

# Premier Pulse

News for Premier Health Physicians

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## Premier Health Announces Closure of Good Samaritan Hospital

Premier Health recently announced the difficult but necessary decision to phase out services and staff at Good Samaritan Hospital's main campus on Philadelphia Drive and cease operations there toward the end of 2018.

The move is part of Premier Health's 2020 strategic plan, which calls for a configuration of health care services that keeps pace with national health care policy and best serves a city that for decades has undergone significant economic transformation. Good Samaritan Hospital's services will remain in Dayton, shifting to nearby Miami Valley Hospital, to maintain residents' access to care, minimize disruptions for staff, and reaffirm Premier Health's commitment to serve Dayton's inner core.

"Good Samaritan Hospital has a special place in the hearts of countless Daytonians. So many of our friends and neighbors are better off thanks to the commitment of generations of physicians, clinical and support staff, and volunteers," said Mary Boosalis, president and CEO of Premier Health. "While we know this is a tremendous change, it is necessary to ensure our long-term future to serve the community."

The evolving national and local dynamics of health care have made operating two hospitals within five miles of each other

unsustainable. National changes in the health care industry, compounded by the changing face of Dayton over the past decade, made clear that Premier Health had to make significant changes to continue serving the entire region and reaching patients in innovative ways in their communities for years to come. We are doing this now, from a position of strength, to give us better control in positioning services in our region to best serve our entire service area. If we had failed to act now, matters down the road would have been worse for the entire system.

The previously announced Phase 3 plan to expand Good Samaritan North Health Center will continue and be completed later this year. The health center and other Good Samaritan Hospital locations will remain operational and eventually become part of Miami Valley Hospital. Name changes will be necessary, as each location providing services needs to visibly indicate the main hospital location.

This is, of course, a complex and emotional time, so Premier Health has put together a team of physicians, nurses, administrators, and support staff to address areas such as staff, patient care, providers, general operations, community relations, redevelopment, and communications. Careful planning has been put in place to take care of patients, staff, providers, and the community.

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# Closure of Good Samaritan Hospital – Physician FAQ

## What will happen to patients?

Patients will be accommodated at the nearest appropriate Premier Health facility based on their medical needs during the final stages of the move.

## What will happen to staff?

Premier Health's goal is to ensure that each Good Samaritan Hospital employee is offered an opportunity to remain employed within the Premier Health system. The health system also plans to offer voluntary retirement and other transition programs.

## What will happen to physicians and advance practice providers?

**PRIMARY CARE PHYSICIANS:** All of our primary care physicians will see no changes in their status.

**SPECIALTY PHYSICIANS:** All of our specialty physicians will be offered a position within the Premier Health system, but they might need to change locations and potentially shifts.

**HOSPITALISTS:** All of our hospitalists will be offered a position within the Premier Health system, but might need to change their location and potentially shifts. We will know more as we work toward full implementation of the plan, and we will continue to keep everyone up to speed with what we know, when we know it. We are working to create as little disruption as possible.

**ADVANCED PRACTICE PRACTITIONERS:** All of our advanced practice practitioners will have an offer within the Premier Health system

## What will happen to the Residency program housed at Five Rivers/Good Samaritan Hospital?

We are planning to accommodate inpatient teaching at our other Premier Health locations.

## Is there sufficient capacity in our emergency departments to take care of patients?

Based on the current and peak volume analysis, there is sufficient capacity at our sites to take care of all patients currently being served at Good Samaritan Hospital's Philadelphia Drive campus.

## Why have you asked us to sign non-competes now?

Premier Health's strategic plan calls for practice transformation efforts that are key to our success. Accelerating the practice transformation compensation plan allows physicians to more fully focus on key objectives such as growth, access, and referral management. In addition, the practice transformation compensation model can help protect from downside risks associated with payors and market fluctuations. Our goal is to partner with you, and we ask that you consider this new model. Non-competes are now standard in the region, and as we are amending contracts, we are also updating our non-compete language.

## How can I practice at MVH/UVMC/AMC as there are exclusive contracts?

The only exclusive contracts are hospital-based contracts – emergency, radiology, anesthesia, and pathology. One exception is EMG readings at Miami Valley Hospital, which is currently under discussion.

## Will I have to pay to be credentialed at another Premier Health facility?

If you are not already credentialed at another Premier Health facility but wish to be credentialed now, we will waive the fee for your initial application(s).

