

# VALUE CONNECTION

A Quarterly Newsletter of Arkansas Health Network, LLC

Dec 2018

## Season's Greetings!

Merry Christmas, belated Happy Hanukkah, Happy Kwanzaa and a wonderful New Year to you and your loved ones from Arkansas Health Network (AHN)!

This has been an especially exciting year, as we have celebrated several achievements:

- 2017 Medicare Shared Savings Program (MSSP)
- Our exclusive value-based care collaboration partnership/agreement with Arkansas Children's Care Network (ACCN)
- With ACCN, offering a unique Direct-to-Employer (DTE) contracting value-based care model to area employers



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- Collaborative Health Initiative ("CHI")- an Accountable Care Organization type of agreement with Arkansas Blue Cross Blue Shield
- Re-shaping our post-acute Continuing Care Network (CCN), and,
- The latest success of DTE contracting with the first and a significant non-healthcare group: Anthony Timberlands Inc.

As this special year draws to a close, we want to thank you for helping make AHN one of the most successful Clinically Integrated Networks in the area. We wouldn't be where we are today without the support of true participating partners like you!

*Daniel Felton, MD, Board Chair, Arkansas Health Network*

*Bob Sarkar, FACHE, President, Arkansas Health Network*

## Direct-to-Employer: What's Ahead for 2019?

Since announcing their partnership this summer, Arkansas Health Network and Arkansas Children's Care Network have been actively meeting with potential employer clients around the state of Arkansas to offer their population health management services to manage the whole family on their self-funded health plan.



Beginning January 1, 2019, AHN and ACCN will adding a new employer to their portfolio, Anthony Timberlands, Inc (ATI). Located throughout southwest Arkansas, ATI has owned and managed timberlands, sawmills and multi-faceted wood products businesses since its founding in 1907.

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## Direct-to-Employer 2019 Continued

In addition to Anthony Timberlands, AHN and ACCN will also continue to lend their expertise to the health plan members for CHI St. Vincent and Conway Regional Health System. Through a formal Care Services Agreement, each employer has access to high value services including, but not limited to:



**Anthony Timberlands, Inc.**

- Proactive advanced care management
- Population health data & analytics
- Access to high performing provider network
- Account management

As part of their standard process, AHN and ACCN participated in the Benefits Fairs hosted by each of their DTE clients throughout October and November. This was an invaluable opportunity for AHN and ACCN leaders and health coaches to interact face-to-face with employees and dependents prior to the beginning of the new plan year. Employees have the opportunity to ask about the providers in their Tier 1 networks, meet the health coaches dedicated to their company, and learn about how they can benefit physically and financially from the resources the CINs have to offer.



For questions or comments, please contact Aaron Pilkington ([apilkington@stvincenthealth.com](mailto:apilkington@stvincenthealth.com))

## COREO Implementation Update

Over the last quarter, four new additional data feeds have been made available in COREO, adding to its robust, longitudinal view of AHN's value-based patient lives. To maximize COREO's analytical and care management tools, it is necessary to have both claims and clinical data. The chart below provides an overview of the active workstreams in the COREO implementation process.

Local provider training is tentatively set to begin the week of February 4th. Exact locations and times will be communicated in January. There will be approximately 5-8 sessions per week in each market.

- ◇ Conway - Weeks of Feb. 4th, 11th
- ◇ Little Rock - Weeks of Feb. 18th, 25th
- ◇ Hot Springs - Weeks of March 4th, 11th

We thank you for your continued patience for these training sessions. We greatly value your time and feel confident the data will be meaningful to you and your teams.

Status	Data Source
<b>Live in Production</b>	Medicare Shared Savings Program (MSSP ACO) QualChoice – CHI St. Vincent Health Plan CoreSource – Conway Regional Health Plan Conway Regional ADT & Meditech Data
<b>Validation</b>	CHI St. Vincent Hospital ADT Data CHI St. Vincent Cerner & STAR Hospital Data
<b>Planning &amp; Preparation</b>	CHI St. Vincent Epic Hospital & Clinic Data CHI St. Vincent eCW Clinic Data ABCBS Collaborative Health Initiative Phase I - Conway Independent Clinics Cigna - Anthony Timberlands Health Plan Data

For questions or comments, please contact Rachel Longfellow ([rdlongfellow@stvincenthealth.com](mailto:rdlongfellow@stvincenthealth.com))

## ABCBS Collaborative Health Initiative: Suggestions for Success

As stated in the previous quarter's newsletter, Arkansas Health Network (AHN) has signed an agreement for its providers to participate in a Collaborative Health Initiative with Arkansas Blue Cross Blue Shield (ABCBS) from June 1, 2018—December 31, 2018. This contract represents 23,381 patient lives seen by AHN providers in ABCBS's fully insured and Arkansas Works books of business. Though the first performance period of this program has flown by, the AHN team and Board are already underway with discussions for metrics for the 2019 calendar year.

