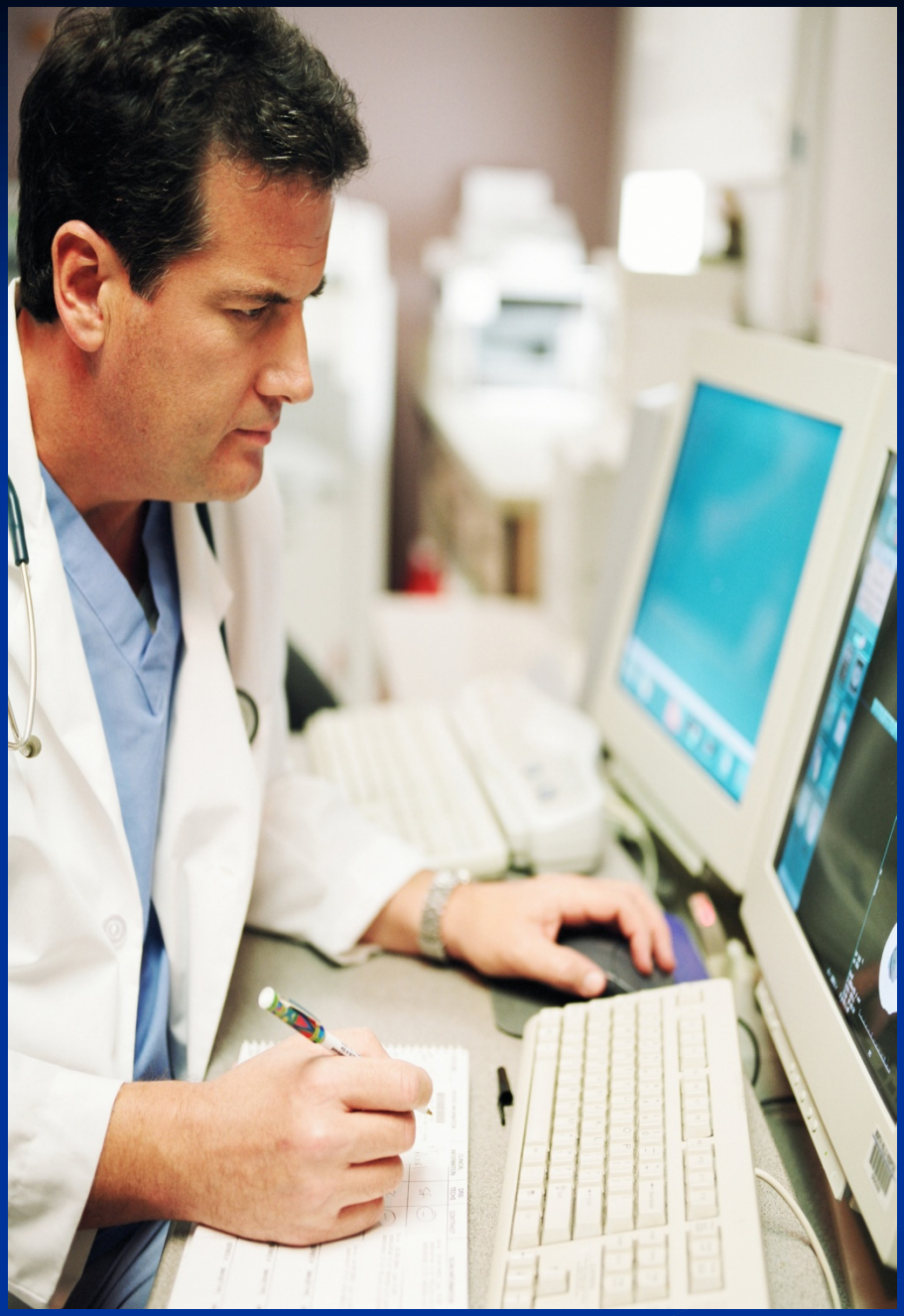


IT's role in Accountable Care Organization's

Doug Williams

October 2010

Aveta & MSO Operations

- **Aveta is a leading medical management company caring for approximately 232,000 Medicare beneficiaries and 300,000 commercial members**
  - Over $2.3 billion in revenues
  - Expertise managing commercial and Medicare populations

- **NAMM: Develops and manages provider networks, offering a full range of services to assist in patient care coordination and business operations**
  - Over 18 year track record of quality and financial stability – Proven record of managing global risk
  - Expertise designing and implementing numerous types of provider network structures which ensure physician engagement

(1) Senior and Commercial members.

