator
 izgast@ccnva.com
 Ext. 100

Colleen Lynch
*Director, Performance
 Measurement and Improvement*
 clynch@ccnva.com
 Ext. 105

Evelyn Peña-Morton
Director of Contracting
 emorton@ccnva.com
 Ext. 109

Lucas Wadsworth
Intern
 lwadsworth@ccnva.com
 Ext. 100

Health Information Technology

Jeff Czyzewski
Chief Information Officer
 jczyzewski@ccnva.com
 Ext. 102

Dianne Fore
*Information Technology
 Instructor*
 dfore@ccnva.com
 Ext. 128
 (804) 512-5064

Teresa Worley
Help Desk Technician
 tworley@ccnva.com
 (866) 642-4146

Credentialing
 Leona Roach
Director of Credentialing Services
 lroach@ccnva.com
 Ext. 104

Antoinette Braggs
Credentials Coordinator
 abraggs@ccnga.com
 Ext. 138

Sylvia Childs
Credentials Coordinator
 schilds@ccnva.com
 Ext. 130

Erin Neiditch
Credentialing Assistant
 eneiditch@ccnva.com
 Ext. 108

Mary Phillips
Medical Staff Coordinator
 mphillips@ccnva.com
 Ext. 139

Cynthia Roberts
Senior Credentials Analyst
 croberts@ccnva.com
 Ext. 106

Tamika Rodriguez
Credentials Analyst
 trodriguez@ccnva.com
 Ext. 107

Central Business Office

Diane Harris
Director of Central Business Office
 dharris@ccnva.com
 Ext. 200

Dana Adams
Patient Account Coordinator
 dadams@ccnva.com

Marti Brown
Patient Account Coordinator
 mbrown@ccnva.com

Alison Davis
Patient Account Coordinator
 adavis@ccnva.com

Kelly Delp
Patient Account Coordinator
 kdelp@ccnva.com

Vannessa Jeter
Patient Account Coordinator
 vjeter@ccnva.com

Monica Johnson
Patient Account Coordinator
 mjohnson@ccnva.com

Lindsay Kemp
Patient Account Coordinator
 lkemp@ccnva.com

Amanda LeBeau
Receipt Coordinator
 alebeau@ccnva.com

Denise Manzelli
Patient Account Coordinator
 dmanzelli@ccnva.com

Laura Penwell
Business Manager
 lpenwell@ccnva.com

Sophanna Phouthakhanty
Patient Account Coordinator
 sphouth@ccnva.com

Sandi Shepherd
Patient Account Coordinator
 sshpherd@ccnva.com

Dodie Strickland
Patient Account Coordinator
 dstrickland@ccnva.com

Angela Strudwick
Patient Account Coordinator
 astrudwick@ccnva.com

Theresa Washington
Patient Account Coordinator
 twashington@ccnva.com



6802 Paragon Place
 Suite 630
 Richmond, VA 23230

Phone: 804-237-7686
 Fax: 804-237-7699
 www.ccnva.com

CCNV Shareholders

Alexandria Neighborhood Health Services, Inc.
 Bassett Family Practice
 Bland County Medical Clinic, Inc.
 Blue Ridge Medical Center
 Capital Area Health Network
 Central Virginia Health Services, Inc.
 Clinch River Health Services, Inc.
 Daily Planet
 Eastern Shore Rural Health System, Inc.
 Greater Prince William Community Health Center
 Harrisonburg Community Health Center
 HealthCare on the Square
 Highland Medical Center
 Horizon Health Services, Inc.
 Johnson Health Center
 New Horizons Healthcare
 Piedmont Access to Health Services (PATHS)
 Peninsula Institute for Community Health
 Portsmouth Community Health Center
 Southern Dominion Health Systems, Inc.
 Southwest Virginia Community Health Systems, Inc.
 Stone Mountain Health Services
 Stony Creek Community Health Center
 Tri-Area Community Health

Affiliated Practices

Loudoun Community Health Center