

Voice

Fall 2013

How VQCP Can Help You

In an effort to improve the quality of healthcare and control rising costs for HCA-affiliated employees and their families, over 30 physicians came together in 2012 in partnership with HCA to establish Virginia Quality Care Partners (VQCP). Since then, nearly 1,200 physicians representing over 40 specialties including primary care have joined the network.

VQCP's network of physicians will work together to achieve better health through quality coordinated care for you and your family. The physicians and staff will be developing a 'system of care' that supports the HCA community's health through patient education and utilization of nurse care partners for employees dealing with chronic conditions.



Dr. Giessel

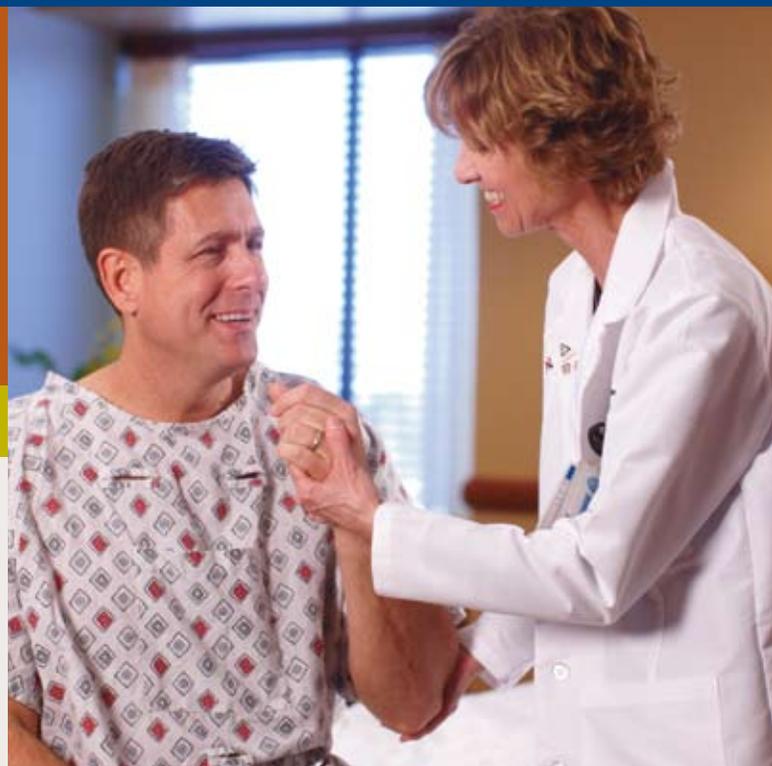
It's important that you and your family members select a primary care physician (includes internal and family medicine and pediatricians). Studies show that seeing a PCP has an impact on managing health problems before they are serious enough to result in emergency services or hospitalization, events that drive up costs for you and the healthcare

industry in general. Employees and their family members covered by the HCA health plan who see a VQCP physician will pay only a \$15 copay for office visits (\$25 for urgent care), and the deductible will be waived. We hope this affordable copay encourages you to visit a primary care physician and follow up with any additionally recommended physician specialists.

On behalf of the VQCP network of physicians, we are committed to developing a quality clinical program that improves the quality of care you are receiving and reduces the cost of that care for all of us.

Glenn Giessel, MD

Chair, Board of Managers
Virginia Quality Care Partners



Doctor's Column

Why Have a PCP?

Meet Dr. John Siedlecki, Primary Care Physician (PCP) with Family Practice Specialists of Richmond

Joining the Virginia Quality Care Partners network was a simple decision for my practice, Family Practice Specialists of Richmond in Midlothian. It was an extension of what we are committed to doing – providing comprehensive and personalized primary care.

It's important for individuals to have a go-to person that can be a partner in navigating their healthcare. A primary care physician serves that role because our responsibility is to provide both pre-



Dr. John Siedlecki

ventative and sick care. Not only can we treat you for common illnesses and medical conditions, but we can monitor your health for borderline signs of diseases like diabetes, heart disease and cancer. Over 50,000 people die each year from colon cancer, a form of cancer that when found early is highly curable. Keeping up with yearly wellness checkups and other follow up is crucial to your overall, long term health. Communication is also critical, and a primary care physician can help you "connect the dots" especially if you need to see a specialist. We can refer you to the appropriate specialist depending on your specific needs.

Continued on page two

It may be that you are a healthy individual, but it's just as important to maintain an ongoing relationship with your PCP. We can champion and support what you are doing to stay healthy and build a relationship over time as you and your family experience life changes that may or may not affect your health.

Our efforts are now bolstered by the support of VQCP, the physician-led network implementing quality initiatives to improve care.

VQCP primary care physicians across the Richmond metro and Tri-Cities area should be your first stop in evaluating and managing your healthcare needs.

For a list of VQCP Primary Care Physicians, go to VirginiaQualityCarePartners.com and click on 'Find a VQCP Doctor.'

Things to Consider When Choosing a PCP

1. Is the doctor accepting new patients?
2. What insurance does the practice accept?
3. With which hospitals is the doctor affiliated?
4. What are the office hours and who covers when the doctor is out of town?
5. How long does it take to get a routine appointment?
6. How quickly can I get an emergency appointment?
7. At what point can I cancel an appointment and not be charged a fee?
8. Will a doctor, nurse, or physician assistant give advice over the phone or call in prescriptions without seeing me?
9. Does the office send reminders for routine screenings?