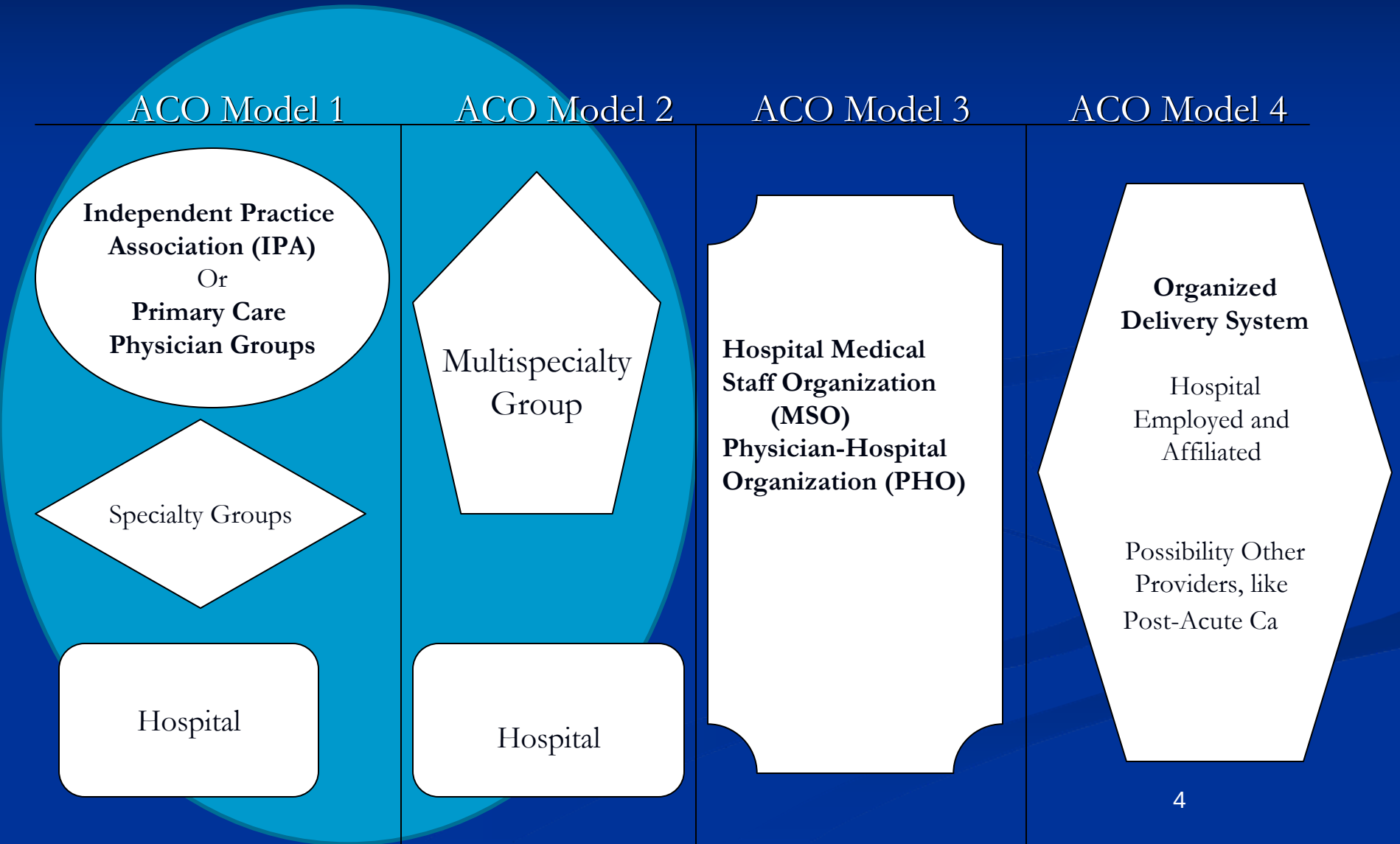
NAMM California

○ : IPAs

Markets Served	Southern California
Total MA Market	372,800
MA Penetration	43.6%
NAMM CA Overview	
MA Members	42,000
MA Market Share[(1)]	11.2%
Commercial Members	189,000
Insurance License	Limited Knox-Keene
Network Statistics	14 IPAs, 500 PCPs
IPA Relationships	1 Managed, 13 Owned
Key Relationships	Aetna, Blue Shield, United, Cigna, Humana, Anthem, Scan

- 2nd largest provider of managed care services within the economic region of San Bernardino and Riverside counties
- Own 13 IPAs and manage 1 in the Inland Empire and San Diego
- Knox Keene Licensee – Riverside, San Bernardino, San Diego and adjacent zip codes in L.A. and Orange Counties
- Global cap with select senior and commercial plans
- Network Overview
  - 500 PCPs (350 in PrimeCare)
  - 1,200 Specialists

NAMM ACO Model Focus



Evolution of NAMM's connectivity Technology

NAMMNet Provider Email

NAMMNet Express Authorizations

NAMMNet Provider Portal
AV Forms, P4P

Electronic Health Records
&
Health Info Exchange

ACO Analytics

EHR Overview

EHR Project Background

- NAMM Steering Committee
- Physician EHR Selection Committee (recommended)
  - 2009 - eClinicalWorks (eCW)
- Contract secured for training and implementation
- Piloted eCW in 2009
  - Four PrimeCare Practices; 6 Providers installed
  - Mercy Physician Medical Group also piloted and installed 17 Providers