If you are interested in getting privileges at another Premier Health facility, you can contact the CMO directly so they can facilitate your application. The CMOs are:

**Dr. Marc Belcastro** – Miami Valley Hospital/  
Miami Valley Hospital South  
[mrbelcastr@premierhealth.com](mailto:mrbelcastr@premierhealth.com)

**Dr. Matt Reeves** – Atrium Medical Center  
[msreeves@premierhealth.com](mailto:msreeves@premierhealth.com)

**Dr. Scott Kanagy** – Good Samaritan Hospital  
and Upper Valley Medical Center  
[skanagy@premierhealth.com](mailto:skanagy@premierhealth.com)

**Dr. Jennifer Hauler** – system chief medical officer  
[jjhauler@premierhealth.com](mailto:jjhauler@premierhealth.com)

## How will my voice count in leadership?

CMOs will be working with the medical staff at the hospitals to integrate interested

physicians into committees of interest. You can get more information by contacting the respective site's CMO.

## What will happen to Good Samaritan Hospital directorships?

The medical directorship will cease when Good Samaritan Hospital operations cease. We will review individual agreements with each medical director as services transition. As part of our 2020 strategic plan, we will be looking at what new configuration of medical directorships is needed in the system reconfiguration, with a focus on continuum of care.

## Will I lose my APPs or have to work with different APPs?

Our goal is to offer all patient-facing care providers an offer of continued employment. We will attempt to keep teams together as much as possible, but that will depend in large part on where physicians opt to practice within Premier Health, as well as community needs.

## What about my office space?

If you lease space at a current Good Samaritan facility, we will arrange a meeting with real estate to discuss your options.

## Will I be able to get OR block time?/Will I be able to get procedure time (endo, bronch, cath)?/ Will extended OR times be available?

Our intention is to accommodate Good Samaritan surgeons and proceduralists at other Premier Health locations. We will be integrating Good Samaritan physicians into the surgery governance groups at Miami Valley Hospital, Miami Valley Hospital South, Atrium Medical Center, and Upper Valley Medical Center. As procedures for scheduling and block time differ at each facility, the combined governance group will discuss the new processes and decide on options together.

## Where will I park at other facilities?

A parking lot will be assigned to you once your work location is determined. Additional specific parking changes will be implemented as part of the transition to ensure there is adequate parking for all major types of parking needs (i.e. patients, visitors, physicians, staff, handicap access, electric car charging, etc.).

**If I am transferring from the Good Samaritan main campus to another Premier Health facility as part of the placement process, how will my transfer be coordinated?**

Staff will be transitioned in a phased approach to ensure the safe care of our patients.

**If Premier Health is still recruiting externally, how can employees count on a job offer?**

Hiring from the outside will be limited to hard-to-fill positions.

**What happens to my pension?**

There is no impact to your pension benefit. Premier Health has one pension plan for all its facilities.

**What impact, if any, will my transfer have on my years of service?**

Your hire date and TOP date will remain the same.

**How are weekend rotations handled?**

Weekend rotations vary by site and by department; you will have an opportunity to review that information for positions you are considering.

**What if my manager has approved TOP for me already?**

As part of the placement process, staff will have the opportunity to communicate to

the hiring manager any previously approved TOP.

**If I change jobs or am required to wear a different color of scrubs, is there any stipend for uniforms?**

Yes. You will receive a stipend to purchase two sets of scrubs.

**Will I be expected to attend an orientation at the new facility?**

Yes; orientation is a regulatory requirement.

**Will I have a 90-day assessment in my new role?**

Assessments after 90 days are a regulatory requirement and will be completed for all staff. You will not be restricted from using TOP or any of your other benefits, though, during the first 90 days in your new position.

**Who will do my annual assessment?**

We are not conducting annual assessments for staff throughout the system below the director level in 2018, except in accordance with regulatory requirement standards.

**Will I be eligible for a pay increase in 2018?**

Employees hired before January 1, 2018, will receive a base pay adjustment in April 2018 (employees hired within the past 12 months will receive a pro-rated increase per policy).

**Will employees from Good Samaritan Hospital bump other employees from their job?**

No.

**How will seniority for weekend rotations, etc. be handled when employees transfer to the hospital?**

Seniority will be honored when employees transfer from Good Sam to another Premier Health facility. Weekend rotation assignments will be handled in accordance with established department guidelines.

