



East Hawaii IPA

PEDIATRIC HUDDLE

October 12, 2017

TOPIC	Speaker	Time
East Hawaii IPA & HMSA Updates - Eco-System Resources & Referrals Jane Bontuyan, EHI IPA	Brenda Camacho, MD, IPA Pediatric Lead	15 min
IPA Bonus Bucks	Lynda Dolan, MD, IPA Transformation Director	5 min
Health Plan Service Coordination Requirements	Leolinda Parlin, Director, Hilopa'a	5 min
Health Plan Service Coordinators		40 min
<ul style="list-style-type: none">• AlohaCare• HMSA• 'Ohana Health Plan• United Healthcare	Patti Judge Shan Inaba Bernard Kuheana/Julie Mitchell Shannon Libao	
Announcements		

Welcome New IPA Employees!

- **Gay Mukai, RN, Licensed Care Manager**
- **Marynell Vitales, RN, Patient Services Coordinator**
- **Jermaine Vitales, IT Assistant**



FULL-TIME TEAM MEMBERS

- Susan Mochizuki, Administrator
- Joyce Vitales, Executive Assistant
- Jane Bontuyan, Administrative Assistant
- Michael Kurohara, IT Specialist
- Misae Wela, Transitions Coordinator
- Joy Kekua, Patient Navigator
- Gwendelyn Go, Patient Navigator
- Sheri Kang, Patient Navigator

Welcome NEW IPA MEMBERS

New Members

- LaRae Barnes, APRN
- Dr. Sarah Howard – Ka‘ū Hospital
- Dr. Dwight Johnson – Ka‘ū Hospital
- Dr. Louis Pau, Anesthesiology/Pain Management
- Dr. Michael Russo, Neurology/Sleep Medicine



Members Representing EHI IPA in the Community

❖ Community First

Dr. Kevin Kurohara

Dr. Richard Lee-Ching

❖ Community First-Regional Health Improvement Collaborative (RHIC)

Dr. Laurie Hopman

Dr. Peter Matsuura

❖ RHIC-Community Action Network (CAN)

Dr. Michelle Mitchell



SAVE THE DATE!!!



EHI PROVIDER MEMBER RETREAT

Purpose: Decide on the IPA's future

**Wednesday, November 8, 2017
3PM – 7PM**

RSVP Required

Must participate in entire session —

SAVE THE DATE!!!



**HILO MEDICAL CENTER
&
EHI IPA MIXER**

Topic: Physician to Physician Communication



**Tuesday, November 7
5:30-7:30 PM**



RSVP Required. Announcement to follow.

eClinical Works Go Live — Starting October 2

Members Participating:

Dr. Daniel Belcher
Dr. Brenda Camacho
Dr. Darrett Choy
Dr. Ty DeSilva
Dr. Lynda Dolan
Dr. Laurie Hopman
Dr. Erin Kalua
Dr. Kevin Kurohara
Dr. Richard Lee-Ching
Dr. Douglas Olsen/Dr. Kara Okahara
Dr. Craig Shikuma

Others Members on eClinical Works

Alice Davis, DNP
Dr. John Dawson
Dr. Jon Gerdsen
Dr. Maria-Stella Perlas
Dr. Sydney Tatsuno

- Direct Reporting to CPC+
- Tablets for Patients to Complete Forms
- Screening Forms & Templates
- Care Coordination Module
- Direct Lab & Radiology Interface
- IPA User Group Meetings
- Connection to EPIC, Meditech



ECOSystem RESOURCES



The image shows a desktop environment with a dark blue background. A file explorer window is open, displaying a list of folders and files. The folder 'ECOSystem Resources' is highlighted with a red circle. A web browser window is open, displaying the 'ECOSystem RESOURCES' website. The website features the same logo as the desktop background and a 'Table of Contents' section. The 'Table of Contents' lists various services, including 'Section 1: EMERGENCY SERVICES' and 'Section 2: ADVANCED CARE PLANNING'. The 'Section 1: EMERGENCY SERVICES' section is expanded, showing a list of links for emergency services, including 'Hawaii County Urgent Services Directory', 'Emergency Shelters', and 'Emergency Services'.