Patient Hub (Demo, Howard)

Labs | Diagnostic Imaging | Immunizations | Referrals | Allergies | Alerts | Notes(1)

Demo, Howard Sel Info
456 Main St

Corona, CA-92883
DOB: **03/22/1988**
Age: **21 Y** Sex: **M**
Advance Directive: **DNR**
WebEnabled: **Yes**
vMsgEnabled: **No**
Account No: **900081**

Home: **951-888-1234**
Work:
Cell:
Email: **jmejia@nammcal.com**
Insurance: **JAM Cross**
PCP: **Jones, Mary**
Rendering Pr: **Jones, Mary**

Patient Balance: **$20.00**
Account Balance: **$1,107.00**

Last Appointment: 10/19/2009 08:30 AM Facility: Office:Mary Jones, MD
Next Appointment: Facility:
Bumped Appointments: **NONE**

New Appt	New Tel Enc	Print Label	Billing Alert	Patient Docs
Letters	Encounters	Medical Summary	Rx	Progress Notes
eCliniForms	Devices	Problem List	Medical Record	Send eMsg
Account Inquiry	Guarantor Bal.	Consult Notes	Letter Logs	Fax Logs
New Action	New Web Enc	Flowsheets	vMsg	

Close

Overview | History | CDSS | Alerts

Advance Directive
- DNR — Do Not Resusitate

Problem List
- 789.03 — Abdominal pain, right lower quadrant
- 250.00 — Diabetes mellitus type II

Current Medications — Stop Date
- Glucotrol XL 5 MG Tablet Extended Release 24 Hour
- NyQuil 60-7.5-30-1000 MG/30ML Liquid
- Requip 6 MG Tablet
- Alka-Seltzer Antacid 500 MG Capsule
- Motrin IB 200 MG Tablet
- Vitonic Liquid
- Pepto-Bismol 262 MG Tablet Chewable
- Insulin Aspart 100 UNIT/ML Solution