**Will we continue to hire employees at the Good Samaritan Hospital main campus?**

Our intention is to make use of supplemental staffing as needed (i.e., contract, agency, float pool/support employees, etc.).



# What Does VALUE Mean In Health Care?

**By Jerry Clark, MD, chief medical officer and president, Premier Health Group; chief medical officer, Premier Health Plans; and chief executive officer, Premier Health ACO of Ohio**



Value is a popular buzzword in health care. Physicians/providers, employers, and patients should each contribute to this definition. It's important that each stakeholder be in alignment if we are going to be successful in affecting health care costs and outcomes in the United States, which make up a \$3.3 trillion sector, consuming approximately 20 percent of our economy. In most industries, value is defined by the consumer as cost, service (including accessibility), and quality (effectiveness/outcomes). The question is how each of those should be prioritized.

Cost refers to the total price of a full cycle of a patient's care, not the cost of individual services. To reduce costs, we should spend more on some services to reduce the need for others. The entire health care team

is required to affect this. The benefits of one intervention will depend on the effectiveness of all other interventions throughout the care cycle. Therefore, we must eliminate silos in our health care delivery system. We can't blame another specialty provider or a hospital or a patient's compliance for less-than-ideal total cost of care or excellent outcomes – we must have joint accountability for both cost and ultimate outcomes.

We need to focus our metric measurements away from what an individual provider controls; a single department (too narrow to be relevant to a consumer); outcomes of an entire hospital (too broad to be relevant to a consumer); or measuring what is billed. Instead, we need to measure adherence of the care team to evidence-based guidelines





and metrics that measure outcomes – not processes.

In short, “value” in health care is measured by the outcomes achieved, not the volume of services delivered. Value, for consumers, also increasingly includes the quality of the patient-family experience and interpersonal interactions. Therefore, we continue to see a shift in the United States from focusing on volume to focusing on value. Although the pace of this movement has slowed somewhat in our current White House administration, the march will continue.

As physicians and medical staff, I propose to you that we cannot be complacent in the current fee-for-service-dominated reimbursement environment. We need to lead changes in the organizational and

leadership structure to create the cultural transformation to a system- or team-based care delivery model, with all of us accepting joint accountability for our patients’ outcomes. This requires investment of time and money to lead that change. And it should be done with physicians at the helm. Premier Health has a good start on this transformational process, but we can’t take our foot off the gas. The health care system is broken and not sustainable. WE should be part of the solution.

A five-minute video created to explain Premier Health’s definition of value can be viewed online at <https://youtu.be/C5bhrJYVaPQ>.



# Premier Health Heart CT Now Available at All Hospital Locations

By Robin Rutledge, vice president, service line integration, cardiovascular services



Heart disease is the No. 1 killer of U.S. men and women. According to the American Heart Association, someone in the United States will have a heart attack approximately

every 40 seconds. Unfortunately, in its earliest and most treatable stages, heart disease rarely reveals itself through symptoms. For many people, a heart attack is the first clue of any heart trouble.

Do you have patients who might be wondering about the degree to which they are at risk of having a heart attack? Do you have the following individuals in your practice?

Men over age 40 and women over age 45 who have one or more of the following risk factors:

- Diabetes
- Family history of heart disease
- High blood pressure
- High cholesterol
- Obesity
- Physical inactivity
- Smoking

Their concern could be answered by an imaging test that takes less than 30 minutes. For \$99, a board-certified physician will assess your patient and provide a calcium score to both you and your patient.

We're here to help you uncover early-stage heart disease for your patients. It's fast and easy. No needles. No dyes. No exercise. They don't even have to change their clothes.

To schedule a Premier Health Heart CT, call **(937) 499-7364** or **(855) 887-7364** toll-free.

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## Maiberger Named President of Miami Valley Hospital



Premier Health announced in January 2018 that **Michael J. Maiberger**, executive vice president and chief operating officer of Premier Health, will assume a dual role as the

president of Miami Valley Hospital.

In his present role, Maiberger is responsible for day-to-day operations across the health system. His wide array of experience over more than 25 years — including chief value officer, chief strategy officer, and

president and CEO of Upper Valley Medical Center — makes this a natural fit at a time when the delivery of health care is changing exponentially, and a deep level of experience, relationship and team-building, and innovation is necessary for continued growth and success.