Similar to other value-based programs AHN is a part of (MSSP, CPC+, direct-to-employer etc.) there is an opportunity for the Collaborative Health Initiative to earn shared savings if it collectively achieves the set cost efficiency and quality improvement goals. Achieving these goals relies on the commitment and participation of all our participating providers. What can you, as a provider in AHN, do to help us achieve our goals? The following 4 ideas are one that you and/or your office staff can implement right away:

**1. Have just-in-time conversations with your patients about preventative measures and gaps in care whenever they're in the office**

Even if your patients may be in the clinic just for a cold or joint pain, it's recommended you remind your patient in real time of any preventative screenings they are due for (annual HbA1c, serum creatinine, mammogram etc) and encourage them to address them now or a future wellness visit. Note: The quality measures for the Collaborative Health Initiative are aligned with other AHN programs. Therefore, you can address gaps in care for many programs simultaneously by encouraging the same preventative screenings for everyone, as clinically appropriate.

**2. Be an advocate of AHN's Care Management team when they outreach to your patients**

AHN's team of nurses and social workers may proactively outreach to your patients if they are high risk or rising risk or they have had a recent admission or ER visit. If patients ask you if they should talk to the AHN team, please encourage them to do so. The AHN clinical team is not a replacement for a relationship with their PCP, but rather provide complementary coaching and education which will help them achieve their health goals. In addition, all coaching is free and confidential!

**3. Review your individual Collaborative Health Initiative performance data to identify opportunities for positive quality or cost efficiency change in your clinic**

AHN will provide regular reports to you on gaps in care, cost efficiency, brand name drug utilization, ER visits, and inpatient admissions. The AHN and ABCBS team are available to sit down with your clinic or individual providers to walk through how to interpret these reports.

**4. It's a team effort! Involve your office staff and administrator in discussions about the Collaborative Health Initiative and the suggestions for success**

Your clinic staff and administrative team can be a great help in scheduling patients to close gaps in care, flagging Collaborative Health Initiative patients in your EMR, and interpreting the aforementioned performance reports. Use them to help you achieve program goals.

## Post-Acute Continuing Care Network Making Progress

Arkansas Health Network was thrilled by the positive response to its application cycle for the Continuing Care Network (CCN) of post-acute facilities. 65 total applications were submitted from Skilled Nursing Facilities and Rehabilitation Facilities from across the state, primarily from the Central Arkansas region.

A multidisciplinary work group assembled and reviewed each individual application. The team created a weighted scoring system with the following categories: Demographics, Clinical Services Provided, Clinical Staffing, Clinical Admissions Process, Measures of Quality, Compliance, and Experience with Value-Based Programs.



Preliminary selections of post-acute preferred partners were made based upon this weighted scoring system. In the coming weeks, the preliminary list will be shared with key stakeholders for follow up questions and possible site visits. Facilities who are selected for the CCN will be notified by January 1st, 2019.

Accepted facilities will be asked to sign a Post-Acute Affiliate Agreement and Standards Policy. These legal documents speak to terms and responsibilities including data sharing, performance standards, marketing, Medicare Shared Savings Program services, etc.

CCN preferred partners will gather to meet as a group on a quarterly basis with AHN and CHI St. Vincent representatives.

## Other News & Announcements

### New Network Participant Additions

Arkansas Health Network welcomes the following practices to its roster of participants:

- ◇ CHI St. Vincent Little Rock Diagnostic Clinic  
*Adult Diagnostics - Endocrinology, Gastroenterology, Internal Medicine, Podiatry, Neurology, Pulmonary Disease, Rheumatology, Little Rock, (501) 227-8000*
- ◇ Arkansas Longevity Center  
*Geriatric Medicine, Little Rock, (501) 904-5159*
- ◇ McGowan Court Anesthesia Associates  
*Anesthesia, Hot Springs, (941) 360-1566*

### OB & NICU Network Changes

On December 6, 2018, CHI St. Vincent announced their Infirmery campus will be phasing out labor and delivery and NICU services in Little Rock by March 1, 2019. They will continue to provide emergency deliveries but will no longer be scheduling deliveries. Gynecology services will still be offered. CHI St. Vincent Infirmery was previously the in-network option in Little Rock for OB services for employers who access AHN on their benefit plan. AHN is actively working to determine an alternative in-network provider for OB services in the greater Little Rock market for employees and dependents of any current or future DTE clients. This change will not impact the Hot Springs and Conway markets.

For questions or comments, please contact Rachel Longfellow ([rldlongfellow@stvincenthealth.com](mailto:rldlongfellow@stvincenthealth.com))

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