Allergies
- milk - diarrhea
- Lipitor - stomach upset
- ACE Hot/Cold Compress - hives

Immunization
- Influenza
- Influenza (whole)

EHR Rollout

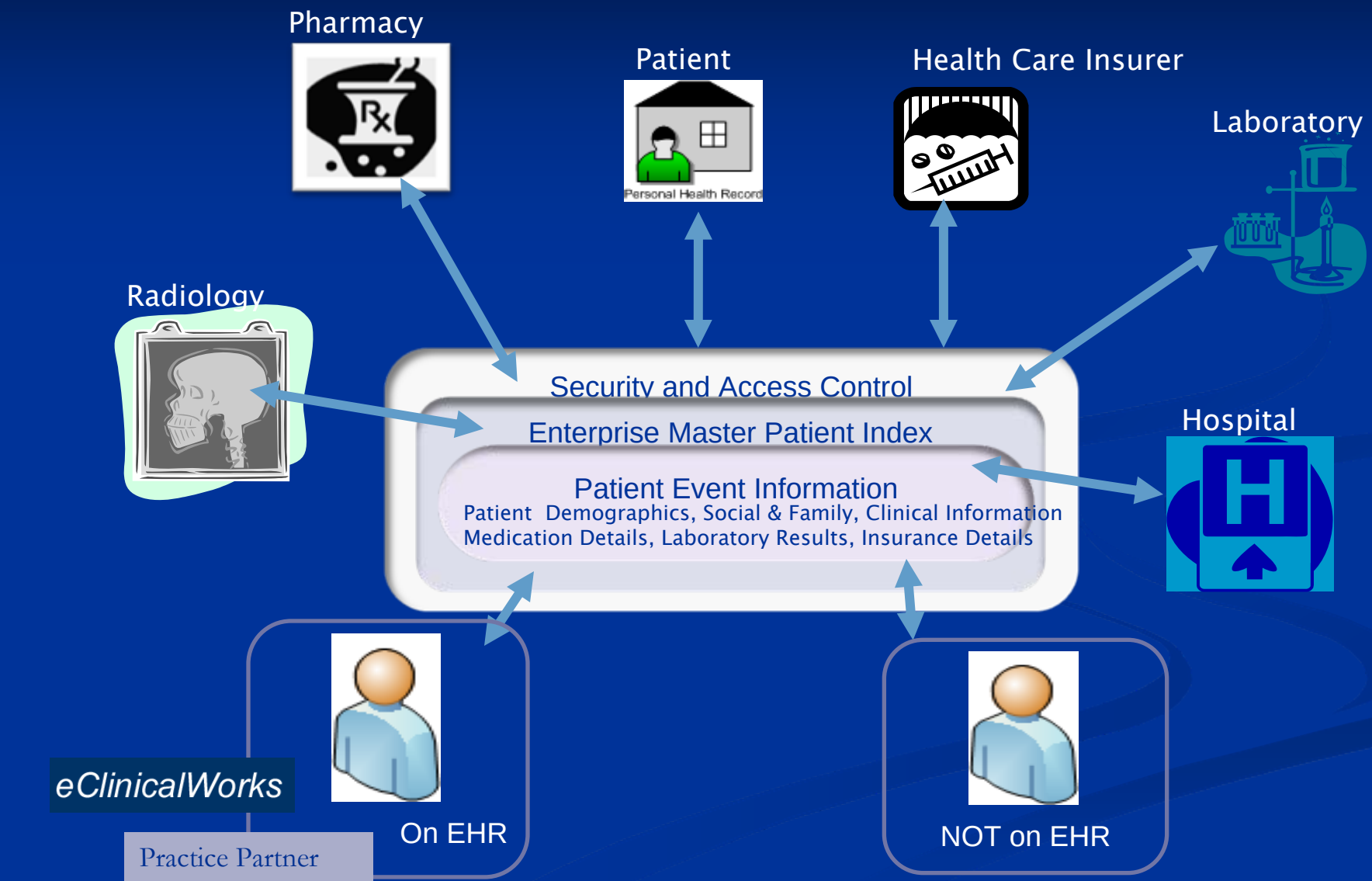
- Goal is 65+ practices implemented on eCW in 2010
- Goal is 150+ providers/hospitals/ connected to HIE
- Loading 3 years of historic data to run analytics models
- Volume provides discounted pricing for physicians
- Physicians Trust, implementation & ongoing support
- 10-12 week standard timeline for EMR based providers
- NAMM Value Added Services
  - Data preloads, Top Senior Diagnosis Campaign. Templates

