

Payment Transformation



Māhie 2020

ADVANCING THE HEALTH OF HAWAII

East Hawai'i IPA

January 2017



An Independent Licensee of the Blue Cross and Blue Shield Association

Agenda

1. The 2017 Payment Transformation Guide
2. Performance/quality measures – where do I start?
3. Strategies for Success
4. How do I get the screeners you're asking me to administer?
5. How do I report that I completed a measure?
6. Where can I view Total Cost of Care for my practice?
7. Who can help me with my questions?

The Payment Transformation Program Guide

- Available online at hhin.hmsa.com
- Login with your username/password
- Click on the link to the Guide

Aloha and Welcome to HHIN

(Hawaii Healthcare Information Network)

PAYMENT TRANSFORMATION PROGRAM GUIDE AVAILABLE

Posted January 11, 2017

The [HMSA Payment Transformation Program Guide](#) is now available in the [Useful Links](#) section of the HHIN home page. More information on Payment Transformation can be found in the HMSA Provider Resource Center at https://hmsa.com/portal/provider/zav_pel_aa.PAY.100.htm.

If you have any questions, please contact your Physician Organization or HMSA at 948-6820 on Oahu or 1 (877) 304-4672 toll-free on the Neighbor Islands.

What Quality measures will PCPs be measured on?

Previously	Under Payment Transformation
PCP Pay-for-Quality Measures	PCP Performance Measures

- Most Pay-for-Quality measures become Performance Measures
- 4 *new* adult measures
- 4 *new* pediatric measures
- Some PCP Pay-for-Quality measures are now Physician Organization measures
- Pay attention to triggers and get ahead

Performance: Adult Measures

	2017	Trigger
Cancer screenings Breast cancer Cervical cancer Colorectal cancer	Yes	Patient age
Diabetes measures HbA1c in control Eye exam Attention for nephropathy Blood pressure control	Yes	2 visits with diabetes as DX
Advance care planning	Yes <i>Includes mbrs 65+</i>	Patient age
BMI assessment for adults	Yes	Any outpatient visit with PCP, specialists
Review of Chronic Conditions for Akamai Advantage members	Yes	Patient age and DX
Controlling Blood Pressure	Yes <i>PO Performance measure</i>	1 visit with hypertension as DX

Payment Transformation: Adult Measures **NEW!**



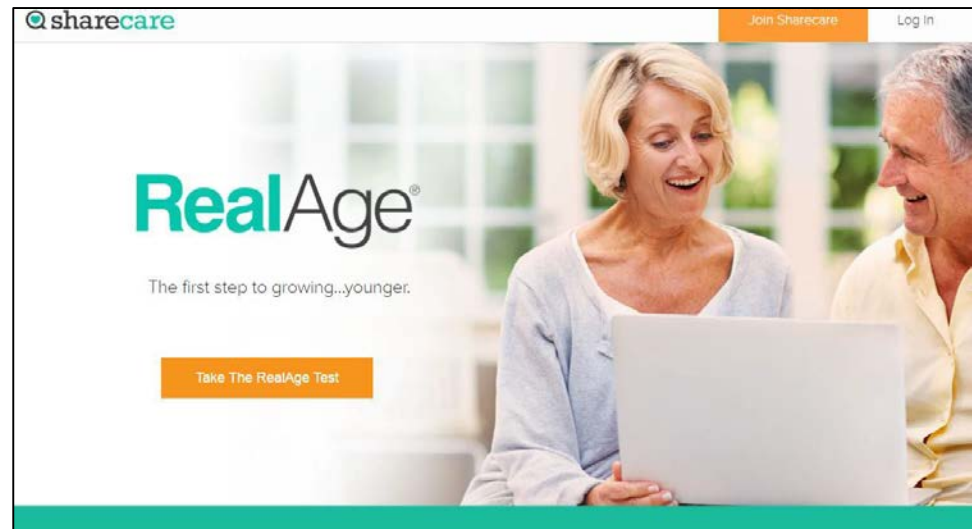
	2017	Trigger
Screening for depression and anxiety (age 18 and older) [Patient Health Questionnaire-4]	Yes	Outpatient visit with an eligible PCP type *
Tobacco cessation and followup	Yes	Outpatient visit with an eligible PCP type *
Influenza shots	Yes	Patient age
Sharecare RealAge Assessment	Yes	Patient age

* Eligible PCP type: Peds, FP, GP, IM, APRN, PA, naturopaths

Sharecare RealAge Assessment

New!