“Mike’s impressive scope of experience and track record of success can be seen throughout our health system, and is complemented by his ability to build strong relationships and interact so well with all levels of our organization,” said Mary Boosalis, president and CEO of Premier Health. “Mike always has our mission in mind and is a thoughtful and highly respected leader at Premier Health and in

the community. He brings a level of expertise and innovation that is essential in our ever-changing health care environment.”

Maiberger previously was at McLeod Health in South Carolina. He earned his bachelor’s degree from Ohio State University, followed by a Master in Healthcare Administration from Xavier University, and is a Fellow with the American College of Healthcare Executives.

Maiberger currently serves on the Board of Directors of the Dayton Area Chamber of Commerce. He also is the past board chair for the Troy Chamber of Commerce, and has served on numerous community boards throughout his career.

# REMINDER: Atrium Medical Center's Telephone Number Prefix Is Changing

Atrium Medical Center previously announced its plan to consolidate the hospital's two telephone prefixes to one common prefix for all phone numbers there, as the previous two prefixes of 420 and 705 often caused confusion for patients, visitors and employees.

All staff should now be using the 974 version of their phone numbers in all communications and dialing 974 when trying to reach an Atrium contact at the hospital. Fax numbers can now be updated to the 974 prefix as well.

Both the old (420 and 705) prefixes and the new (974) prefix phone numbers are currently working. An easy way to check if your phone number has changed is to call the number from an outside line using the new 974 prefix.

## What are the benefits of having only one prefix?

- The new direct inward dial (DID) system will have one prefix, 974, that will be exclusive to Atrium Medical Center. It will streamline our phone system, similar to Miami Valley Hospital's hospital-wide 208 prefix and Good Samaritan Hospital's 734 prefix.
- The DID system will allow 100 percent direct dialing for all four-digit hospital phone numbers, including wireless phones, patient room phones, and nursing stations.
- The system will make it easier for patients, employees, physicians, and the community to reach and/or call back hospital departments and staff.
- The DID system will support new technologies and improve communications.

## Will the four-digit extensions change?

The four-digit extensions will not change; the three-digit prefix will. For example, if your office or department phone number was (513) 420-1234 or (513) 705-1234, the new number will be (513) 974-1234. The last four digits will remain the same.

## Will the new 974 prefix have any effect on internal dialing?

The 974 prefix affects calls made from outside of the hospital in ward. It will not change how we dial internally by four-digit extensions or how we contact other hospitals in the system using the 892 (system support), 894 (MVHS), 895 (AMC), 896 (MVH), 897 (GSH) and 899 (UVMC) internal prefixes.

## When will the new prefix be effective?

The new 974 prefix is operational now, and we encourage everyone to begin using it to become comfortable with the new numbers. The 420 and 705 prefixes will continue to work for a limited period of time to allow for the transition to the 974 prefix.

## Does this change include fax numbers?

Yes. If your fax number contains a 420 or 705 prefix AND you are connected to the hospital's phone system, then your fax number will also change to the 974 prefix. Fax numbers can now be updated to 974 in communications, once you have tested your fax number to ensure it works properly. While the rollout of the new fax numbers was previously delayed, a solution has been found and the hospital's fax numbers will be using the 974 prefix.

## Lessons learned so far:

Only numbers connected to the hospital's phone system are changing. Therefore, certain physician office phone and fax numbers and offsite hospital service phone and fax numbers are NOT changing to the 974 prefix, and not all office spaces in the Professional Building are changing to 974. For example, the foundation, pharmacy and wound care center numbers are changing. However, phone numbers of most physician offices in the Professional Building are not changing. If you're not sure whether your numbers are affected, test them.

Watch for periodic reminders of this change to Atrium Medical Center's phone numbers. If you have any questions, contact Julie Norris at **x4797** or [janorris@premierhealth.com](mailto:janorris@premierhealth.com), or Chelsey Levingston at **x5121** or [cjlevingst@premierhealth.com](mailto:cjlevingst@premierhealth.com).



# Groundbreaking Trials Coming to Dayton-Area Parkinson's Patients

Dayton-area residents with Parkinson's disease could be among the first to participate in groundbreaking trials, now that Premier Health and Wright State University have been accepted into the Parkinson's Study Group (PSG).

PSG is the largest nonprofit network of Parkinson centers in North America. In the past three decades, clinics participating in the group have played a vital role in bringing

some of the most innovative drugs to the market. Many of these medications have had a significant impact in changing the course of the neurological disease.

