

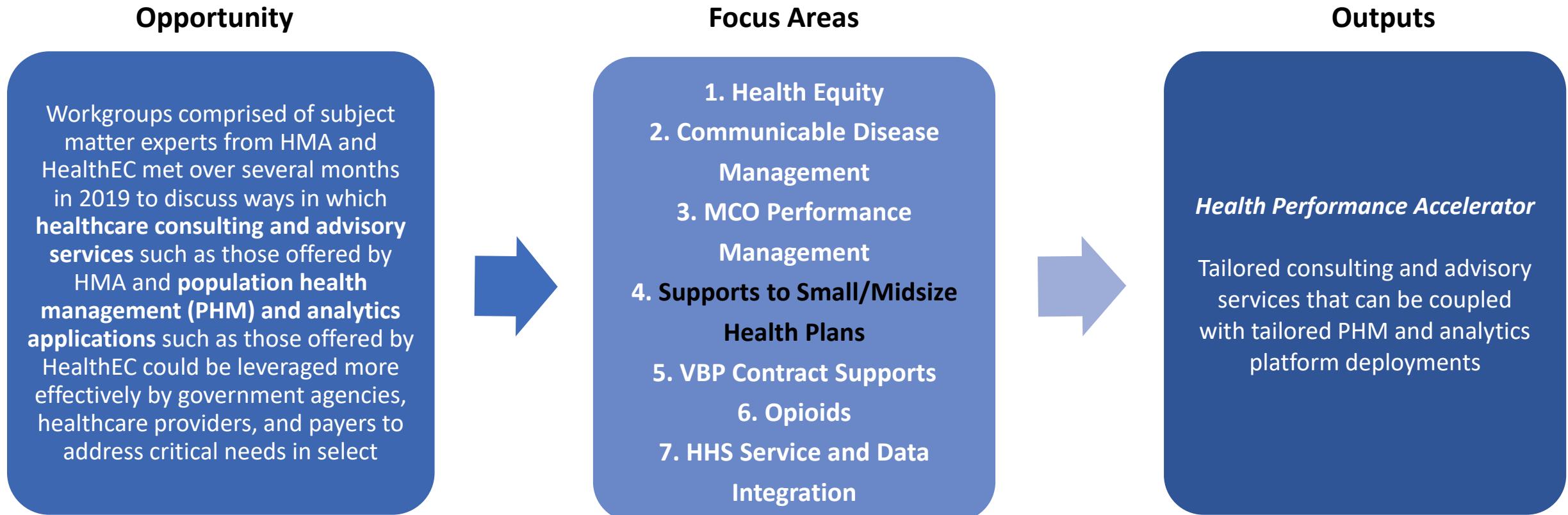


Webinar Series

Session 4:

How Health Plans Can Meet Competing Performance Demands of Stakeholders

HMA - HealthEC Collaboration



Today's Speakers

Frank Persinger

VP Strategic Development- HealthEC



Glenda Stepchinski, RN, BSN

Senior Consultant- HMA



Learning Objectives

1. Understand how to design, implement and operate performance and quality management systems
2. Learn how to develop and sustain effective care management programs
3. Identify and improve provider access and network adequacy issues
4. Understand best practices in value-based care programs and other delivery systems



Health Plan Challenges

- Managing multiple stakeholders – state and federal regulatory agencies, enrollees, providers, and advocacy groups
- Limited IT infrastructure and management capacity
- Limited access to timely, accurate and meaningful data
- Limited analytics capabilities
- Limited ability to synthesize data to cost-effectively manage care

Services Addressing Challenges

- Support design, implementation and operation of performance/quality management systems
- Develop and support implementation of quality improvement initiatives
- Support care management teams in process redesign and improvements
- Perform rapid-cycle interventions aimed at addressing performance and quality challenges
- Analyze provider access and network adequacy issues
- Develop and implement value-based care programs and/or other service delivery innovations or initiatives