- **Commercial** members 18 and older who complete Sharecare **RealAge** assessment at least **once during the measurement year**. Gauges how fast you're aging based on lifestyle and medical history.
- Replaces Well-Being 5
- More information to be provided. Explore at <https://www.sharecare.com/static/realage-test>



Performance: Pediatric Measures

	2017	Trigger
Well-child visits in first 15 months	Yes	Patient age
Well-child visits, 3 to 6 years	Yes	Patient age
Childhood immunizations by age 2	Yes	Patient age
Immunizations for adolescents	Yes	Patient age
Weight assessment and counseling for nutrition and physical activity	Yes	Outpatient visit with PCP or ob/gyn*

* Eligible PCP type: Peds, FP, GP, IM, APRN, PA, naturopaths

Payment Transformation Pediatric Measures

New!





	2017	Trigger
Developmental screening in child's first 3 years (annually)	Yes	Patient age
Adolescent well-care visit (ages 12 to 21)	Yes	Patient age
Screening for symptoms of clinical depression and anxiety (ages 12 to 17) [Patient Health Questionnaire-2, -4, -9, -Adolescents]	Yes	Outpatient visit with an eligible PCP type *
CSHCN Screener© completion (ages 3 to 17, every 3 years)	Yes <i>PO Performance Measure</i>	Patient age

* Eligible PCP type: Peds, FP, GP, IM, APRN, PA, naturopaths

Quality Measures Changes for 2017

- Being dropped as a scored PCP measure, will remain as a Physician Organization measure that depends on PCP's performance
 - **Controlling high blood pressure**
- Physician Organization measure
 - **Children with Special Health Care Needs Screener**

PO Performance Measures			
CSHCN® Screener Completion	 0%		0
Controlling High Blood Pressure	 85%		666
Access to Care-ED Utilization ▼	103 visits		
Hospitalization for Potentially Preventable Complications - Chronic ACSC ▼*	5 visits		
PO Engagement Ecosystem			
Account for PCP Communication			

2017 Success Strategies

Success Strategies

- Scoring now based on Calendar Year
 - **Start Early** – Annual measures e.g. Depression screeners, RCC, BMI, CSHCN screener, Developmental Screener, Sharecare RealAge Assessment
- Support your PO with population management
 - Certain PO measures are linked to PCPs managing care – e.g. CSHCN screener, BP control, engagement with ecosystem, accountability for PCP communication

Success Strategies: Adults



Adults	Measures
Ages 18 and older	Flu vaccine
Ages 18 and older	Tobacco cessation and follow-up
Ages 18 and older	Screening for symptoms of clinical depression and anxiety
Ages 18 and older	RealAge assessment completed
Ages 18 to 74	Body mass index assessment
Ages 18 to 75	All 4 diabetes measures
Ages 18 to 85	Controlling blood pressure
Women ages 24 to 64	Cervical cancer screening
Women ages 52 to 74	Breast cancer screening
Ages 51 to 75	Colorectal cancer screening

Success Strategies: Adults



	Adults	Measures
Ages 65 and older		Advance care planning
Ages 65 and older		Review of chronic conditions
All patients		Check on well-being of all patients in panel at least once a year [annual patient survey administered to sample of patients]

Success Strategies: Pediatrics



Children	Measure
Newborn through age 15 months	Well-child visits in the first 15 months
By age 2 birthday	Childhood immunizations by age 2
By age 1 birthday By age 2 birthday By age 3 birthday	Developmental screening in first 3 years of life, annual
Age 3 to 17	CSHCN Screener, every 3 years
Age 3 to 17	Weight assessment and counseling for nutrition and physical activity
Age 3, 4, 5 and 6	Well-child visit annually
Birth to age 20, per state EPSDT schedule (QUEST Integration)	EPSDT form submission

