Transforming Health Care – Accountable Health Networks
AWC Member Expo
Shellie Gansz, Manager, Provider Engagement

Our Mission

“We improve the lives of our consumers, in collaboration with our providers, through clinical engagement, actionable data, transparency and innovative payment models and partnerships.”
Accountable Health Networks (AHN)

Agenda

• Innovating Healthcare
• Regence Value Based Network Strategy
  • Improving Quality
  • Lowering Costs
  • Better Member Experience

Today’s healthcare system

America’s annual health care spending: $2.9 trillion

30% ($870 billion) goes towards waste and ineffective care

*Fisher and Wennberg
Our Vision: A better system...

Reducing waste
Improving the quality of care
Building care teams around the member

Better Quality + Enhanced Consumer Experience + Sustainable Savings

Transforming the provider payment model

Fee for volume → Fee for value
Washington Accountable Care Health Networks

UW Medicine School of Medicine
Facilities
- Harborview Medical Center
- Northwest Hospital & Medical Center
- University of WA Medicine
- Valley Medical Center
- Seattle Children’s Hospital

The Everett Clinic
Facilities
- Evergreen Medical Center
- Providence Regional Medical Center Everett

EASTSIDE HEALTH NETWORK
Facilities
- EvergreenHealth Medical Center
- Overlake Medical Center
- Seattle Children’s Hospital

MultiCare BetterConnected Facilities
- Auburn Medical Center
- Good Samaritan Hospital
- Mary Bridge Children’s Hospital
- Tacoma General Allenmore

Each network priced separately and sold as separate product. Typically Target 8% Below PPO.

All covered benefits are available in network: exceptions process for unusual situations

Savings with Accountable Health Networks

Unit Cost Concession
Year one immediate savings

Steerage
Savings through product design to better performing providers.

Improved efficiencies
Over time savings through better quality and improved utilization

8% Savings estimate

*The paid claims impact depends on the benefits being compared

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Total Cost of Care (TCC) Program Structure

**Cost**
- AHN Claim Target
  - Target set below the PPO

**Quality**
- 17 Quality Metrics HEDIS
  - NCQA 75th Percentile (Commercial)

**Experience**
- Member Experience Survey
  - Must achieve an 85% overall member satisfaction rate (current response rate = 20%)

2018 Quality Measures

**Adult Body Mass Index**

**Asthma**
- Use of Appropriate Medications for People with Asthma

**Back Pain**
- Use of Imaging Studies for Low Back Pain

**Depression**
- Antidepressant Medication Management

**CG CAHPS – Like Member Survey**
- Follow-Up Office Visit (applicable in 2017; removed in 2018)

**Diabetes**
- Retinal Eye Exam Performed
- HbA1C Testing
- Medical Attention for Nephropathy
- Statin Adherence *removed for 2018*

**Heart Disease**
- Persistence of Beta-Blocker Treatment after a Heart Attack
- Statin Adherence-CVD

**Medication Monitoring**
- Annual Monitoring for Patients on Persistent Medications

**Readmit Rate**
- Plan All-Cause Readmissions: Observed-to-Expected Ratio - 18-64

**Respiratory Infections**
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis

**Women’s Health**
- Breast Cancer Screening
- Cervical Cancer Screening
- Chlamydia Screening
## Data sharing with provider partners

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Summary Report</td>
<td>Summary and tracking of quality measure performance</td>
<td>Monthly - rolling-12 months for 6 months then Calendar YTD</td>
</tr>
<tr>
<td>HEDIS Care Gap Report</td>
<td>Member level numerator &amp; denominator detail for HEDIS and other quality measures.</td>
<td>Monthly</td>
</tr>
<tr>
<td>Member Risk Profile Report</td>
<td>Current membership with concurrent and predictive risk details to be used by clinical users for case management/outreach</td>
<td>Monthly</td>
</tr>
<tr>
<td>Key Performance Indicators (KPI)</td>
<td>Aggregate rates, trends and benchmark comparison (includes high level pharmacy metrics)</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Issue-Based Analysis (IBA)</td>
<td>Drill down analysis on utilization and trend opportunities where variance to benchmark is significant and total opportunity is large.</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Clinical Member Roster</td>
<td>Prospective membership roster run on 25th of the month, showing eligible membership for following month. Membership data also importable into in-house analytics platform can be used alone or in conjunction with Clinical Claims Extract</td>
<td>Monthly</td>
</tr>
<tr>
<td>Clinical Claims Extract</td>
<td>Claims details designed for import into in-house analytics platform, to be used in conjunction with Clinical Member Roster.</td>
<td>Monthly</td>
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</tbody>
</table>

### Our Stories

**Background:**
- Member on the kidney transplant list at provider with no PCP in network at AHN
- Spanish speaking only
- Did not understand the letter that was sent out about benefit change
- Patient did not want to change transplant locations
- Patient had visited the ED multiple times leading to fragmented and unnecessary care

**Opportunity**
- Identified by Healthcare Informatics for high cost and utilization, going Out-of-Network

**Intervention**
- Established member with PCP while inactive on transplant list
- Provider Care Manager made sure that patient had interpretive services at the PCP appointment for clear communication and a location close to the patient’s home
- Provider Care Manager connected with a Nephrologist to provide guidance on case

**Outcome**
- Patient now has an in network Primary Care medical home coordinating all of the patients complex medical needs and specialty appointments and can help arrange referrals to other in network care team members such as nephrology
Better coordinated care – a win/win

**Members**
Better quality care and health outcomes
Personalized Care
Focus on well care
Improved satisfaction
Cost savings lead to lower premiums

**Employers**
Sustainable costs year-over-year
Lower costs while improving quality
More productive workforce
Engaged employees in their health

**Providers**
Access to shared data and technology
Opportunities for best practice sharing with peers
Support and resources to aid in practice transformation
More productive and rewarding time with patients
Aligned incentives for improving quality, member experience and lowering costs

AHN Checklist

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**AHN Offerings - Access**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>UW Medicine</th>
<th>Eastside Health Network</th>
<th>MultiCare Connected Care</th>
<th>Everett Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHN provides Welcome Packets/Letters/Postcards</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>AHN outbound welcome calls to new members</td>
<td>✔</td>
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<td>✔</td>
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<tr>
<td>AHN 800# Call Center (incoming calls help ACN members find a pcp/schedule appointment)</td>
<td>✔</td>
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<td>Retail Walk-In Clinics</td>
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<tr>
<td>24/7 Virtual Clinic</td>
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<tr>
<td>24/7 Nurseline</td>
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<tr>
<td>Urgent Care Clinics</td>
<td>✔</td>
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<td>Member Portal</td>
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<tr>
<td>Member App</td>
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<tr>
<td>Care Management</td>
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Communication Support, Tools & Resources

- AHN Value Proposition
- Member Overview
- Network Map
- Frequently Asked Questions
- Sample Open Enrollment Deck
- Post-enrollment Video