

Case Study

MOPS Member Practices Prepare for MIPS Success with Support from McKesson Specialty Health

The Midwest Oncology Practice Society (MOPS) represents nine practices, 45 physicians and 26 mid-level providers across Iowa and Nebraska. With a history of providing exceptional cancer care, MOPS member practices often come together to leverage the expertise of the entire group to benefit patients at every practice. Beyond ensuring they provide the best possible care, MOPS practices also collectively navigate new challenges and changing requirements in the healthcare industry.

In previous years, MOPS received support from McKesson Specialty Health for successful Physician Quality Reporting System (PQRS) and Meaningful Use (MU) reporting. “McKesson Specialty Health has always helped us through PQRS and all the other programs we have had to comply with. They are such a good resource, from webinars to personal engagements and walking you through things you don’t know. We’ve come to depend on that and the confidence we have is because of our past experience,” said Penny Malcom, MOPS administrative assistant.

When the Merit-based Incentive Payment System (MIPS) went into effect on January 1, 2017, MOPS once again engaged the experts at McKesson Specialty Health to ensure its member practices could make the necessary changes to avoid penalties, potentially earn a positive payment adjustment and prepare for increasing requirements in subsequent years.

McKesson Specialty Health’s team of experts provided education on MIPS category requirements, measure selection, documentation best practices and workflow changes, as well as answered questions at member meetings throughout the year. McKesson Specialty Health also offered readiness assessments and tactical action planning to help individual practices create a road map for success. Working one-on-one with many MOPS members, the team of expert advisors reviewed each practice’s workflow and technology capabilities and provided recommended action items.

Comprehensive MIPS support from McKesson Specialty Health:



One-on-one support from our team of expert advisors



Monthly customer-exclusive webinars and Q&A sessions



Monthly email updates with timely MIPS information



Technology that enables MIPS participation and bonus point eligibility



Online access to tools and resources on the Customer Center

“
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For Carol Murtaugh, practice administrator at Hematology Oncology Consultants, past MOPS president and current MOPS secretary, the biggest benefit of this personalized support was having access to an expert to talk through practice specifics. “The challenge was weeding through the many options and determining which work for us. That’s why it was nice to have someone come out and do an assessment just for our practice,” said Murtaugh.

Amy King, practice administrator at Nebraska Hematology Oncology and current MOPS president, admits there was a lot of anxiety around MIPS, but the reassurance from McKesson Specialty Health’s expert advisors was invaluable. “The team is very knowledgeable. We talked through different measure reporting options. We know that we have more than enough measures to do well on scoring. It’s reassuring to have someone in your corner,” said King.

In addition to in-person support, McKesson Specialty Health also provides monthly customer-exclusive webinars and email updates, conveniently bringing the latest MIPS information directly to practices. Finally, McKesson Specialty Health’s technology solutions enable successful MIPS participation:

iKnowMedSM Generation 2: An ONC-certified EHR that supports documentation of key measures required by MIPS. “Meaningful Use-ready” and a 2015 Certified Electronic Health Record Technology (CEHRT), providers using iKnowMed are eligible for bonus points in the MIPS Quality performance category.

Practice InsightsSM: A data and analytics tool that displays dashboard views of performance measures, enabling practices to determine, monitor and improve quality. Designated as a Qualified Clinical Data Registry (QCDR) by CMS, Practice Insights supports end-to-end data submission for the Quality, Advancing Care Information and Improvement Activities categories in 2018.

Clear Value PlusSM: Evidence-based regimen support at the point of care for participation in Improvement Activities.

With the first year of MIPS complete, MOPS continues to count on McKesson Specialty Health to achieve success in 2018. According to Penny, “No one ever makes you feel like you’re just another call. I just can’t say enough about the experts. It can be very stressful for those of us at a practice trying to take care of patients and manage staff, yet when you have to focus on MIPS, there are people to help that are truly great.”

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