Success Strategies: Pediatrics

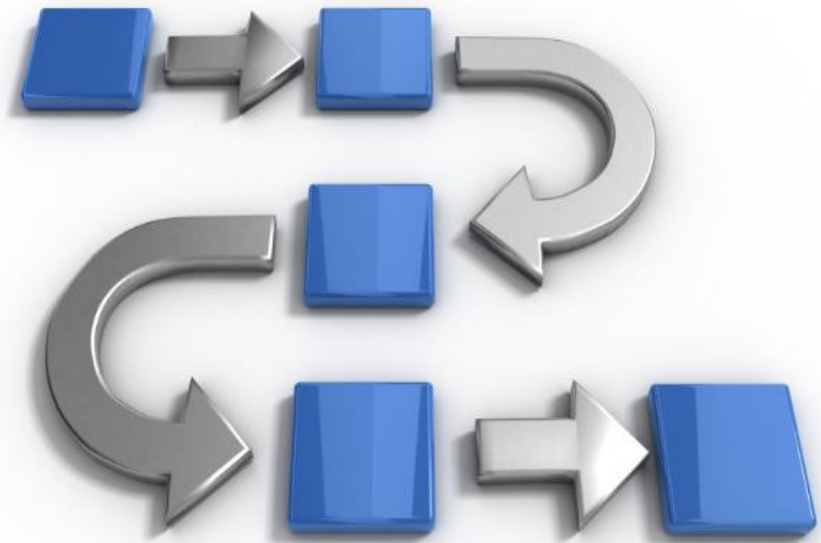


Children	Measures
Ages 12 to 21	Adolescent well-care visit
Ages 12 to 17	Screening for symptoms of clinical depression and anxiety [Patient Health Questionnaire-2, -4, -9, -Adolescents]
By age 13 birthday	Immunization for adolescents
All patients	Check on well-being of all patients in panel at least once a year [annual patient survey administered to sample of patients]

Success Strategies – Office Workflows

Pre-visit Planning:

- Review schedule of future visits and check Cozeva for any outstanding care gaps
 - Flag gaps on face sheet, encounter forms, superbill, or EMR alerts, etc.
 - Medicare patients with RCCs, print patient's RCC list from Cozeva
 - Check for any reports from specialists that may need to be addressed (e.g. colorectal, breast, cervical screenings, etc.)



Success Strategies – Office Workflows

Patient Check-In/Intake:

- **Clinical Depression & Anxiety Screener** (age 18 and older) PHQ 4
- **Patient Assessment/Chief Complaints/Vitals** (HT, WT, BMI, BP, TEMP, etc)
 - If BP reading is high (above 139/89), *repeat BP*
 - Document appropriate codes for BMI & BP
- **Tobacco Screening** (age 18 and over)
 - Ask about smoking status
 - Document in medical record and appropriate codes for smoking status



Success Strategies – Office Workflows

Patient Check-In/Intake (con't)

- **Care Gaps** (Breast Screening, Cervical Screening, Colorectal Screening, & Diabetes Care)
 - If patient completed any of screenings and there are no results in file, have the patient sign a Release of Information Form to request records.
- **Flu Vaccine** (age 18 and over) *Seasonal
- **Advance Care Planning** (age 65 and older - Commercial and Akamai Advantage)
 - Only if physician wants this to occur, may vary per office. Most physicians would rather go over with the patient themselves.
 - POLST information and documents can be found at <http://kokuamau.org/>

Success Strategies – Office Workflow

Patient Roomed with Physician:

- **Medicare Patients with RCC**
 - Documentation of M.E.A.T.
 - Code at the highest level of specificity for each attested condition
 - If disconfirming, enter text for Disconfirm in Cozeva.
- **Advance Care Planning** (age 65 and older)
 - Document discussion and code appropriately
- **Adolescent Well Care Visit** (age 12-21)
 - Medical record evidence of all of the following is required:
 - Health and development history (physical and mental)
 - Physical Exam
 - Health education/anticipatory guidance

Success Strategies – Office Workflow

Patient Check-Out:

- Schedule next visit, tests, procedures, if applicable.

Provide the patient with the information.

- Assist patient with referrals/specialist appointments
- Collect copayment

Copays are due prior to services rendered.
Please present your Photo I.D. and insurance card at time of check-in.
Thank You!

How do I get the screeners you're asking me to administer?

Simple, easy-to-use **PCP toolkit** posted in Provider Resource Center:

https://hmsa.com/portal/provider/zav_pel.aa.PAY.100.htm

- Understanding your PMPM band
- Patient attribution
- Patient Satisfaction survey samples
- **Look for “Screening Tools for Payment Transformation Performance Measures” with URLs**
- Performance measure codes and claims filing guidance
- Report to Provider samples and sample provider reports and cover letters
- Brochures for patients explaining Payment Transformation

