

Provider Update

NEWS FOR THE NETWORK

February 2024

Provider Update is a monthly, online provider newsletter. We encourage you to [register](#) to receive *Provider Update* by email. If you have registered for email distribution but aren't receiving *Provider Update* at the beginning of each month, look in your spam folder or check with your organization's system administrator to ensure the organization's firewall is adjusted to allow for receipt of *Provider Update* from (SENDER: providerupdate@email-carepartnersct.com).

Reminders and Updates

Welcome Medical Director Abbie Courtemanche



We're thrilled to announce that Abbie Courtemanche, DO has been appointed as the new Medical Director for CarePartners of Connecticut!

As a lifelong New Englander, Dr. Courtemanche sees her new role as a perfect fit, allowing her to focus on her interest of collaborating with clinicians to advance population health management and affordability of care — while drawing on her Connecticut and Western Massachusetts roots.

"I find it really satisfying to work to improve care delivery. Assuring quality care delivery in a way that gives back to the population, particularly underserved individuals, calls to me," Dr. Courtemanche said. "The focus of much of my career has been on utilizing quality of care and cost management tools to ensure people get the care that they need and deserve."

Originally from Massachusetts, Dr. Courtemanche went on to receive her medical degree from the University of New England College of Osteopathic Medicine in Maine before training in western Massachusetts at Baystate Medical Center.

After working at an Enfield private practice for more than five years, Dr. Courtemanche transitioned into a Medical Director role at Baycare Health Partners where she developed an outpatient medical program for Medicare beneficiaries aimed at reducing avoidable hospital admissions. Bringing together Emergency Department medical staff, nurse case managers, and patients, the program emphasized shared decision-making for transitions and diversion to outpatient care.

Subsequently, Dr. Courtemanche worked at Hartford HealthCare as Medical Director for Quality and Safety in the Central Region and as the East Region Vice President of Medical Affairs, where she oversaw clinical operations and medical affairs at two community medical centers. Her responsibilities included utilizing clinical data to identify opportunities to enhance clinical decision making and policy. In that role, she led a variety of projects related to compliance, quality assurance, process improvement, and patient safety.

In addition, Dr. Courtemanche served as an assistant professor at the UConn School of Medicine where she instructed students on outpatient primary care delivery to underserved adult populations. In her role at CarePartners of Connecticut, Dr. Courtemanche will leverage that experience as she collaborates with the provider network.

“I am looking forward to working collectively with clinicians to make certain that our provider partners of various sizes have a voice at the table to shape care delivery and ensure that our members receive care that meets their needs,” Dr. Courtemanche explained.

“We’ve had a successful annual enrollment period at CarePartners of Connecticut, and as our membership grows, our commitment to providers and collaboration with them are key,” she continued. ♦

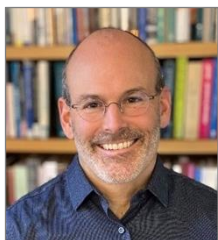
Upcoming training opportunity

CarePartners of Connecticut offers interactive training sessions for up-to-date information on products, plans, and processes that you can attend without having to leave your office. To register, simply click the link below.

- [Tuesday, Feb. 20 from 10–11 a.m.](#)

For the complete schedule of webinars throughout the year, please refer to this list of [2024 trainings](#). ♦

Join us for Dr. Jud Brewer’s hunger habit workshop!



We’re pleased to offer a workshop In March on mindfulness and eating for health care professionals with Dr. Jud Brewer, MD, Ph.D. Dr. Brewer (“Dr. Jud”), is a New York Times best-selling author and thought leader in the field of habit change.

We encourage you to join us for:

The Hunger Habit: Methods to Transform Our Relationship with Eating
Tuesday, March 5, noon to 1 p.m.

Ideal for health care professionals who treat patients struggling with unhealthy eating patterns, Dr. Brewer’s virtual workshop will focus on practical processes for changing unhelpful habits and making healthier choices — and will offer continuing education credit.

