

# Nivano News



## NIVANO PHYSICIANS

Nivano News

2020 Quarter 1 Edition

[www.nivanophysicians.com](http://www.nivanophysicians.com)

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## Message From Our CEO — Sarath Artham



In the first quarter of 2020, Nivano focused our efforts on quality improvement for our members. Thanks to all of the hard work of our amazing provider network in 2019, we were able to hit almost every MPL in Sacramento county and several in the rural counties. We continue reconciling last year's data and laying the groundwork for our Quality programs in 2020. Nivano plans to expand our efforts and work diligently with our network of providers to ensure a successful year!

Building on the partnerships we have made over the last year, we plan to integrate bi-directional EMR interfaces with our network to provide care platforms that do not sacrifice time or disrupt provider workflows. With our new schedule being open on Saturdays from 9 am to 4 pm, we have already been able to better serve our member population.

With everything going on right now surrounding the COVID-19 pandemic, staff safety remains a primary concern. For this reason, our day to day operations and staff have transitioned to

almost completely remote. We understand the challenges this current climate is causing for many of our provider groups. Our Provider Relations team is reaching out to each of your offices to check in during this time. Feel free to also contact us with any questions or concerns.

## Nivano Provider Spotlight

**River Bend Medical Associates** has been a valued partner of Nivano since 2018. The office enjoys working within the Sacramento community and is actively working to improve the neighborhood that they serve. River Bend prides themselves on treating every member like they are part of their family.

Along with Primary Care options, they also have an onsite nutritionist who offers a wide range of assistance to their patients. The practice is largely bilingual and offers extended service hours to better meet patient's healthcare needs. They utilize their EMR system to scrub charts before each visit to maximize the use of physician and patient time. We look forward to continuing our close partnership with River Bend and their amazing staff!



## Nivano 24/7 Text Messaging



Nivano Physicians would like to introduce our Nivano 24/7 messaging service! Accompanying our Nivano 24/7 phone service, the messaging service will also be able to answer your claims, authorization and eligibility questions at the touch of your fingertips. In order to initiate a conversation with Nivano 24/7, please text hi, hello, Nivano or any other word to **916.318.3168**.



## 2020 Quality Tool Kit

In 2020, we are reaching for the highest possible quality scores! To achieve this, we must work hand in hand with each of you. Nivano has made more updates to our Quality Tool Kit. We will continue providing clinic days for preventative care measures, conducting chart reviews, and holding webinar sessions.

This year, our goal is to focus on being a strong advocate for our provider network. Along with delivering Gaps In Care reports, we also provide a variety of tools and resources to be successful. In our efforts to streamline these tools, we have developed a Quality Tool Kit which encompasses all of the resources we have available to providers in order to assist in increasing HEDIS and Star rates.

A few resources we provide to our provider network include:

- Access to Nivano's internal data warehouse *Atlas*, which allows providers to pull real-time Gaps In Care reports and review their claims and encounters.
- Care Gap Alerts when checking member eligibility in the Nivano QuickCap Portal.
- A variety of HCC and RAF reports for providers seeing Medicare patients.
- A HEDIS and HCC Coding Cheat Sheet, which lists all codes the biller must utilize in order to collect the data administratively, reducing the amount of administrative disruption from medical record collection during the Quality push.
- A Care Coordination Program which allows for Nivano to assist with time sensitive measures.
- Utilization of *Sierra Health Alerts*, a communication platform allowing providers to Interact. This communication platform allows providers to interact with patients about their health compliance requirements. Available services include custom automated phone calls, custom automated text messages, bi-directional texting for schedules, and a HIPAA compliant mobile application.

Additional resources include a reports for items such as missed opportunities and open authorizations, marketing posters for clinic waiting rooms and exam rooms, clinic days and medical record reviews.

For 2020, we encourage anyone who has not yet completed EMR data exchange to do so this year. A few of our goals will be based on your EMR's capabilities including redesigning work-flows to capture more measurement data and reducing missed opportunities. Part of this strategy involves not only extracting data but pushing alerts to your EMR for HCC and STARS. Details on new provider incentives and special quality care carve-outs will be sent out soon to our contracted providers.

The Quality team at Nivano is confident that with the tools and resources we have made available to our clinics, and our commitment to work collaboratively to provide quality and timely care to our members, we will all be successful in HEDIS 2020!

For more information, go to our Quality website page at [nivanophysicians.com/quality-provider](http://nivanophysicians.com/quality-provider) or contact us by email at [HEDIS@Nivanophysicians.com](mailto:HEDIS@Nivanophysicians.com).

## COVID-19

In effort to support our valued members during this difficult time, Nivano has implemented some new processes. We are working with our network and health plan partners to provide alternative methods for patient care. We also rolled out "check in" programs for members at high risk. Nivano Physicians has also created informational web pages full of information and resources regarding COVID-19.

Nivano Physicians has been operating at nearly 100% remote for all departments with the exception for clerical and accounting functions. So far, we have had zero interruptions in our company operations and processes. All departments are being monitored daily to ensure we are still keeping up with all expectations and utilizing resources in the additional capacities needed.

We have pulled reports for all members who have outstanding prescriptions and other vital open referrals so that we may reach out and coordinate with them. We also have been doing outreach for our Medicare and other elderly or at risk populations to check on them and ensure they are able to access care as needed. We utilized our text messaging platform to contact all of our members and notify them of different telehealth programs offered. We have published this information on our website under the Providers tab, COVID-19 General Information. To learn more about all of the projects and tools we are helping providers with during this time, please reach out to your PR Representative.



# Join Northern California's Fastest Growing Self Administered IPA!

## Contracted Counties

Butte	Placer
Colusa	Sacramento
El Dorado	Sierra
Glenn	Sutter
Nevada	Yuba

## Why Should You Join?

- Profit Sharing Model
- 24/7 Provider & Member App
- Robust Incentive Structure
- Quality & HEDIS Toolkit
- Quality Incentives
- Subsidized EMR & Text Messaging
- Reachable CEO & Staff
- Automated Phone Coverage

## Insurance Offered

- Anthem Medi-Cal
- Anthem Medicare
- Aetna Commercial
- Aetna Medi-Cal
- Molina Medi-Cal

# Review Nivano Physicians on Google!



## See Whose Newly Contracted With Nivano

- El Dorado Pain Management Center
- Elk Grove Cosmetics and Reconstructive Surgery
- Fair Oaks Psychiatric Associates
- Interventional Pain Solutions
- Sacramento Orthopedic Center
- Tetteh Pediatric Health
- Urgent Care Now - Fair Oaks

- Pain Management
- Plastic and Reconstructive Hand Surgery
- Behavioral Health, Psychiatry and Psychology
- Pain Management
- Orthopedic Surgeons
- Pediatrics Primary Care
- Urgent Care



Please reach out to our Provider Relations Team at [PR@nivanophysicians.com](mailto:PR@nivanophysicians.com) if you have any questions.

## Recent Announcements

**NIVANO PHYSICIANS  
COVID-19 HOTLINE  
833.309.0910**

### COVID-19 Hotline

Nivano Physicians has rolled out a COVID-19 Hotline. This hotline is available to members to learn more on symptoms, provide resources by health plan and more.

**Nivano Physicians Hotline 833.309.0910**

### EFT Access

Don't delay your claims or capitation payment! Enroll in our Electronic Funds Transfer Program (EFT). Visit our [website](#) to find the EFT form or email [PR@nivanophysicians.com](mailto:PR@nivanophysicians.com) if you have any questions.



Check out Nivano Physicians' Social Network! [www.nivanophysicians.com](http://www.nivanophysicians.com)