Payment Transformation

2017 Payment Transformation PCP Tool Kit

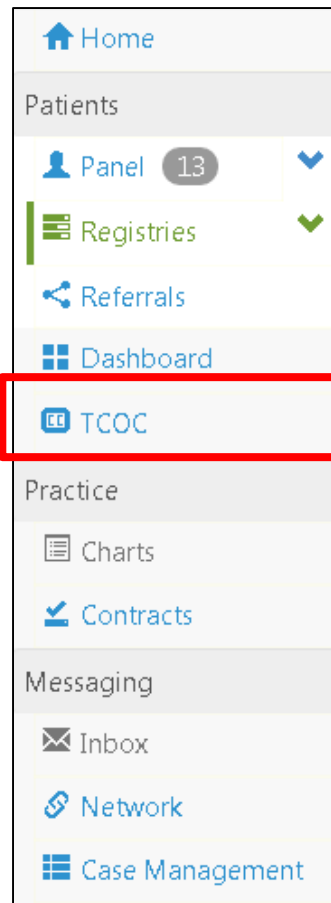
- [Welcome Letter.](#)
- [Payment Transformation Made Simple \(brochure for providers.\)](#)
- [Understanding Your PMPM Band.](#)
 - *A step by step reference guide for your PMPM band calculations. Use in combination with your individual PMPM band worksheet.*
- [Patient Attribution.](#)
 - *A quick overview on patient attribution and how to add patients to your panel for each line of business.*
- [Patient Attribution Form \(ENGLISH\)](#) or [Patient Attribution Form \(JAPANESE\).](#)
 - *The "Primary Care Provider Selection Form for HMSA Members" should be completed by all HMSA members new to your panel. Fax the form to HMSA for HMO, QUEST Integration and Akamai Advantage members.*
- [Check Cover Letter](#) and [Payment Summary Report samples.](#)
 - *A sample of the cover letter and Payment Summary Report that is sent with each monthly PMPM check. Letters, reports, and checks are sent to the entity the provider designated for all PT payment. Any systematic payment changes will be communicated in the cover letter.*
- [Attribution Report sample.](#)

How do I report that I completed a measure?

- In the **PCP toolkit**:
 - Look for **Payment Transformation Performance Measure Reporting Guidelines**
 - Procedure and diagnosis code combinations listed for key measures

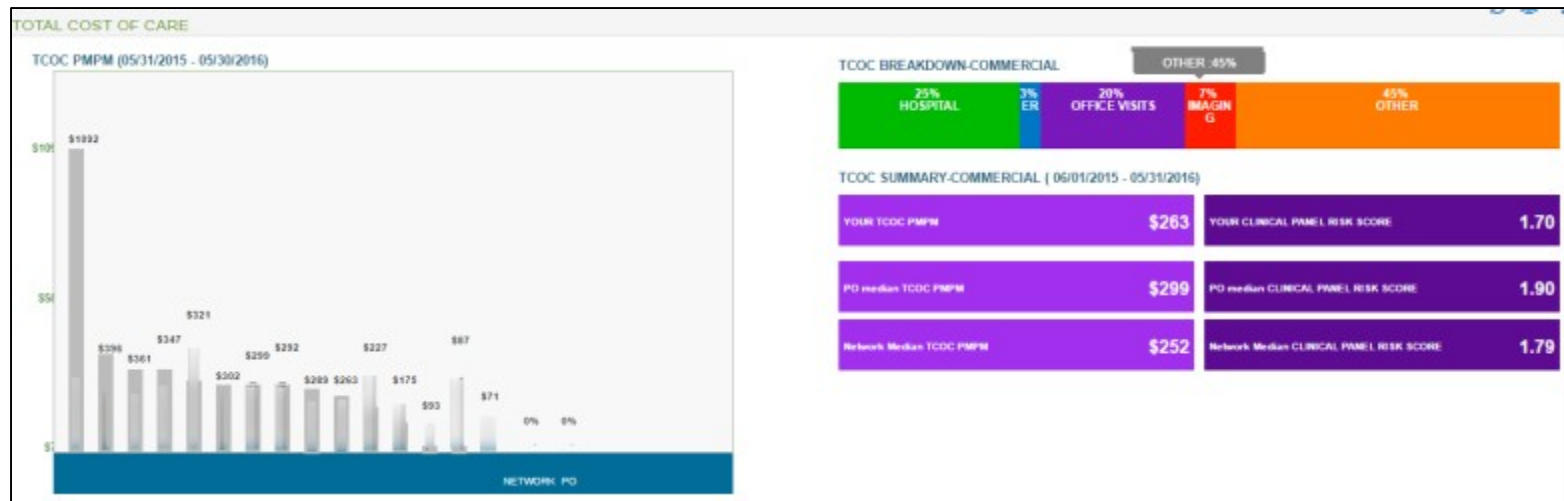


Total Cost of Care (TCOC)



