AGENDA

State and Public School Life and Health Insurance Board
Quality of Care Sub-Committee
Meeting

November 10, 2015
1:00 p.m.

EBD Board Room – 501 Building, Suite 500

I. Call to Order .................................................... Bob Alexander, EBD Executive Director

II. Election of Officers ........................................ Bob Alexander, EBD Executive Director

III. Payment Improvement Initiative................................. BlueCross & Blue Shield

IV. Director’s Report............................................. Bob Alexander, EBD Executive Director

Upcoming Meetings
January 12, 2016

NOTE: All material for this meeting will be available by electronic means only
ethel.whittaker@dfa.arkansas.gov

Notice: Silence your cell phones. Keep your personal conversations to a minimum.
Observe restrictions designating areas as “Members and Staff only”
The State and Public Life and Health Insurance Board, Quality of Care Committee met on November 10, 2015 at 1:00 p.m. in the EBD Board Room, 501 Woodlane, Little Rock, Arkansas.

**Members Present**
- Margo Bushmiaer
- Zinnia Clanton
- Michelle Murtha
- Pam Brown (Proxy) Elisa White
- Don Hollingsworth
- Dr. Joseph Thompson
- Robert Boyd
- Carlton Saffa

**Members Absent**
- Frazier Edwards
- Dr. Tony Thurman
- Dr. Michael Moody
- Dr. Patti Scott
- Dr. Eric Crumbaugh

**Others Present**
- Dwight Davis, David Keisner, Arlene Chan-Monton, UAMS; Ethel Whittaker, Lori Eden, Ellen Justus, Janna Keathley, Stella Greene, Shay Burelson, Matt Turner, EBD; Pam Lawrence, AHH; Marc Watts, ASEA; Steve Althoff, MTI; Jennifer Vaugh, Kristi Jackson, ComPsych; Takisha Sanders, Jessica Akins, Health Advantage; Jackie Baker, ASP; B.J. Himes, Karyn Langley, Qual Choice; Leo Hauser, Marvin Parks, BPS; Ronda Walthall, Wayne Whitley, AHTD, Rusty Filey, Merck; Alicia Berkmeyer, Jennifer Shelton, ABCBS; Elisa White, Ar Hospital Ass’n; Treg Long, American Cancer Society

**CALL TO ORDER**
The meeting was called to order by Bob Alexander, EBD Executive Director

**ELECTION OF OFFICERS:** *by Bob Alexander, Executive Director EBD*

Dr. Thompson nominated Margo Bushmiaer for Chairman. Saffa seconded. All were in favor.

**Motion Approved by Acclamation.**
Margo Bushmiaer nominated Zinnia Clanton for Vice-Chairman. Dr. Thompson seconded. All were in favor.

**Motion Approved by Acclamation.**

**PAYMENT IMPROVEMENT INITIATIVE:** by: Alicia Berkemeyer, VP
Primary Care & Pharmacy, Arkansas Blue Cross & Blue Shield

The Arkansas Payment Improvement Initiative manages a multitude of different programs. Episodes of care focus on Specialty Care. Patient Centered Medical Home has two (2) elements of care; Comprehensive Primary Care Initiative and State Patient Center Medical Home Practices.

The following are the five (5) key elements: Patient Centered- The Patient is at the center of all care. The Patient is included in their care decisions. Additionally, Self- Management tools will be provided to the Employees. Comprehensive Care- Involves more proactive care rather than reactive care. Coordinated Care – Medical Neighborhood – Physicians have an awareness of patients using the Emergency Room as well as those who are admitted and discharged from the hospital. Access to Care – Clinics will have 24-7 access to the electronic medical records for the patients. In addition, same day appointments are provided.

Quality and Safety – Safety involves reviewing the Evidence-Based Guidelines and Protocols.

In 2009 there were five (5) clinics who participated in a two year pilot program for Patient Center Medical Home. The goal was to develop and review the requirements for transforming to a Medical Home. It was found to be very difficult to make the transformation while continuing to provide service for patients.

Results from the pilot program indicated:

- A decrease in Readmission Rates
- A decrease in Emergency Room visits
- Improved Emergency Room Utilization
- An increase in Generic Prescriptions

Companies and Agencies participating in the Payment Improvement Initiative:

- Walmart
- Medicare/Medicaid
- Qual Choice
- Arkansas Blue Cross
Alexander would like the Committee consider a recommendation to the Board to adopt the procedures of assigning a Primary Care Physician to the members or decline to adopt the procedures. The members are not required to accept the assigned physician. However, one is assigned in the event the member needs a PCP. Alexander recommended the committee develop questions and concerns for review. Blue Cross will address the questions and concerns at the next meeting January 12, 2016.

**DIRECTORS COMMENTS:** by Dr. Joseph Thompson, Board and Quality of Care Committee Member, Bob Alexander, EBD Executive Director

Dr. Thompson reported on common risk factors that cause a common condition, which have a significant impact. In 2014, the Board developed a $75.00 discount to the premium for employees who have a wellness visit on an annual basis. The office visit should have at least one (1) wellness benefit included to qualify. The goal was to motivate members to see their PCP.

Dr. Thompson reported from the previous meeting the Board decided to continue the premium discounts, however, there may be additional requirements for 2016. Alexander would like to review additional information before the Board submits recommendations for the biometric screening.

