



COUNTY OF ORANGE  
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Dear MSI Medical Home Provider,

We are proud to say that we now have more than 200 primary care providers and clinics like you serving as Patient Centered Medical Homes (PCMH) for our low income population. Your loyalty and enthusiasm have not gone unnoticed - we sincerely thank you for your continued support!

We hope that 2010 will bring greater stability to MSI as a result of new program policies that began on September 1, 2009. The new policies included patient co-payments, PCMH visit rules, and mandatory authorization guidelines, to name a few. Aside from helping to preserve limited public funds, we expect the new rules to improve the quality and continuity of care within our system.

Some of you have communicated your concerns about recent denials resulting from patient visits where the member was assigned to a different PCMH. Recognizing that the system takes time to work itself out, we expected to see such denials. We also anticipated that some of you might not have received our notice, which was sent to all enrollees and all PCMHs in late August.

Accordingly, as a one time courtesy, we will make payment for all dates of services provided within MSI scope by an unassigned PCMH for the full month of September. This will result in reprocessing and payment of about \$120,000 to PCMH providers.

We are constantly working to improve and standardize the quality of care within our system. In this regard, one of our major goals is to advance the adoption of health information technology (HIT). On a national level, HIT adoption has become a high priority as evidenced by the significant incentives under the American Recovery and Reinvestment Act (ARRA) of 2009.

As of today, nearly half of you have adopted our free, web-based system known as **MSI Connect**, which allows you access to your assigned panel of patients and their entire medical and prescription histories while enrolled in the MSI program.

Beginning February 1, 2010, we will be deploying **electronic referral** capabilities to all of your offices through the **MSI Connect** portal. Anything less than 100% adoption would prove inefficient to you and to our healthcare system. When adopted, this system will:

- Simplify the referral process for specialty and ancillary services requiring an authorization;
- Enhance access to and improve continuity of care;



- Improve operational efficiency both in your office and within our Authorizations Department;
- Improve physician connectivity and move us closer to meeting the national standards for “meaningful use”;
- Allow you to share in the \$250,000 Quality and Outcomes Framework pool which incentivizes HIT adoption and use (details of this pay-for-performance program are on our website);
- Help preserve our scarce County resources by eliminating unnecessary referrals and/or duplication of services; and
- Provide MSI with greater opportunity for grant funded projects.

If you haven't already completed the attached **MSI Connect** forms, we ask that you take the time to fill them out now for you and your staff. The system is free and only requires that you have a computer with an internet connection in your office.

Our goal is to achieve 100% adoption of the **MSI Connect** system by all PCMHs by February 1, 2010 in order to effectively implement the electronic referral system.

If you have any questions or comments, please do not hesitate to contact me directly at (714) 834-6249.

Happy Holidays!



Dan Castillo, MHA, FACMPE, FACHE  
MSI Administrator