Using examples from his work with patients and research from his lab at Brown University, Dr. Brewer will describe a practical process that does not depend on willpower or calorie-counting, but instead uses the brain’s built-in processes to enable lasting habit change.

You can learn more about Dr. Brewer’s work, clinical resources, and trainings at drjud.com. For additional information and a link to the registration page detailing available credits, visit [Mind the Moment](#), Point32Health’s mindfulness resource for providers.

In support of improving patient care, this activity has been planned and implemented by Boston University Chobanian & Avedisian School of Medicine and Point32Health. Boston University Chobanian & Avedisian School of Medicine is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



Boston University Chobanian & Avedisian School of Medicine designates this live activity for a maximum of **1 AMA PRA Category 1 Credit(s)**[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nursing Contact Hours: 1 of which 0 are eligible for pharmacology credit.

Pharmacists: This activity is approved for 1 CPE credit(s).

Social Work: As a Jointly Accredited Organization, Boston University Chobanian & Avedisian School of Medicine is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 1 clinical continuing education credits.

Registered Dieticians: Completion of this RD profession-specific activity awards 1 CPEU(s). At the end of this activity, the participant will be able to:

- Describe how different types of eating habits are formed and perpetuated.
- Explain how reinforcement learning works in the brain.
- Discuss how mindfulness approaches can help change eating habit patterns.



New HEDIS tip sheet for EED measure

CarePartners of Connecticut is pleased to share that we have developed a new HEDIS® tip sheet related to the [Eye Exam for Patients with Diabetes \(EED\) measure](#).

The best practices highlighted in our HEDIS tip sheets are intended to support your practice by ensuring that the data reported accurately reflects your practice's performance on these measures, and by identifying opportunities to improve patient care.

For the full collection of tip sheets CarePartners of Connecticut currently makes available to providers, you can refer to the [HEDIS tip sheet page](#) on our provider website.

And be sure to look to future issues of Provider Update for more updates as we continue to develop new tip sheets!

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). ◆

Elder abuse and neglect reporting

According to the National Council on Aging, nearly 1 in 10 Americans have suffered some form of elder (age 60+) abuse which includes physical, sexual, and emotional abuse; caretaker and medical neglect; financial exploitation; and self-neglect. As you know, the health care setting, including appointments with primary care providers, offers a crucial opportunity to screen for elder abuse.

In support of this significant responsibility, our CarePartners of Connecticut case managers are trained to recognize the signs of abuse and neglect, and as mandated reporters, follow state guidelines for relaying concerns. When founded, and when there is clinically appropriate data, they will share relevant information with member physicians.

Providers caring for patients believed to be victims of abuse or neglect should follow the state's reporting process. For information on mandatory reporting requirements and procedures, refer to the Connecticut Department of Social Services' [Changes in Elder Abuse Reporting Laws](#).

Despite its prevalence, it is estimated that only 1 in 24 cases of abuse are reported. We appreciate your dedication to this vulnerable population and hope that through our continued collaboration, we can encourage patients and families affected by elder abuse to feel safe reporting their concerns. ◆

Helpful reminders for providers

- **Avoid Printing:** All CarePartners of Connecticut provider documentation is updated regularly. For the most current information, providers should view all documentation online at carepartnersct.com/for-providers and avoid printing.
 - **Browser Note:** If you are using an outdated or unsupported browser, certain features on CarePartners of Connecticut's website may be unavailable. For an improved user experience, upgrade your browser to the latest version of Mozilla Firefox or Google Chrome.
 - **Secure Provider Portal Self-Service Tools:** CarePartners of Connecticut's online self-service tools enable providers to electronically submit transactions and/or access information related to claims submission, claims status, referrals, prior authorizations, electronic remittance advice, member eligibility, panel information and more. Log in to the secure Provider portal to manage transactions online.
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Not yet registered?

Information on how to [register for secure access](#) is available on CarePartners of Connecticut's public Provider [website](#).

For more information: [Public Provider Website](#); [Secure Provider Portal](#)

Contact information: Call Provider Services at 888-341-1508, weekdays, 8 a.m.-5 p.m.