- What is it?
 - Physician Organization shared savings incentive
 - Based on **PO's performance** against a budgeted trend
 - Scored at PO level
- How do I view TCOC for my patients?
 - On the left side of Cozeva, click on **TCOC**

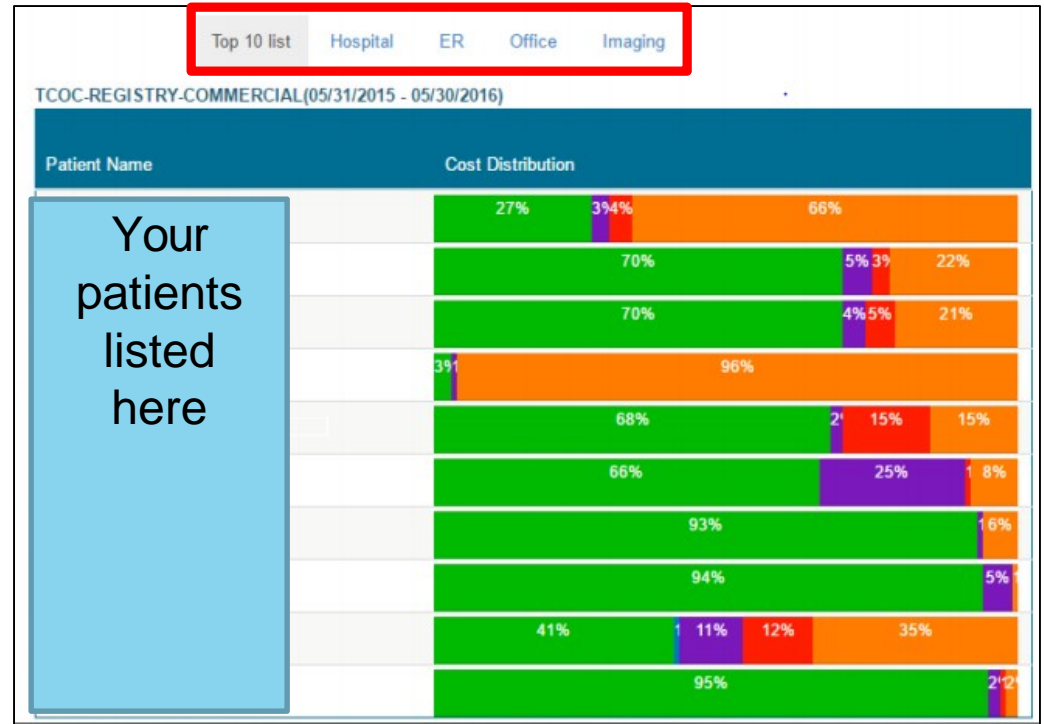
PCP's Total Cost of Care Dashboard



- Displays Network median and PO median TCOC PMPM, along with your PO's PCP's TCOC PMPM
- TCOC and Clinical Risk Score summary
- Another similar graph (not shown here) displays Clinical Panel Risk Score

PCP's Total Cost of Care Dashboard

- TCOC Registry displays Top 10 charts for patients in your panel
 - Cost Utilization
 - Hospitalization
 - ER
 - Office
 - Imaging



More information is contained in the Cozeva Support Guide at:
https://hmsa.com/portal/provider/Cozeva_Provider_Supportguide.pdf

Who can help me with my questions?

- Your Physician Organization is your transformation leader
- Call Cozeva at 1-888-448-5879 for questions or training about Cozeva display
- Call HMSA at 948-6820 on Oahu or 1 (877) 304-4672, toll-free or email psinquiries@hmsa.com:
 - Questions about the program
 - Need training/support from HMSA's Training Unit for you and your practice team

Learning Resources

- Go to https://hmsa.com/portal/provider/edu_index.htm
- Scroll down to “**Payment Transformation Learning Modules**”
 - 6 modules (ranging from 10 to 27 minutes) covering these topics: understanding the PMPM band; short intro to Payment Transformation; overview of Payment Transformation; patient attribution; performance measures; and monthly payment and claims
 - Watch with your team to prepare together
- **Payment Transformation Guide** (posted on HHIN)
- **PCP Tool Kit** (posted under **Payment Transformation** in Provider Resource Center)
https://hmsa.com/portal/provider/zav_pel.aa.PAY.100.htm

Mahalo

The road is long,
With many a winding turn.
That leads us to who knows
where,
Who knows where.
But I'm strong!

The Hollies
1969