Health Performance Accelerator



Quality Reporting



Data Aggregation and
Universal Data Warehouse



VBC Support and
Performance Monitoring

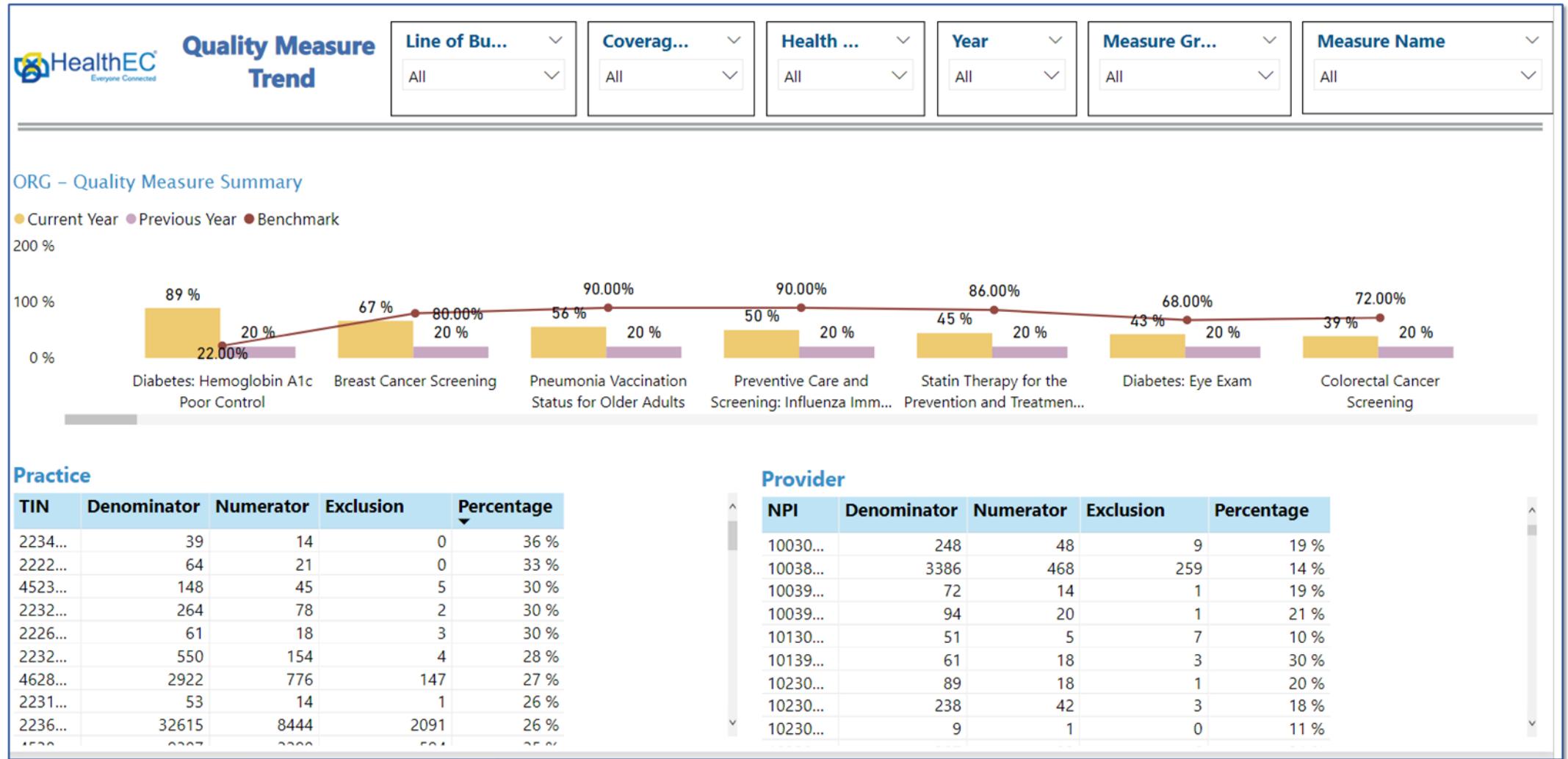


Provider Engagement

Performance and Quality Systems



Performance and Quality Systems



Support of Quality Initiatives

Organizational 

Practice 

Provider 

Care Manager 

Other Reports 

Org Overview 

Enrollment 

Financial 

Contracting 

Facility Utilization 

ER Reports 

Network Analysis 

Pharmacy Utilization 

Risk Analytics 

UDS 

Quality Measures 

Click Here To Modify Report Criteria

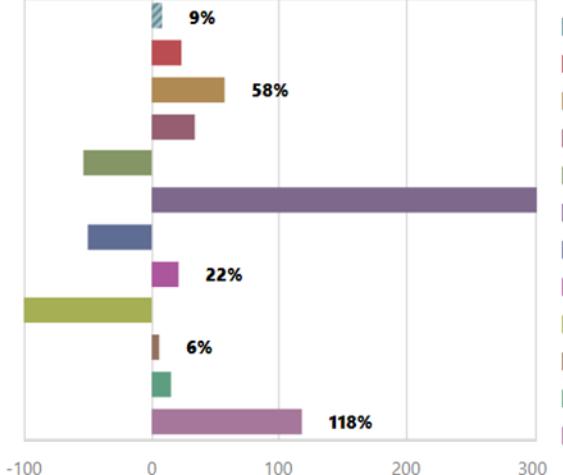
Overview Professional Services Profiling Summary Profiling Summary- Custom KPI-Trends KPI-Trends DB KPI-Member Details Specialty Utilization Summary

Quarterly Trends Org Overview Trends Overview-Y

 HealthEC Everyone Connected

Organization Summary Dashboard 

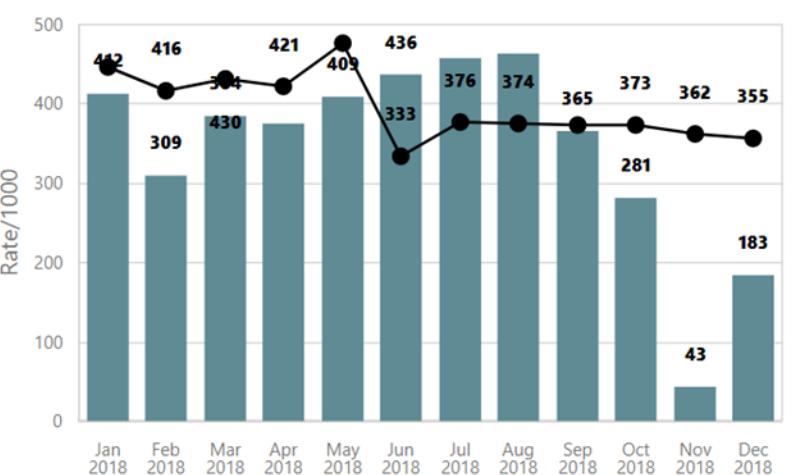
Org- Variance to Benchmark (%)



KPI	Value	Benchmark	Variance (%)
Admits	348	318	9%
Out Patient Surgeries	698	173	118%
Advanced Imaging	961	775	22%
Bed Days	2500	1586	58%
ER visits	960	716	6%
Home Health Visits*	1669	3531	-22%
PCP Visits*	4889	9842	-50%
PMPM	\$1126	926	22%
Quality Total Compliance*	0	50	-100%
Re-admission Summary	18	17	6%
SNF Admits	78	67	16%
SNF Bed Days	3568	1639	118%

* For this measure, if the KPI is above benchmark, the variance will be negative.