"This is an honor for our site and also an incredible opportunity for Parkinson's patients in Southwest Ohio," said Mary Feldman, DO, a neurologist with Premier Health who specializes in movement disorders. "We are talking about having free

access to trials focused on neuroprotection. That means medications that work to change the course of the disease rather than just treat the symptoms."

Parkinson's disease is a neurodegenerative disorder that affects 1 million Americans. Symptoms, which often progress over the course of years, can be different from person to person but usually include a tremor mainly at rest, slowness of movement, limb

## SYSTEM NEWS

# Medical Transitions; Foundation Funding; and Quality Scorecard Success

### Atrium Medical Center

Atrium continues to offer medical imaging services at Atrium Medical Center Imaging—Middletown. Services still available there are:

- X-ray, walk-in
- CT
- Open MRI, 1T, wide bore
- Ultrasound

Atrium Medical Center Imaging – Middletown is located at 4214 Grand Ave. in Middletown. Hours are Monday to Friday from 7:30 a.m. to 5 p.m. To schedule an exam or appointment, call Central Scheduling at **(937) 499-7364**, toll free **(855) 887-7364**, or **(937) 641-2336** fax. For STAT appointments and same-day scheduling, call **(513) 727-8860**.

Additionally, Atrium is expanding its partnership with Community Blood Center in 2018 by hosting monthly blood drives, always open to the public and staff, in the Atrium Cafe Courtyard Dining Room.

The next blood drive will take place from noon to 4 p.m. on Wednesday, February 21. Donors are encouraged to schedule an appointment online at [www.DonorTime.com](http://www.DonorTime.com) or by calling **1-800-388-GIVE**.

Atrium's monthly community blood drives will generally take place on the third Wednesday of the month (the only exception will be when it is on the second Wednesday in September). Hours will always be noon to 4 p.m. Previous blood drives were aboard the CBC Bloodmobile, but the Atrium Cafe Courtyard Dining Room will now serve as the regular home for the blood drive.

Atrium has been a CBC blood drive sponsor since the hospital opened in 2007. The hospital expanded to six blood drives per year in 2015, and to eight blood drives in 2017. CBC honored Atrium in 2016 with the LifeSaving Ambassadors Club award for blood drive excellence.

### Good Samaritan Hospital

**Scott Kanagy, DO**, chief medical officer of Upper Valley Medical Center, became the CMO of the northern region with responsibilities for Good Samaritan, Good Samaritan North Health Center, and Upper

Valley Medical Center. In this role, Dr. Kanagy is responsible for oversight of performance improvement, utilization management and all medical staff related issues.



At the year-end medical staff meeting for 2017, Anuj Goyal, MD, president of the medical staff, thanked outgoing Medical Executive Committee members Diane Anderson, DO; Michael Boggs, MD; Susan Grandhi, MD; Shelly Joiner, MD; Rajesh Patel, MD; and Vijayakumar Rao, MD, for their contributions and leadership. Dr. Goyal also welcomed the incoming president of the medical staff, Mark Oxman, DO. Joining the MEC for two-year terms will be David Borgemenke, MD, anesthesia chair; Marlea Miano, MD, emergency chair; Melissa Schnell, MD, internal medicine chair; Bhadresh Doshi, MD, OB/GYN chair; Shane Smith, MD, radiology chair; and Milinda Zabramba, MD, at-large representative.





rigidity, and gait and balance issues.

Patients who choose to participate in PSG trials have access to medications that might not reach the market until years later. Additionally, the trial covers all costs associated with treatment, such as medication, clinical visits, laboratory tests, and neuroimaging.

“They also get to contribute to research, which I have found is a huge passion of those who are suffering from the disease,” said Dr. Feldman, who will conduct the trials through Premier Health’s Clinical Neuroscience Institute. “Patients have often told me that if they are going to have to suffer from this disease, they want to have a purpose in the midst of it. Playing a role in furthering our research is a significant contribution.”

Premier Health is already a very active site for Parkinson’s disease clinical trials, Dr. Feldman said. Its association with PSG will help take its work to the next level and provide additional opportunities for Parkinson’s patients in the Dayton area.

Patients interested in participating in a trial can contact the Clinical Neuroscience Institute by calling **(844) 277-2894**.