Weekly Strengths Sound Organizer
Pages Final Tiffany Pa Cozeva ... Recycle Bin
Dropbox Summer Jm **ECOSystem Resources**
ECOWEB-FINAL Tasks
DSME Resources
to sort 401 K meeting
Website Binder

Section 1: EMERGENCY SERVICES
ES1. Hawaii County Urgent Services Directory*
ES3. Emergency Services
ES4. Helpful Numbers
Section 2: ADVANCED CARE PLANNING
ACP1. Conversation Starter Kit*
ACP2. Hawaii Health Care Directive**
ACP3. Kupu Care**
ACP4. Hospice of Hilo**
Community First*

ECOSystem RESOURCES

EAST HAWAII IPA

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 Section 1: EMERGENCY SERVICES

ES1. [Hawaii County Urgent Services Directory*](#)

ES2. **Emergency Shelters**

- ES2.1. [Emergency Shelters Directory*](#)
- ES2.2. [Salvation Army Emergency Shelter: Hilo*](#)
- ES2.3. [Child & Family Services: East Hawai'i Domestic Abuse Shelter*](#)
- ES2.4. [Catholic Charities Hawai'i Island Community Office](#)

ES3. **Emergency**

ECOSystem RESOURCES

ECOSystem RESOURCES

Categories

- Section 1: EMERGENCY SERVICES
- Section 2: ADVANCED CARE PLANNING
- Section 3: ELDERLY
- Section 4: GENERAL BEHAVIORAL HEALTH
- Section 5: ADULT BEHAVIORAL HEALTH
- Section 6: CHILD BEHAVIORAL HEALTH
- Section 7: MENTAL DISABILITIES
- Section 8: CHRONIC / ACUTE ILLNESS
- Section 9: FOOD RESOURCES
- Section 10: HEALTH & WELLNESS
- Section 12: MEDICAL
- Section 13: OBSTETRICS/GYNECOLOGY
- Section 14: PATIENT & FAMILY SOCIAL SERVICES
- Section 15: PEDIATRICS
- Section 16: SUBSTANCE ABUSE
- Section 17: TRANSPORTATION

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 - ES2.4. [Catholic Charities Hawai'i Island Community Office](#)
- ES3. [Emergency Services](#)
 - ES3.1. [Aloha United Way - Health and Human Services Hotline*](#)
 - ES3.2. [Hawaii Community Paramedicine Program*](#)
 - ES3.3. [A Safe Place to get help. Call...*](#)
- ES4. [Helpful Numbers](#)
 - [ACCESS LINE \(Crisis Line of Hawaii\)*](#)
 - 24-HR Sexual Assault Line
 - Suicide Hotline
 - Catholic Charities Helpline



Section 2: ADVANCED CARE PLANNING

- ACP1. [Conversation Starter Kit*](#)
- ACP2. [Hawaii Health Care Directive**](#)
- ACP3. [Kupu Care**](#)
- ACP4. [Hospice of Hilo**](#)
- ACP5. [Community First*](#)

ECOSystem RESOURCES



File of Contents.pdf - Adobe Acrobat Standard DC

Edit View Window Help

File Tools Document

Attachments

Name

- ACP1. Conversation Starter Kit.pdf
- ACP2.a. Hawaii Health Care Directive
- ACP2.b. Hawaii Health Care Directive
- ACP3. Kupu Care.pdf**
- ACP4. Hospice of HI.pdf
- ACP5. Community First.pdf
- ACP6. Provider Orders for Life-Sustaining Treatment
- ES1. Urgent Services Directory.pdf
- ES2.1. Public Emergency Shelters.pdf
- ES2.2. Salvation Army.pdf
- ES2.3. Child & Family Services East Hawaii.pdf
- ES3.1. Aloha United Way (211)- Health Services.pdf
- ES3.2. Hawaii Community Paramedicine.pdf
- ES3.3. A Safe Place to get help, Call...pdf
- ES4. ACCESS LINE (Crisis Line of Hawaii).pdf
- ES4. Crisis Line Hawaii.pdf
- GB2. IPA Behavioral Health Brochure.pdf
- GB3. ACCESS LINE.pdf
- GB5.1. Lokahi Treatment Center.pdf
- GB5.1.a. Lokahi Center Referral Form.pdf
- GB5.2. Big Island Substance Abuse Treatment Center.pdf
- GB5.2a. BISAC Referral Form.pdf
- GB5.2b. BISAC Health & Wellness Center.pdf