Org- Monthly Trend by Year



Month	Rate/1000 (Current Year)	Rate/1000 (Previous Year)
Jan 2018	412	442
Feb 2018	309	416
Mar 2018	430	394
Apr 2018	392	421
May 2018	403	445
Jun 2018	333	436
Jul 2018	376	394
Aug 2018	374	394
Sep 2018	365	373
Oct 2018	281	362
Nov 2018	43	355
Dec 2018	183	355

Practice Summary 

Provider Summary 

HEALTH
PERFORMANCE
ACCELERATOR^{by}
HMA |  HealthEC

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Support of Quality Initiatives

HealthEC
Everyone Connected

Quality Measure Trend by Quarter & Month

Line of Bu... Coverage Health ... Year Measure Gr... Measure Name

Measure Name

- 30-Day Follow-Up After Hospitalization for Mental Illness
- 7-Day Follow-Up After Hospitalization for Mental Illness
- ACE inhibitor or ARB therapy
- ACE/ARB therapy for LVSD
- Adherence to Antipsychotic Medications for Individuals With Sc...
- Administration of Prophylactic Parenteral Antibiotic
- Adolescent Well-Care Visits
- Adult BMI Assessment
- Adults' Access to Preventive/Ambulatory Health Services- Com...
- Adults' Access to Preventive/Ambulatory Health Services - Medi...

Diabetes: Eye Exam

Current Year, Previous Year and Benchmark by Month

● Current Year ● Previous Year ● Benchmark

Month	Current Year (%)	Previous Year (%)	Benchmark (%)
January	43	68	68
February	43	68	68
March	43	68	68
April	43	68	68
May	43	68	68
June	43	68	68
July	43	68	68
August	43	68	68
September	43	68	68
October	43	68	68
November	43	68	68
December	43	68	68

Current Year, Previous Year and Benchmark by ...

● Current Year ● Previous Year ● Benchmark

Quarter	Current Year (%)	Previous Year (%)	Benchmark (%)
Qtr 1	43	68	68
Qtr 2	43	68	68
Qtr 3	43	68	68
Qtr 4	43	68	68

Practice

TIN	Denominator	Numerator	Exclusion	Percentage
	1	0	0	0 %
2222...	3	0	0	0 %
2224...	3	0	0	0 %
2225...	1	0	0	0 %
2231...	1	0	0	0 %
2231...	1	0	0	0 %
2234...	1	0	0	0 %
4523...	3	0	0	0 %
4648...	1	0	0	0 %
...

Provider

NPI	Denominator	Numerator	Exclusion	Percentage
19921...	1	0	0	0 %
19827...	1	1	0	100 %
19826...	53	26	0	49 %
19826...	11	2	0	18 %
19726...	357	170	0	48 %
19625...	3	2	0	67 %
19625...	1	0	0	0 %
19624...	2	1	0	50 %
19523...	214	100	0	47 %

Support of Care Management Initiatives

Cardiology Patients with Diabetes

Category: All Services: All Year: All

Distribution of Patient by Category		PPMP Distribution of Patient by Category		Rate/1000 Distribution of Patient by Category	
ECG	552	PACEMAKER	1166	Intracardiac Electrophysiolog...	34
OTHER CARDIO	388	OTHER CARDIO	244	CARDIOVER	32
ECHO	160	Intracardiac Electrophysiolog...	34	ECHO	12
PACEMAKER	33	CARDIOVER	32	ECG	1
Intracardiac Electrophysiolog...	29	ECHO	12		
CARDIOVER	23	ECG	1		

Distribution of Patient by Year		Distribution of Patient by Services		Main Category	
1,000	554	1,000	387	Professional	Professional
900		900	104	Professional	Professional
800		800		Professional	Professional
700		700		Professional	Professional
600	295	600		Professional	Professional
500		500		Professional	Professional
400		400		Professional	Professional
300	336	300		Professional	Total
200		200			
100		100			
0		0			
2016		2016			
2017		2017			
Year		Year			

All Cardiology Patients

Category: All Services: All Year: All

Distribution of Patient by Category		Category and CPT codes		Rate/1000 Distribution of Patient by Category	
ECG	17135	Category	Service	OTHER CARDIO	7736
OTHER CARDIO	15139	CARDIOVER	CARDIOVERSION ELECTRIC, EXT	ECG	6342
ECHO	12497	ECG	ECG MONITOR/RECORD, 24 HRS	ECHO	5076
Intracardiac Electrophysiological	301	ELECTRO EVALUATION	CARDIOVASCULAR STRESS TEST	Intracardiac Electrophysiological	2922
PACEMAKER	256	Intracardiac Electrophysiological	ELECTROPHYSIOLOGY EVALUATI	CARDIOVER	2276
CARDIOVER	173	OTHER CARDIO	ABLATE HEART DYSRHYTHM FOC	PACEMAKER	2081
ELECTRO EVALUATION	2	PACEMAKER	ABLATE ARRHYTHMIA ADD ON	ELECTRO EVALUATION	2000