As of January 1, Good Samaritan Hospital interventional radiology services have transitioned to Radiology Physicians, Inc. RPI is the radiology professional group that currently provides interpretations for all Good Sam diagnostic imaging exams. The group also provides diagnostic and interventional services at Miami Valley Hospital. The process for scheduling interventional procedures at the hospital has not changed, but is under review to help streamline the process.

#### **Miami Valley Hospital**

The Miami Valley Hospital Foundation board voted to approve the allocation of

nearly \$700,000 in donated funds for the following programs in 2018: the National Surgical Quality Improvement Project; an opioid public service announcement; three mechanical CPR devices; the Hospital Elder Life Program; a sepsis coordinator/program manager position; an additional 3D CT scan work station in medical imaging; and staffing for the Ronald McDonald Family Room in Emmett’s Place in the Berry Women’s Health Center. Funding for these programs is made possible by undesignated donor contributions to the MVH Foundation.

#### **Upper Valley Medical Center**

The Upper Valley Medical Center Laboratory

implemented new lab information systems — Beaker and HCLL — in December in coordination with Premier Health and CompuNet Clinical Lab IT departments. UVMC was the first Premier Health hospital site to go live with these systems. Installing Beaker and HCLL will bring Premier Health labs one step closer to standardization of equipment and information systems.

Also in December, UVMC celebrated quality review scorecard success by exceeding quality and safety goals in 2017. The hospital exceeded top decile for core measures — including influenza immunizations, early elective delivery, and hospital acquired potentially preventable VTE — and exceeded top decile for patient safety indicators.

UVMC in late 2017 launched a community wellness clinic designed to bridge the gap between an inpatient hospital stay and primary care visits for patients over the age of 64. The clinic is utilized for individuals at highest risk for readmission, especially COPD and CHF patients. It involves follow-up calls, evaluation, education, and assistance with individual care plans to help such patients remain out of the hospital and learn how to manage their own diseases as effectively as possible.





## FAQ | Premier Health - UnitedHealthcare 2018 Agreement

Premier Health and UnitedHealthcare (UHC) reached an agreement for Premier Health to be in-network for UHC Medicare and commercial products effective January 1, 2018.

### **Which products are affected by the contract between Premier Health and UHC?**

- **All UHC Medicare products** – Premier Health hospitals and physicians are in-network. Here are names of the more common UHC Medicare plans:
  - AARP Medicare Complete (All Plans)
  - UnitedHealthcare Connected (All Plans)
  - UnitedHealthcare Dual Complete (All Plans)
  - UnitedHealthcare Group Medicare Advantage (All Plans)
  - UnitedHealthcare MedicareComplete (All Plans)
  - UHC/AARP Medicare Supplemental Plans (All Plans)
- **All UHC Commercial products** – Premier Health hospitals are in-network for all commercial plans, including plans administered by UMR (United Medical Resources), Golden Rule, and other third-party administrators who utilize UHC for their network.
- **UHC Medicaid products** – Premier Health hospitals and physicians are **NOT** contracted with any UHC Medicaid products. If a patient has UHC-Medicare or traditional Medicare primary, and UHC Medicaid secondary, they can be treated in-network based on their primary coverage. UHC Medicaid patients can be referred to UHC Medicaid to find in-network providers, which include Kettering Health Network and Community Health Centers of Greater Dayton.

### **What about tiering and limited patient choice?**

Consistent with Premier Health's position throughout the negotiations, the health system does not participate in any tiered products offered by UHC. Our approach protects patient choice, so they have an equal choice in utilizing Premier Health when they select a health plan

that includes Premier Health in-network. Tiered products represent a very small portion of UHC's business, and we do not expect such products to grow in the future.

#### **What if UHC Medicaid is my secondary insurance?**

If a patient's primary insurance is a contracted plan with Premier Health, they should continue to utilize Premier Health.

#### **What about United Behavioral Health or Optum Health?**

United Behavioral Health (UBH), now known as Optum Health, is a division of UnitedHealth Group but is not part of the UnitedHealthcare insurance plan, nor part of the UHC contract. The UBH/Optum contract is separate and was not affected by the 2017 negotiation.

#### **How long does the contract last?**

The contract between Premier Health and UHC lasts until March 31, 2021. Premier Health's current contracts with other major plans, including Anthem, Aetna, Medical Mutual, Cigna, and Humana, will last through 2019 or 2020, depending on the contract.

