



FOR YOUR PRACTICE

# CLARITY HEALTH SERVICES HELPING TO COORDINATE CARE

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The often frustrating and time-consuming process of coordinating referrals is an administrative burden to all practices – large or small, PCPs and specialists. Different payers and plans demand different information. Some require authorizations; others only check for a patient's eligibility. Specialists have a range of documentation requirements from referring providers while referring providers' expectations for communication with their consultants vary. Few practices have any systems to help them manage referral orders and results, causing an inefficient and error-prone process for everyone and a real hassle for patients.

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A reliable referral system is the basis of effective care coordination, and care coordination is central to our collective mission as a medical community. Because of its importance to individual providers and our organization as a whole, NPN is sponsoring a community-based referral solution which covers all payers and plans, and which benefits all NPN members and contractors.

Partnering with Seattle-based Clarity Health Services, NPN is taking a community-centric approach to referral management. Clarity's web-based service eliminates provider hassles and improves patients' experience with the NPN network. Starting as a pilot in late 2007, with just one practice and 30-40 referrals per week, Clarity has now completed some 3000 referrals for eight practices and 28 PCPs.

The eight pilot practices report that the service has made a big difference to their offices and to their patients. "Clarity saves me a lot of time, particularly with eligibility and authorization checks. Clarity tells me whether an authorization is required, and records it with the patient's referral. I have proof right in the system when no referral is required for payment," said Darilee Brown from the offices of Doctors Loomis, Stephanelli and Schulze.

One of the first things that pilot users notice is how easy it is to get started with Clarity's service, as it gives them much greater capability to track and manage referrals and authorizations. "Out of every system I have ever used this is the best. It is

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very easy to use; even a five year old could do it," said April Richardson, one of two users of the Clarity service in the office of Dr. Doris Page of Tacoma. "With the 2-3 hours a day that Clarity is freeing up in our office, we are able to pay more attention to our patients, helping them with real clinical care issues." When time savings from using Clarity is combined with the chronic care management tools now available on The Network, care coordination and management of patients living with chronic conditions will improve, and it will prove less frustrating for practice staff.

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## Did you know...

Headaches can be brought on by many different factors or triggers, including:

- Stress
- Pollution
- Noise
- Caffeine
- Chocolate
- Nitrates and MSG
- Skipping Meals

For more, see our "Health Information" page at [www.npnwa.net](http://www.npnwa.net).