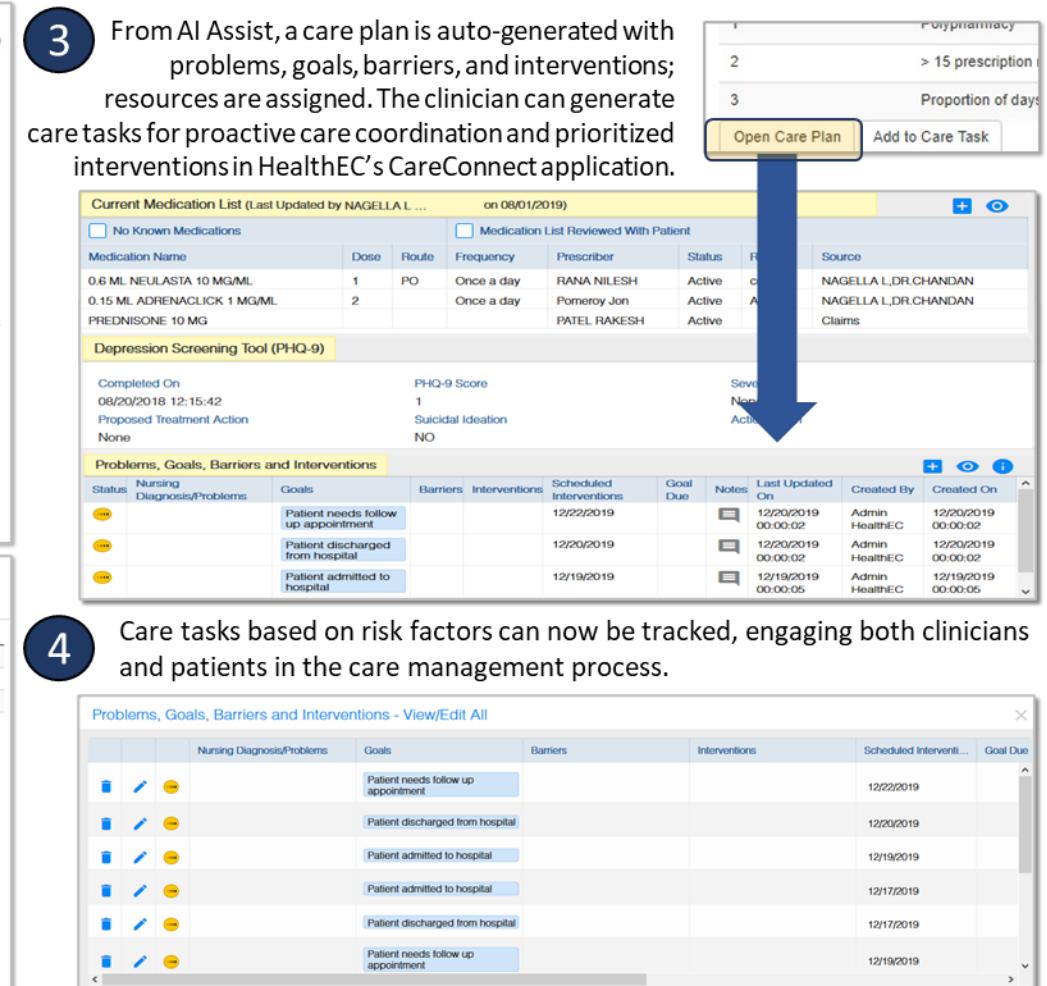
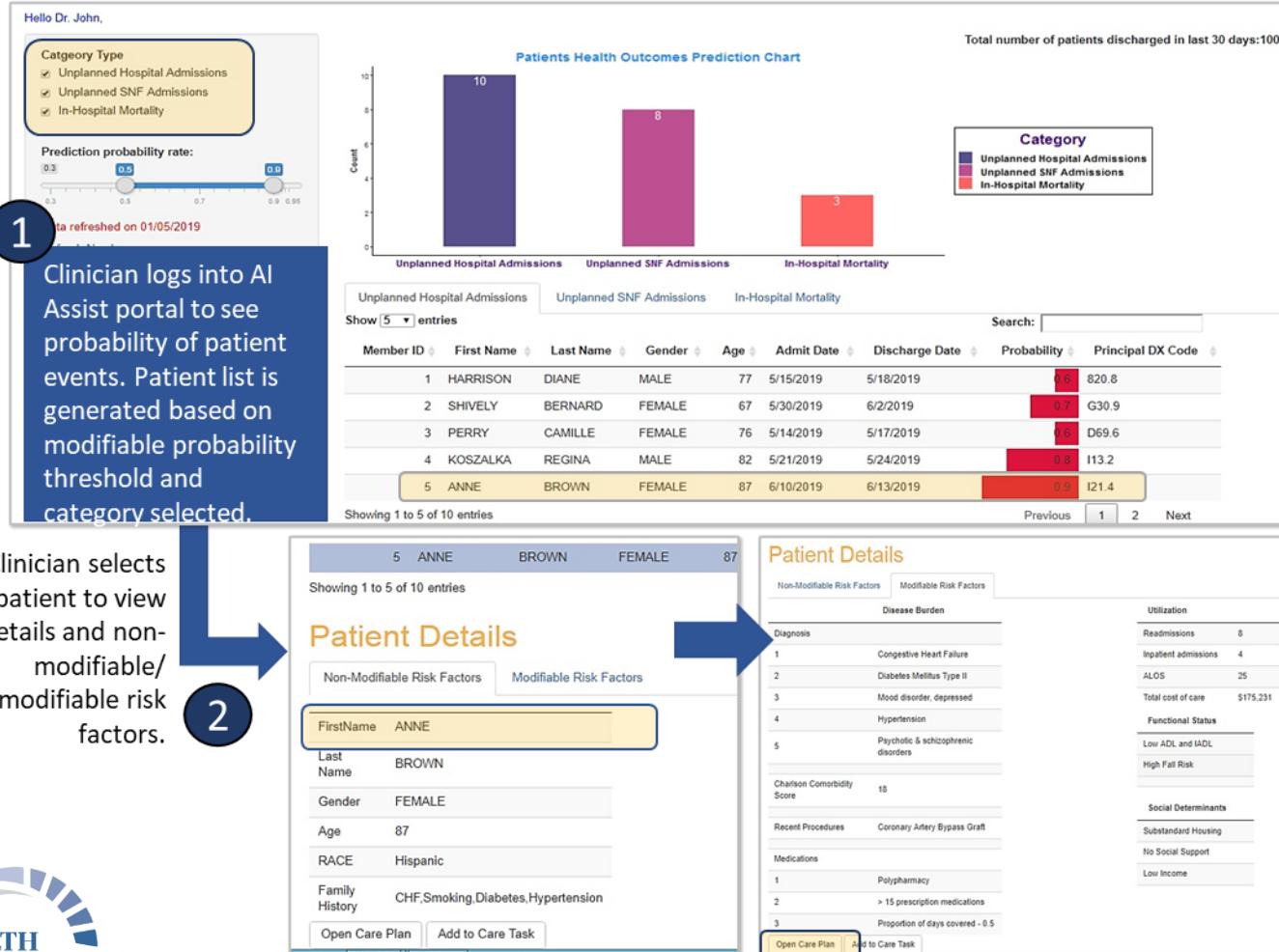
Distribution of Patient by Year		Distribution of Patient by Services		Main Category	
18,000	17610	18,000	7517	Professional	CARDIOVER
16,000		16,000	5982	Professional	CARDIOVER
14,000		14,000	5636	Professional	ECG
12,000	15022	12,000	3531	Professional	ECG
0		0	2153	Professional	ECG
2016		2016	2112	Professional	ECG
2017		2017	2031	Professional	ECG
Year		Year	1475	Professional	ECG