ECOSystem RESOURCES

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 - ES2.3. [Child & Family Services: East Hawaii, Domestic Violence*](#)
 - ES2.4. [Catholic Charities Hawai'i Island Community Center*](#)
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- ACP1. [Conversation Starter Kit*](#)
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- ACP4. [Hospice of HI*](#)
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KUPU CARE
Together... Supporting Lives

Lani Weigert
Clinical Relations Manager
590 Kapi'olani Street
Hilo, HI 96720
Office: 808-934-2913
Direct: 808-283-3777
Fax: 808-935-2189
lanie@kupucare.org

Aloha,

Welcome and Mahalo for allowing our Kupu Care Team the opportunity to walk with you and your family.

Speech, Physical, and Occupational Therapists, if needed

	Not Included	Yes
KUPU CARE 590 Kapi'olani St. Hilo, HI 96720 Office: 808-934-2913 Fax: 808-935-2189 www.kupucare.org		
HOSPICE OF HILO 1011 Wai'anuanue Ave. Hilo, HI 96720 Office: 808-969-1733 Fax: 808-961-7396 www.hospiceofhilo.org		

KUPU CARE
Together... Supporting Lives

Referral for Consult/ Admission Order
590 Kapiolani Street, Hilo, Hawaii 96720 | Phone (808) 934-2913 | Fax # 808-935-2189

PATIENT INFORMATION		
Last Name	First Name	
Date of Birth	Social Security #	Phone

*My patient _____ has the following diagnosis
 Congestive Heart Failure (NYHA Class III-IV) Cancer, and is appropriate for the Kupu Care program.

*Reason(s) for Referral: (Please check all that apply):
 Goals of Care/Advance Care Planning
 Symptom Management
 Care Coordination

*I have discussed this referral with my patient/family: Yes No

Ecosystem Referral

**Keep a log of referrals to Ecosystem- Attest at end of year via COZEVA
of patients referred to each program**

ENGAGING ECOSYSTEM

REFERRALS TO COMMUNITY RESOURCES FOR PATIENT SELF-MANAGEMENT

DATE	NAME	INSURANCE	DX	PROGRAM	REFERRAL SENT	PATIENT NOTIFIED	PROGRAM COMPLETED

Engagement with Ecosystem (Coordinated Care)

By signing below, I certify that I have referred HMSA members to programs in the ecosystem to support their health and well-being, including but not limited to the following:

Check all that apply:

- HMSA Care Model
- Diabetes Education Programs- e.g. InControl Diabetes Center, Diabetes 101, Queens' Diabetes Education
- HMSA and Healthways health education workshops - e.g., Diabetes 101, Hypertension Explained, Family Fitness, Stress Bucket
- HMSA and Healthways health coaching - e.g., chronic disease management, depression, substance abuse, smoking
- Dr. Dean Ornish Program for Reversing Heart Disease™
- Healthways Financial Well-Being™ Powered by Dave Ramsey
- Healthways SilverSneakers™ Fitness
- QuitNet™ - tobacco cessation program
- Aloha Kidney - kidney disease education program
- QCIPN Care Coordination
- Hospice- e.g. Islands Hospice, Hospice Hawaii
- Other (e.g. community-based programs or other resources to assist patients in reaching their health and well-being goals)

I also certify that I referred number of HMSA members to the above-mentioned programs.

The Challenge

Newborn's First Visit



Newborn's Attribution



Our Solution: Newborn Care Payment

Payment for all newborns equivalent to your PMPM multiplied by the months your patient was not attributed.



First visit: January
Attribution Date: March
Newborn Payment = **2 x PMPM**



First visit: March
Attribution Date: July
Newborn Payment = **4 x PMPM**

Implementation Plan

Beginning with babies born July 2018 onward, newborn care payments will be made four times a year.