HIE Effort

What is an HIE?

- Health Information Exchange (HIE)
  - Facilitates the electronic flow of health-related data among all healthcare constituents (doctor to doctor, doctor to hospital, doctor to patient)
  - Analytics that look at data for ACO terms
- NAMM's HIE effort is called CHIEF
  - Community Health Information Exchange Foundation

Components of HIE



Roy Robb
Gender : Male
DOB : Jun 15, 1955
Subscriber ID:

Logged in: System Administrator

Search | CCD | Messages | Rpt. Mgr. | PRISM

Change Password
Help
Logout

Continuity of Care Document

CONTINUITY OF CARE DOCUMENT

Date: Aug 26, 2010

Powered by Excelicare

Patient:	Roy Robb	**Tel - Home:**	(306) 555-5555	**PCP:**	
Gender:	Male	**Tel - Work:**		**Telephone:**	
Date of Birth:	Jun 15, 1955	**Tel - Cell:**	(306) 555-5555	**E-mail:**	
Subscriber ID:		**Next of Kin:**	Stephen Robb 6159 Riverside Drive Chino, CA 91710	**Location:**	
Address:	6159 Riverside Drive Chino, CA 91710				

Table of Contents

Advance Directives *
Allergies, Adverse Drug Reactions and Alerts *
CCDs Received *
Emergency Contacts/Support *
Encounters *
Family History *
Healthcare Providers
Immunizations *
Labs
Medical Equipment *
Medications *
Payers
Problems List *
Procedures *
Radiology Report *
References *
Social History *
Vital Signs *

CCD Viewer

eRx

Clinical forms

EMR Lite

HAS

Referrals

innovamd. Provider Portal

Member EHR/PHR

Disease Registry

Clinical Integration

HEDIS Measures

Statistics

innovamd. Member Portal

Access Control and Security Framework

Providers NO EMR

- PCP
- Specialist
- Hospitals

Providers With EMR

- PCP
- Specialist
- Hospitals

Ancillaries

- Laboratories
- Radiology Centers

Other

- Telemedicine
- HRA
- Case Management

Members

- PC's
- Kiosk
- Mobile

Solution Benefits

- Designed to meet the HITECH requirements for community data exchange and for "meaningful use"
- CCD compliant with all CCD Compliant EHR vendors
- Interfaces developed for many of the ambulatory EHR, Lab (**LabCorp** & **Quest Diagnostics**) and Hospital Vendors
- Stand alone eRX or integrated within EMR
- Community Master Patient Index and mapping for unique patient ID's
- Ability to analyze data based on contract types and risk profiles
- Infrastructure for Regional Delivery Systems & Clinical Integration

CHIEF Key Phases

Phase 1 3rd Qtr 2010	Phase 2 4th Qtr 2010	Phase 3 2011
NAMM Data Load Quest Results Only RadNet Goal Alpha Testing (5 docs)	eCW Practice Partners Renaissance 3 Hospitals ePrescribing Goal Go Live - Parkview (50 docs)	3 EHRs 3 Hospitals Quest Ordering LabCorp Goal (1000 docs)

Phase 4
Patient Health Record
Meaningful Use

Goal: Remaining Docs
Market Expansion