Distribution of Patient by Year		Distribution of Patient by Services		Main Category	
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2017		2017	2031	Professional	ECG
Year		Year	1475	Professional	ECG

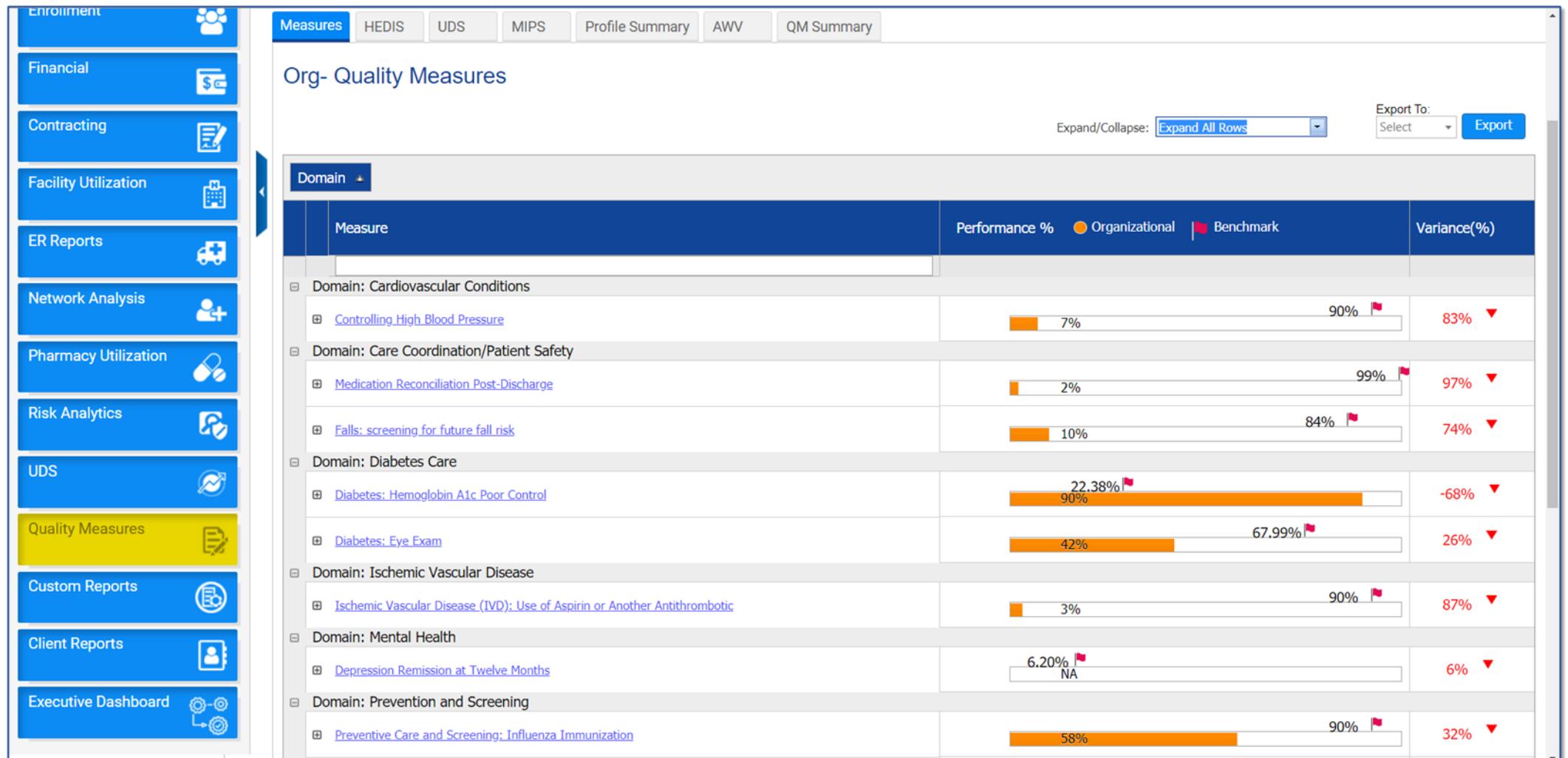
Distribution of Patient by Year		Distribution of Patient by Services		Main Category	
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0		0	2153	Professional	ECG
2016		2016	2112	Professional	ECG
2017		2017	2031	Professional	ECG
Year		Year	1475	Professional	ECG