- January, April, July, and October
- First Payment → Oct 2018



First visit: December

Attribution Date: March

Newborn Payment Date = April

(HMSA will pay you a PMPM for March plus December, January and February)

Key Takeaways

- PCPs will receive a Newborn Care Payment (quarterly) for babies born July 2018 onward
- Payment will be equivalent to your PMPM multiplied by the months your patient was not attributed (starting from the month of the first visit)

HMSA

East Hawaii Provider Engagement Health Services Division Representatives

Tiffany Pa– Tiffany_Pa@hmsa.com

808-630-5020

Nahea Brenneman- Nahea_Brenneman@hmsa.com

808-494-2069

❖ WHY???

- ❖ IPA is projected to have positive fund balance in 2017
- ❖ Independent providers work hard with limited resources to follow best practices and document & report
- ❖ Offices need to continuously improve and train and empower staff
- ❖ Offices who perform well should be rewarded.
- ❖ IPA (PO) receives 90% of current funding from HMSA based on engagement and performance measures under Payment Transformation contract



WHO???

**Primary Care HMSA Payment Transformation Providers
as of December 1, 2017**

WHEN?

**Bonuses granted December 2017
Based on 2017 Performance**

WHAT?

Selected PO (IPA) Engagement & Quality Performance Measure

HOW??

Bonus Points Assigned to Selected Measures

Points System Basis

Meeting attendance (includes webinars) & in-office meetings

24/7 Access - Complete attestation form - Secret Shopper to Sample

Contact Patient After ER Visit

Complete IPA Communication Survey



All PCPs have 24/7 coverage using AT LEAST ONE OF THE FOLLOWING:

Able to access 24/7:

- (1) PCP directly via phone
- (2) Another provider in group or designee directly via phone
- (3) Via Live Answering Service in timely manner
- (4) Through an online platform when care isn't accessible in person or By phone (HMSA online care)

MUST ATTEST TO IPA

75% of patients asked must answer 2, 3, or 4

➤ *IPA Must Attest*



IPA Recommendations:

Must have 24/7 access to provider or provider's delegate

Options:

- Use LIVE answering service**
- Forward calls to your back-up provider's office**
- Refer to Urgent Care – provide numbers?**
- Refer to HMSA On-line care**
- Forward to provider's cell phone**

Please complete attestation form to qualify for points



PO Measure – Emergency Room Utilization

Best Practice – Follow-up with Patient In-Person, By Phone, Email AFTER ER Visit

Since 3/29/17 – Called patients to facilitate follow-up appointment/touch base

1,582 patients – showed up at ER to-date (includes frequent fliers)

#s patients per provider ranged from 1 to 117 patients

147 of these were frequent fliers – 2, 3, & 4 ER visits

251 touched by HMSA Patient Navigator

15 Payment Transformation Physicians HAVE BEEN REFUSING to follow up

PO Quality Performance Measures - Answer Survey



PO (IPA) Communication

Earn points TODAY!!

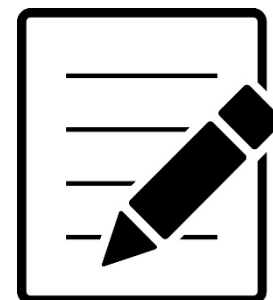
PLEASE COMPLETE QUESTIONNAIRE FOR BONUS POINTS



PCP Name _____

Please circle:

1. Does EHI IPA regularly inform you of educational workshops and training?
Yes / No
2. Have you participated in EHI IPA meetings, workshops and/or webinars?
Yes / No
3. Has the IPA shown a willingness to answer or find answers to your questions?
Yes /No
4. Has the IPA provided you with information on Ecosystem (Community) Resources?
Yes /No





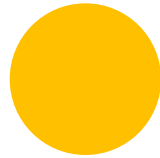
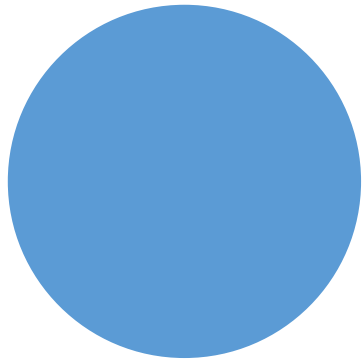
- Tuesday, September 26 eClinical Works Kick-Off Lunch
- Thursday, October 12 Pediatrician Huddle
- Tuesday, November 7 Hilo Medical Center - EHI IPA Physician Mixer
- Wednesday, November 8 EHI Member Retreat
- **Tuesday, December 12 Super Huddle**

Visit our calendar of events at www.ehiipa.com

Download RSVP forms for:

- Super Huddles
- Pediatrician Meetings
- Symposium
- Workshops
- Special Events





Medicaid Service Coordination

Filling the Space Between
the Silos

October 12, 2017
Hilo, Hawai'i

Who?