#### **Does this affect 2017 patient accounts that were processed out-of-network?**

The 2017 out-of-network claims will continue to be billed and collected consistent with Premier Health's processes for out-of-network collections.

#### **Is Premier Health communicating with patients about this change?**

Premier Health has implemented a variety of communication tactics with patients, such as letters, social media, advertisements, and other communication methods, to inform UHC members that they can utilize Premier Health as in-network again. If you know anyone with UHC coverage, please personally let them know of the contract change. Many UHC members changed plans during open enrollment, so if you know anyone who changed, also be sure to thank them for doing so. It remained uncertain whether Premier Health and UHC would reach an agreement as late as December 31, so employers and patients who changed from UHC were prudent in making that decision.

#### **If a previous UHC member changed plans during open enrollment, can they change back to UHC?**

Medicare beneficiaries cannot change plans until open enrollment in fall 2018. If a UHC Medicare member in 2017 changed to a different contracted plan for 2018, they can continue to utilize Premier Health in-network through that other plan and decide for the 2019 year whether to consider UHC Medicare once again.

Commercial members who typically receive their insurance coverage through an employer are unlikely to be able to change plans outside their normal open enrollment period. If they changed to a different plan such as Anthem, Aetna, Medical Mutual, Humana, or Cigna, they can be confident that Premier Health is in-network with that plan for years to come. During their next open enrollment period, which can vary by employer, they can evaluate the benefits of their different plan options.

UHC Medicaid members are still out-of-network with Premier. If they want to change to a contracted plan (CareSource, Paramount, or Buckeye), they would need to do so during the next open enrollment period.

#### **When I or a patient calls UHC, they still show a Premier Health site or physician as out-of-network. What does that mean?**

UHC is in the process of re-loading all of the Premier Health hospitals and physicians in their system, and all claims from dates of service January 1, 2018, and forward will be processed as in-network (excluding UHC Medicaid since UHC Medicaid is not contracted). If a UHC phone representative or system shows Premier Health as out-of-network, disregard that information and allow more time for UHC to finish updating their systems.

#### **EPIC payer information also shows Premier Health as out-of-network with UHC. Why is that?**

Premier Health also is updating all the necessary systems that might have previously listed UHC as out-of-network. For all UHC Medicare and commercial patients, you can be confident that Premier Health is in-network with UHC for 2018.

# Intersection of Science, Personal Connection Draws Doctor to Orthopedics



**Richard (Rick) Davis II, MD,** sees patients at Premier Orthopedics in Middletown.

**What is your specialty?** Orthopedic Surgery, fellowship-

trained in hip and knee replacement

### What brought you to Premier Health?

I found it to be a great opportunity to start a practice. My wife and I are also from the area, so it's great to be back home.

### Why did you choose medicine as a career?

I love the integration of science, improving someone's life, and getting to know them on a more personal level.

### Who are the people who influenced and/or mentored you?

There were many along the way, including parents, personal friends, pastors, and many physician educators – all have helped shape me into who I am today.

### How do you describe your bedside manner?

Personal, lighthearted

### What is one thing most people don't know about you?

I love playing golf.



### How do you want to be remembered?

As a Christian, husband, and father who used his career to better peoples' lives physically and spiritually.

### What is the last book you read?

"Making Sense of God" by Timothy Keller

### What is your favorite song in your playlist?

"Beauty in Tragedy" by August Burns Red

### iPhone or Android?

iPhone

### Early bird or night owl?

Definitely, I'm an early bird. Ask my wife.

### Beach bum or mountain hiker?

Beach bum, but not a sun tanner. I've got to be up and moving.

### Dress shoes or tennis shoes?

It depends on the situation. I prefer anything comfortable.

## Our New Physicians

New physicians routinely join the medical staff at each of Premier Health's hospitals. Are you interested in knowing who joined the medical staff at each facility?

You can find lists of new physicians here:

**Atrium Medical Center** go to [atriummedcenter.org/ournewphysicians](http://atriummedcenter.org/ournewphysicians)

**Good Samaritan Hospital** go to [goodsamdayton.org/ournewphysicians](http://goodsamdayton.org/ournewphysicians)

**Miami Valley Hospital** go to [miamivalleyhospital.com/ournewphysicians](http://miamivalleyhospital.com/ournewphysicians)

**Upper Valley Medical Center** go to [uvmc.com/ournewphysicians](http://uvmc.com/ournewphysicians)

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