Support of Care Management Initiatives

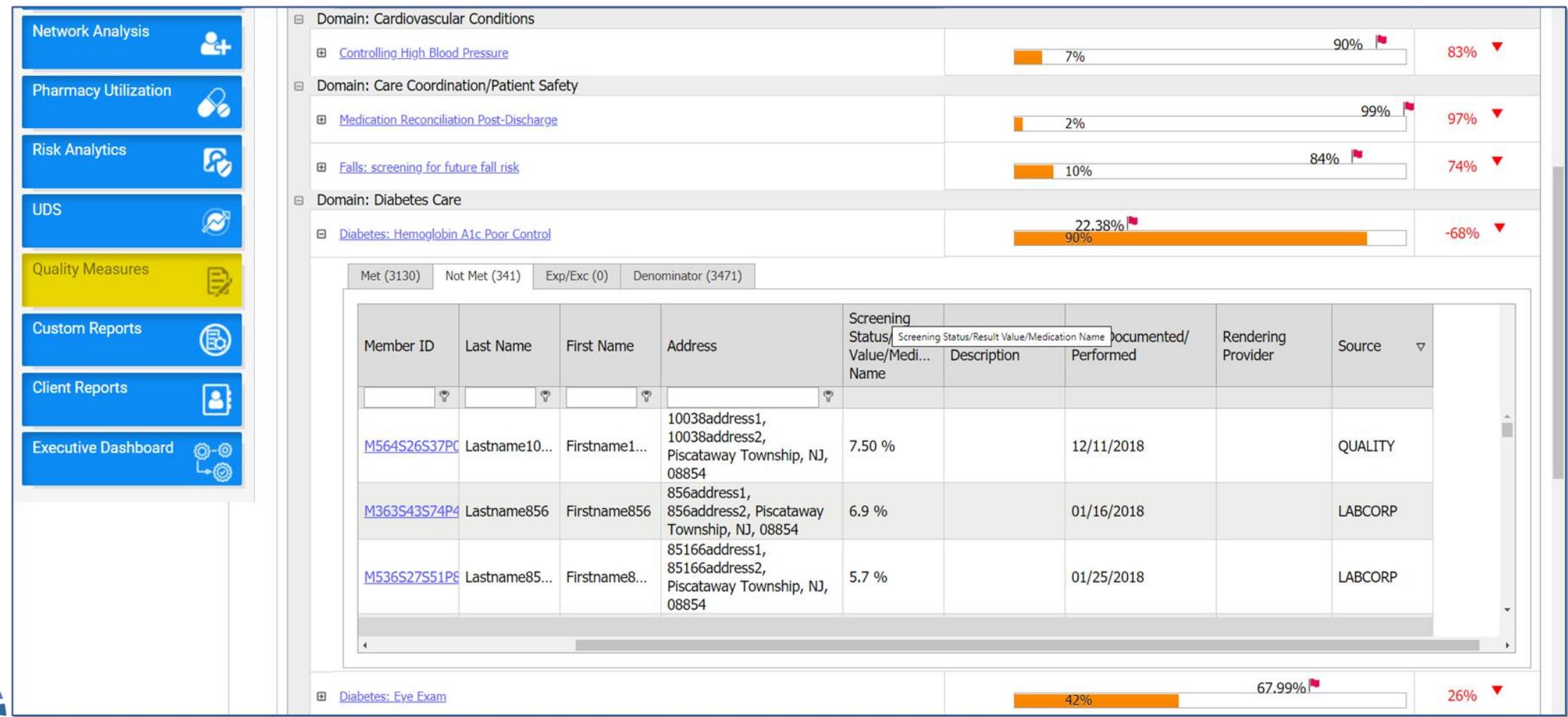
Model output in comprehensible format, including potential process to capture risk factors as care tasks for appropriate resource assignment and follow-up.



