



Frequently Asked Questions About the MGO/Health⁴ Network

1. Why should I participate in Health⁴?

Health⁴ will enhance your ability to do what you were trained to do - provide the highest quality of care to patients through accurate and timely clinical data, ensure continuity of care in all settings through an integrated network of MGO physicians and OhioHealth facilities and, finally, reward your quality of care with fair and enhanced reimbursement.

2. Am I required to participate in all contracts if I sign the Health⁴ agreement?

Similar to the way MGO did business from 1995-2001, physicians participating in Health⁴ will participate in all contracts entered into by Health⁴.

3. If I participate in Health⁴, do all of my patients need to be referred to Health⁴ physicians and OhioHealth facilities?

As we enter into Health⁴ agreements whenever feasible Health⁴ physicians and OhioHealth Facilities should be used. This will allow us to provide the most comprehensive and up to date information to assist you in caring for your patients. However we do understand that there may be situations in which out of network referrals are necessary.

For example, if you practice outside of Franklin County, care that is best rendered in that county should be done there. If there is a need to refer tertiary care out of the county, the patient should be referred to a Health⁴ physician and/or OhioHealth facility in Franklin County. Additionally, in Franklin County referrals to Children's Hospital facilities and some unique pediatric subspecialists which are not currently in our network are also anticipated.

4. Do you have or plan to have clinical measures for all specialties?

MGO will have clinical measures for virtually all specialties in the near future.

5. With respect to the network participation requirements, do they apply only to physicians or does my office staff also need to complete them?

All participation requirements are applicable only for physicians and each physician will need to fulfill the criteria.

6. How often do I need to complete the requirements and when do they need to be complete?

Your practice will receive a welcome visit by your Practice Resource Consultant to review all requirements and the process to complete them. The requirements outlined in your Health⁴ agreement must be met by the end of 2010. Requirements for participation will undergo change and improvement over time to facilitate the accomplishments of our goals.

7. What will my email address be used for?

Your email address will only be used to communicate MGO and Health⁴ related activities. As always, MGO will not sell or otherwise share your email or contact information with third parties. The security of your information is important to us and we have appropriate means to protect your information.

8. Do I have to have an Electronic Health Record to participate in Health⁴?

No.

9. How will my practice share clinical and administrative information with Health⁴?

Clinical and administrative information will be collected via your practice management system. Health⁴ will provide you with a Point of Care Tool, Valence.

10. How can I share my patient information with Valence without violating HIPAA and my patients privacy?

It is stated within the HIPAA privacy rule that a covered entity, such as a medical practice, is permitted to use and disclose protected health information, without an individual's authorization, for Health Care Operations. Health Care Operations include quality assessment and improvement activities. As such, a practice may share protected health information with Valence Health, which is acting on behalf of Health⁴, without violating HIPAA.

11. Do I need to have a Business Associates Agreement with Valence?

Your Health⁴ PHO agreement includes a Business Associates Agreement with Valence which assures all HIPAA and HITECH provisions are met. You do not need a separate Business Associates Agreement with Valence Health.

12. How will Valence get access to our PM system?

After selecting a day and time that is convenient for your practice, a technical representative will call to establish a remote connection to one of your computers and install Valence's vMine software application. Valence will work with your practice to select a computer that is connected to the one that hosts your PM system data.

13. What if my practice does not submit claims electronically, can I still participate in Health⁴?

Yes, we understand that there may be unique circumstances where we will not get information electronically and we will work with your practice.

14. What type of security is used to protect the confidentiality of patient data?

Valence uses the highest level of encryption on the data file that is pushed to them each month. Even if the file were intercepted, no one would be able to unscramble the encryption without the required "unlocking" codes. This is compliant with the HIPAA standards.

15. Is there a chance our data will be corrupted or our system will crash?

Valence's data mining tool is a self-contained, read-only application, and does not alter any of your data or data structures. Valence has been using the data mining tool for over 4 years and has never experienced corruption of data or a system crash as a result of installing the application.

16. Will Valence have access to our system after they install the vMine tool?

No. After the vMine tool is installed, Valence cannot access your PM system. They will receive data from your system through "push" technology.

17. What is the data being used for?

Health⁴ will use this data to help physicians provide better care to individual patients and, in turn, be able to demonstrate proven, quality-based, cost-effective care provided by the entire Health⁴ network.