- under twenty-one (21) years with either
 - Physical
 - Developmental
 - Behavioral
 - Emotional condition
- requires health and related services beyond that generally required by children



What?

- **Service Coordination** – The process which assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet healthcare needs using communication and all available resources
- Proper care coordination occurs across a continuum of care, addressing the ongoing individual needs of a member rather than being restricted to a single practice setting



How?

- Each member identified as having a SHCN shall be:
- assigned a service coordinator
 - assist in planning and coordinating of care
 - interaction shall primarily be face-to-face but may include other mediums (i.e., telephone, e-mail, text)



Kuleana

- Support the PCP and other providers
- Coordinating a team to develop the service plan
- Conducting health and functional assessments
- Monitoring progress with EPSDT requirements
- Coordinating services with other providers and community programs
- Providing continuity of care when members are discharged from a hospital
- Utilizing data to assure the services meet needs
- Facilitating access to services
- Providing assistance in resolving concerns
- Assisting members to maintain Medicaid benefits



Things to
Know

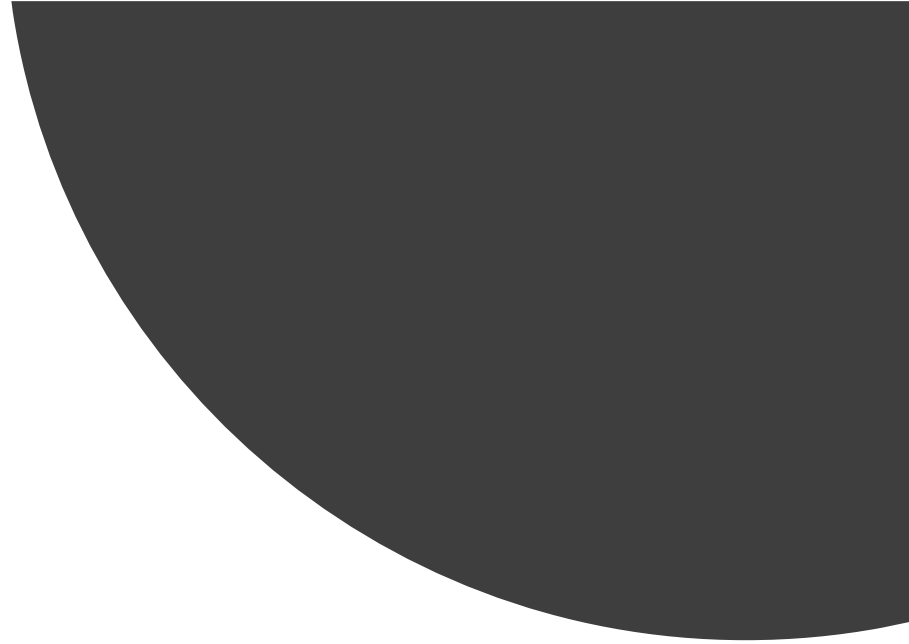
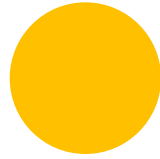
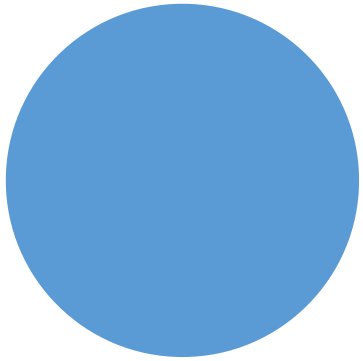
*The “What”
is the same
across all QI
health plans*

“

**HIGH
EXPECTATIONS**
are the **KEY** to
EVERYTHING



”



Let's meet some new
friends!