Care Management and Quality



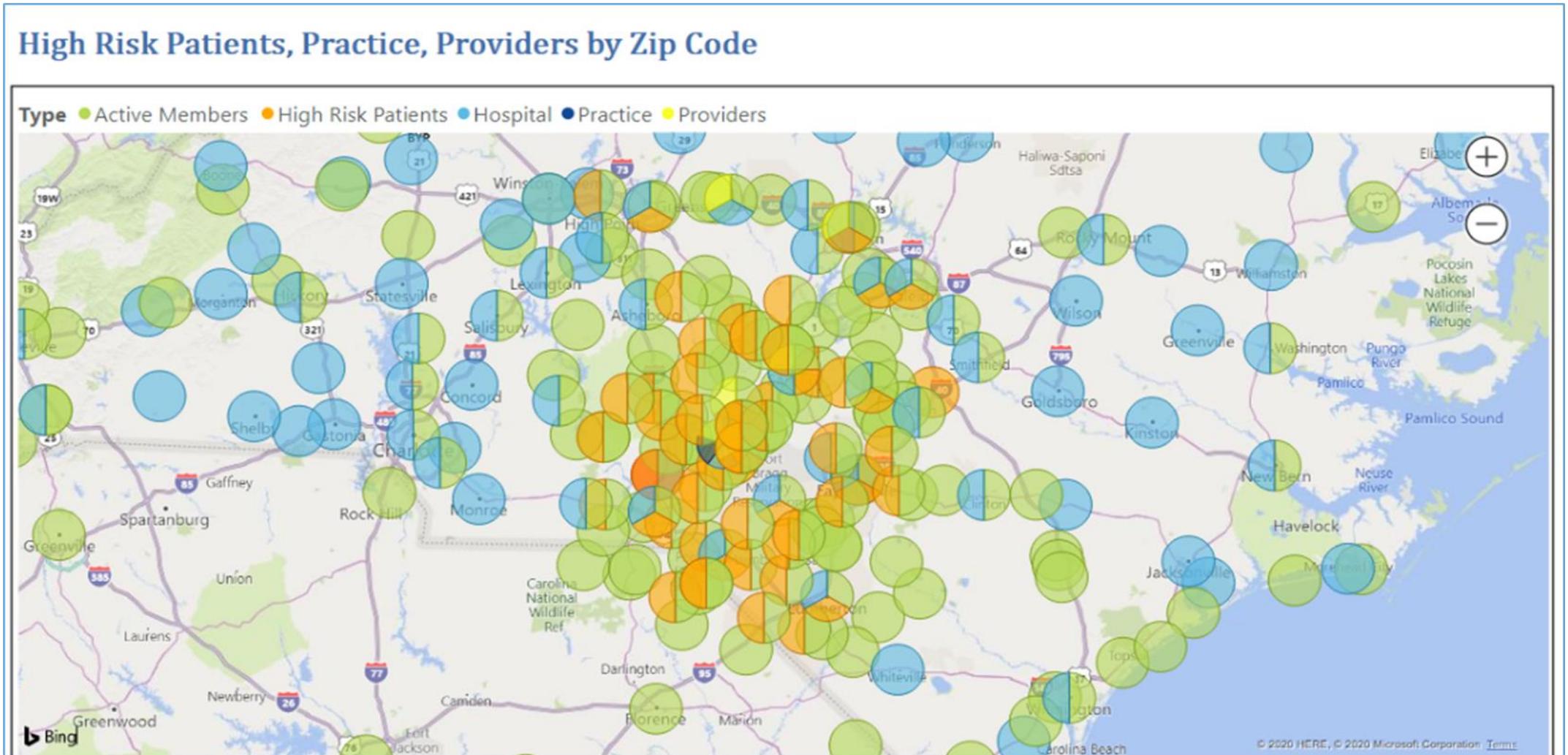
Care Management and Quality



Care Management and Quality

The screenshot displays the HealthEC Care Management and Quality platform. On the left, a vertical navigation menu lists various modules: Apps, Facebook, Netflix, BRMC, HealthEC MIPS, Network Analysis, Pharmacy Utilization, Risk Analytics, UDS, Quality Measures (highlighted in yellow), Custom Reports, Client Reports, and Executive Dashboard. The main workspace shows a patient profile for "Lastname10038, Firstname10038" with details like DOB (01/10/1951), gender (Female), PCP (Lastname774368, Firstname1753), and care manager (SETH SANJAY). Below this, three tables list preventive care measures, hypertension measures, and chronic care items, each with columns for Name, Last Performed, Next Due, Compliance, and a Result button. To the right, a separate window shows a dashboard with performance metrics for providers, including T Baker, with percentages like 90%, 83%, 99%, 97%, 84%, 74%, and -68%.