Understanding Your VQCP Benefits

As an HCA-affiliated employee, you have the freedom to choose the physician or healthcare provider you prefer. You maximize your benefits when you see a provider in the Aetna network, and you receive additional benefits when you see a physician in the VQCP network.

Keep in Mind:

- To reduce out of pocket expenses, have all work done at an HCA-affiliated facility.
- Preventative care, such as physicals (adult and pediatric), colonoscopy, well-baby and well-woman visits, is covered at 100%.

Provider Network	Coverage Details
Aetna	Benefits covered under your plan. Copays and deductibles apply based on level of plan chosen by employee.
Aetna + VQCP	Benefits covered under your plan but you only have to pay a \$15 copay for an office visit. \$25 copay for an Urgent Care visit. Starting January 1, 2014, the Urgent Care copay will be \$25 for Well Care Level 1, \$20 for Level 2 and \$15 for Level 3.
Reminders	VQCP copay does not include nurse practitioners or physician assistants unless they bill under participating physician's name. Other services provided in office and/or in hospital are not covered by the \$15/\$25 copay and are applied to the patient's deductible and/or coinsurance (such as lab work, tests or procedures, or any hospital-based services like radiology, anesthesiology and hospitalists). Maternity care visits are not covered under the \$15 copay.

Visit VirginiaQualityCarePartners.com for a list of participating physicians in the VQCP network.*

**If the physician is not credentialed with VQCP, \$15 copay (\$25 for Urgent Care) does not apply.*

Be Your Own Advocate

What are the things you can do as a patient to make sure you are getting the best care? Even if you are in good health, building a relationship with a primary care physician through annual check-ups is the best way to stay healthy. We can all learn ways to be even healthier, and your physician is there to champion your efforts. The physician may also detect changes signaling the onset of disease that can be controlled with lifestyle modifications before more expensive therapies like medication are prescribed.

If you have medical issues that require maintenance, engaging with a primary care physician is integral to coordinating your care so that you achieve the best outcomes. Equally as important is your commitment to your health. Regardless of your situation, advocating for your own healthcare means that you need to do the following:

- Partner with your doctor: Choose a Primary Care Physician who can help coordinate the best care for you. Many conditions, if caught early, can be treated effectively at lower costs.
- Comply with instructions from your doctor: Take any medication as directed, follow treatment schedules and instructions and always make sure to schedule follow up appointments.
- Make sure your primary care physician (including internists, family medicine and pediatricians) and any specialists you are seeing communicate with each other.
- If you have more complicated medical needs, ask someone (spouse, child, close family friend) who is available to attend doctor visits with you. You may want to come up with a list of questions together that can be covered during the appointment – two sets of ears are more effective than one especially when the information can be overwhelming.
- Be sure to eat healthy and exercise. We all know that excess weight contributes to medical problems. Try to do one thing every day that is good for your body: cut one meal portion in half, go for several short walks or substitute one high carb sugary snack with vegetables or nuts. If you are already exercising and eating healthy, read about ways to add another dimension like more flexibility or weight training.
- Understanding your benefits and what is covered is crucial. Seeing the cost of your care might be a good motivator to getting healthy. You are also better prepared to discuss options with your provider.



Childhood Immunizations:

How do vaccines work?

Vaccines reduce the risk of infection by working with the body's natural defenses to help it safely develop immunity to disease. When germs, such as bacteria or viruses, invade the body, they attack and multiply. This invasion is called an infection, and the infection is what causes illness. The immune system then has to fight the infection. Once it fights off the infection, the body is left with a supply of cells that help recognize and fight that disease in the future.

Vaccines help develop immunity by imitating an infection, but this "imitation" infection does not cause illness. It causes the immune system to develop the same response as it does to a real infection so the body can recognize and fight the vaccine-preventable disease in the future. Sometimes, after getting a vaccine, the imitation infection can cause minor symptoms, such as fever. Such minor symptoms are normal and should be expected as the body builds immunity.

Why Immunize?

If an unvaccinated child is exposed to a disease germ, the child's body may not be strong enough to fight the disease. Before vaccines, many children died from diseases that vaccines now prevent, such as whooping cough and polio. Those same germs exist today, but because babies are now protected by vaccines, we do not see these diseases nearly as often.

Immunizing individual children also helps to protect the health of our community, especially those people who cannot be immunized. These include children who are too young to be vaccinated (for example, children less than a year old cannot receive the measles vaccine but can be infected by the measles virus), those who cannot be vaccinated for medical reasons (for example, children with leukemia), and those whose immune system cannot effectively protect after vaccination.

Excerpted from National Center for Immunization and Respiratory Disease





Virginia Quality Care Partners

7650 E Parham Road Suite 300
Richmond, Virginia 23294

Virginia Quality Care Partners



Inside this Issue

How VQCP Can Help You • Things to Consider When Choosing a PCP • Be Your Own Advocate

Voice

Fall 2013

Network Questions –

Contact Karen Shiner, karen.shiner@virginiaqualitycarepartners.com or 804-887-2141

Newsletter Editor –

Cathy Soffin, catherine.soffin@virginiaqualitycarepartners.com or 804-887-2143

Office Location –

Medical Office Building II
7650 E Parham Road Suite 300
Richmond, Virginia 23294
804-887-2140

www.virginiaqualitycarepartners.com