**Meeting Adjourned.**
November 2015

State & School - Quality of Care Sub Committee

Alicia Berke Meyer, VP Primary Care & Pharmacy

Arkansas Improvement Initiative
Arkansas Payment
Episodes of Care

State PCMH

Comprehensive Primary Care (CPC)

Patient Centered Medical Home (PCMH)

Arkansas Payment Improvement Initiative (APII)
Patient-Centered Medical Home (PCMH) Foundation

1. Patient-Centered Care
2. Comprehensive Care
3. Coordinated Care - Medical Neighborhood
4. Access to Care
5. Quality and Safety
Patient Centered Medical Home Pilot

Arkansas Blue Cross and Blue Shield
<table>
<thead>
<tr>
<th>Level</th>
<th>Location</th>
<th>Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Little Rock</td>
<td>UAMS - Family Medical Center</td>
</tr>
<tr>
<td>3</td>
<td>Clinton</td>
<td>Ozark Internal Medicine and Pediatrics</td>
</tr>
<tr>
<td>3</td>
<td>Harrison</td>
<td>Harrison Family Practice Clinic</td>
</tr>
<tr>
<td>2</td>
<td>Bryant</td>
<td>Baptist Health Family Clinic</td>
</tr>
<tr>
<td>3</td>
<td>Jonesboro</td>
<td>AHEC Family Practice</td>
</tr>
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<th>Recognition</th>
<th>NCOA</th>
<th>Location</th>
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PCMH Pilot Clinics
- Generic Drug Prescribing Rates
- Improved ER Utilization
- Emergency Room Visits and Related Cost
- Readmission Rates
- PCHM Pilot Results
- State average: 7% increase
- PCMH Clinics: 3% decrease

**Emergency Room Visits**
- State average: 33% increase
- PCMH Clinics: 10% decrease

**Emergency Room Costs**
- State average: 5% decrease
- PCMH Clinics: 20% decrease

**30 Day Inpatient Readmission Rates**
Comprehensive Primary Care
• Oklahoma: Greater Tulsa
• Ohio: Cincinnati – Dayton
• New York: Capital District – Hudson Valley

Regional

• Oregon
• New Jersey
• Colorado

Statewide

Arkansas (69 practices)
Comprehensive Primary Care Functions

- Patient & Family
  - Better Health
  - Lower Cost

- Enhanced Accountable Payment

- Continuous Improvement Driven By Data

- Optimal Use of Health IT

- Continuous Improvement of HIT

- Allocation of Resources

- Culture of Practices

- Coordination of Care

- Patient and Caregiver Engagement

- Risk Stratified Care Management

- Chronic Conditions and Preventative Care

- Access and Continuity
- 6% decrease in 30-day readmissions
- 1.9% decrease in ER visits
- 8.3% decrease in hospital admissions

Arkansas 7th Quarter Report

Receiving care management services.
Arkansas has the highest percentage of patients...
ALIGNMENT INITIATIVE

Primary Care
cure from the right place at the right time.

The primary care physician (PCP) alignment initiative pairs each

What is it?
Access to a PCP helps shape a healthier, more productive employee

Save time and increase productivity

Avoid duplicate tests, prescriptions, etc.

A PCP is a smart way for their employees to spend their health care dollars.

Lower out-of-pocket costs

Improve and maintain the health of their employees

A PCP makes sure employees get the care they need, which can improve employee health

Having a PCP helps:

Why is this important to employers?
Why is this important to employers?

- Medical costs are growing exponentially
- Fee-for-service structure is not working
- PCP alignment is a first step toward a better payment model

Employers know...
Increasing quality of care

Reducing cost

Improving health

Collaborate with Arkansas providers to support a sustainable health care system that delivers on:

Vision
Ways to achieve our goals

- Shared savings on risk sharing
- Community Health Initiative (CHI) Leadership
- Hospitals
- Selective shared savings
- Arkansas Payment Improvement Initiative (APII) - Episodes of Care
- Specialists
- Shared savings
- Patient-centered medical homes (PCMH)
- Comprehensive Primary care (CPC)
- Patient alignment
- PPS
Ways to achieve our goals

Infrastructure/value-added support
- Practice management
- Data sharing
- Analytics support

Contract
- Disciplined base contractual agreements by provider type
Core drivers

Improved performance

Financial incentives: Provision of financial incentives for transparency: Creation of transparency across providers

Capability support: Build and provide capabilities
Internal medicine
Geriatrics
Pediatrics
Family/General Practice

Attributable to active primary care physicians

Procedure Codes: 99201 – 99499
Evaluation and Management (E & M) Services –
Office Place of Service
Look back at two years of claims data

Attribution
A PCP will be auto-assigned (if no member selection or no
doesn’t choose one)

A PCP is attributed based on claims history (if member
has not already been selected)

Member selects a PCP (if one has not already been selected)

Aligning members:
The goal is to align all members with a PCP. Here’s how we’re

Alignment
Provider Communication

- NDPS copied on all provider communications
- Mid-March with PCPs and other thought leaders
  Conference calls
- Posted on website
- Provider manual
  Article in March edition
- Providers News
  Mail dated March 3, explaining alignment strategy
- PCP notification letter

Provider Communication
Arkansas Blue Cross and Blue Shield

Member Communication

- Attribute members
- Members who atributed PDP equals their selected PDP
- Members who have selected a PDP within one year
  Will not mail to:
  - Members in Arkansas and contiguous counties
  - All members on a contract will be listed on the letter
  Mailed at a contract level
  - Notify unattributed members who did not select a PDP of their auto-assigned PDP
  Second Letter
  - Notify unattributed members to log in to My Blueprint or call Customer Service to select a PDP
  First Letter

Alignment Initiative

Primary Care