Provider Access and Network Adequacy



Value Based Initiatives

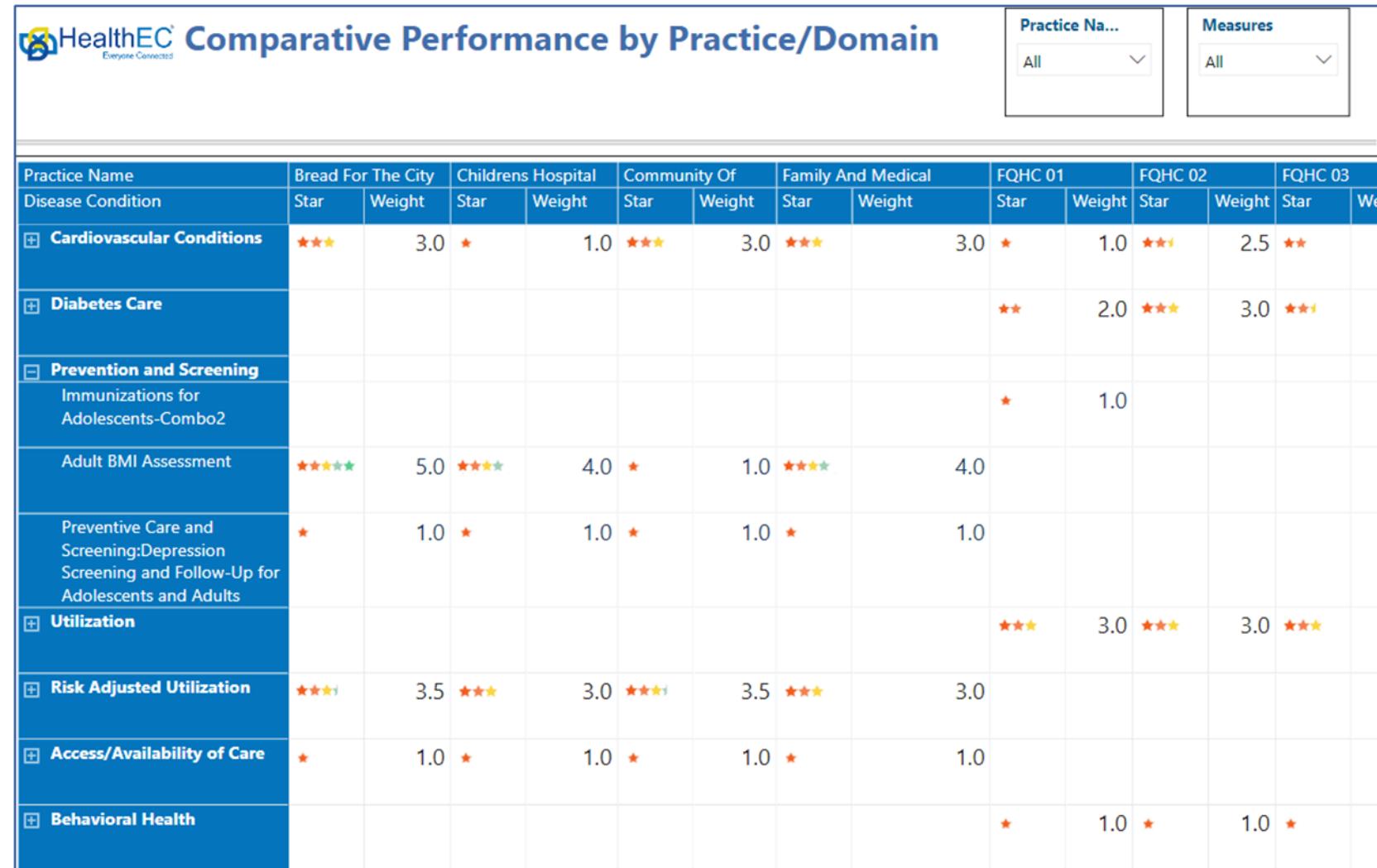
The screenshot shows the HealthEC Provider Reports interface. On the left, a sidebar lists various reports: Provider Overview, Enrollment, Financial, Facility Utilization, ER Reports, Network Analysis, Diagnostic Utilization, Pharmacy Utilization, Quality Measures, and Provider Reports (which is selected). The main area displays a bar chart titled "Monthly Member Panel" showing member counts by month from January to December. Below the chart is a table for "Provider-Age/Gender Distribution". A dropdown menu on the right lists several report options: "Monthly Member Panel;Admits per 1000;Bed Days per 1000;ER Visits per 1000;E & M Coding Distribution;Controlled Substance Utilization;Imaging Costs and Utilization;Top 10 Dx Groups by Costs".

Provider reports can be:

- Automatically generated
- Emailed or mailed
- An interactive or static report
- Configured to update once a month only

End users can select report panels to view from a drop-down menu

Value Based Initiatives



Health Performance Accelerator



Data Aggregation and Universal Data Warehouse

- Aggregated claims, lab, and pharmacy data
- Creation of, or integration with, a data warehouse
- EMR clinical data extraction and integration
- Enabling of decision support at the plan level
- Monitoring of utilization and costs by major diagnostic categories (MDCs)
- Tracking of HCC scores at the practice and provider level



VBC Support and Performance Monitoring

- Monitoring of practice and provider performance on key contract metrics
- Inpatient/ER/network utilization by disease, practice, or provider monitoring
- Tracking of performance against capitation and monitoring of expenditures against medical loss ratio (MLR) at the practice and provider level
- HEDIS and Star ratings by practice and provider
- Capitation vs. FFS by service category and provider type



Provider Engagement

- VBC and care management tools to practices
- Real-time claims- and EMR-based gaps in care monitoring
- Expenditures against budget and previous year
- Utilization of ER- and facility-based services for nonemergent reasons tracking
- Care coordination documentation and referral management



Quality Reporting

- Over 500 industry-certified quality measures
- Benchmarked dashboards for the state by program
- HEDIS and Star measure compliance monitoring by agency and MCO
- NQCA certification for eCQM measures by summer 2020
- Extraction of hybrid/supplement measures from EMRs
- Provider engagement on accurate coding for HCC

Questions?



Upcoming Webinars



**Value-Based Payment (VBP)
Contract Supports**

Tuesday 9/15



Opioids Program Supports

Thursday 9/17



**Health & Human Services
(HHS) Service and Data
Integration**

Tuesday 9/22



Appendix