BETTER MEDICARE
ALLIANCE

Incentivizing Providers to Help Plans Improve Their Star Ratings

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UCare

Strengthening Strategic Partnerships

- Collaboratively identify key clinical and financial opportunities for mutual shared savings and accurate revenue based on daily, monthly and quarterly reports

- Share data that will empower and assist teams in identifying financial and clinical opportunities

- Collaboratively create timelines and action plans to assist teams in achieving successful outcomes

- Work together on a frequent basis to ensure plans are followed and course corrected when necessary

- Engage together in monthly financial and clinical meetings

The Partnerships

- ACO
- Shared Savings
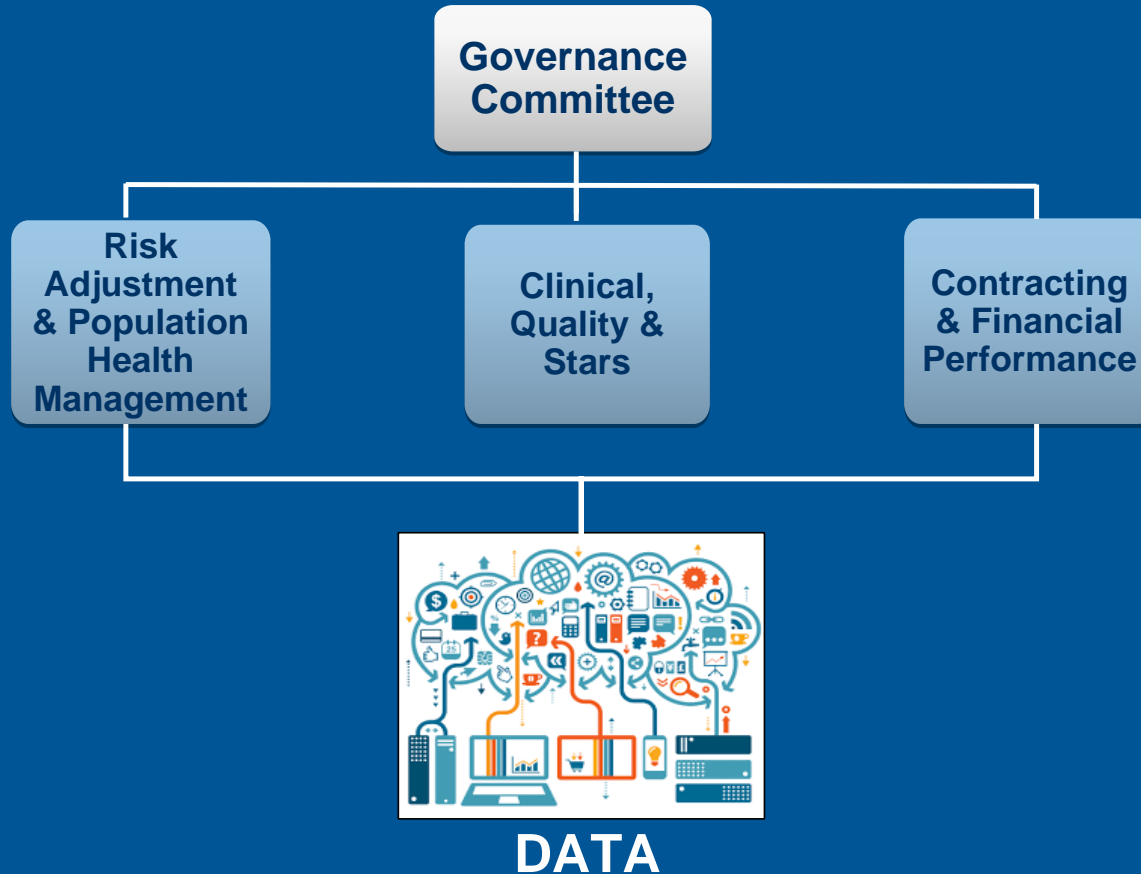- Pay-for Performance

Driving Optimal Value

Short & Long Term Opportunities

The Value Proposition

- Identify opportunities that drive optimal values for both parties within:
  - Product sustainability
  - Utilization Management and Quality Performance
  - Maintain financial viability and affordability
- Collaborate on efforts that focus on:
  - Performance improvement
  - Operational efficiencies
  - Program integrity

Decrease Healthcare Costs

Improve Population Health

Enhance Care for the Individual

Strategic Partnership Structure

DATA

Guiding Responsibilities for Teams

- Create a charter, action plans and targets for initiatives
- Review and advise on action plans and performance targets for initiatives
- Develop a program strategy designed to maintain and/or improve strategic partnership initiatives
- Align initiatives that support partnership in achieving financial value and improving patient care
- Monitor program performance for measures as defined in the overall strategy
- Assess effectiveness of previous years' interventions and goals
- Quarterly report on achievement and improvement areas to Governance Structure

Work collaboratively to identify individuals' roles & responsibilities.

Data Sharing

Describing the patient and population
- MCO – Demographics, disease profile
- Partner – Clinical records, risk stratification

Improving quality
- MCO – Star measures gaps in care
- Partner– EMR application, chronic disease management, gaps in care

Defining cost
- MCO – Claims-based description of utilization patterns, high-cost care

Managing Pharmacy
- MCO – Claims-based utilization, adherence, high-risk meds
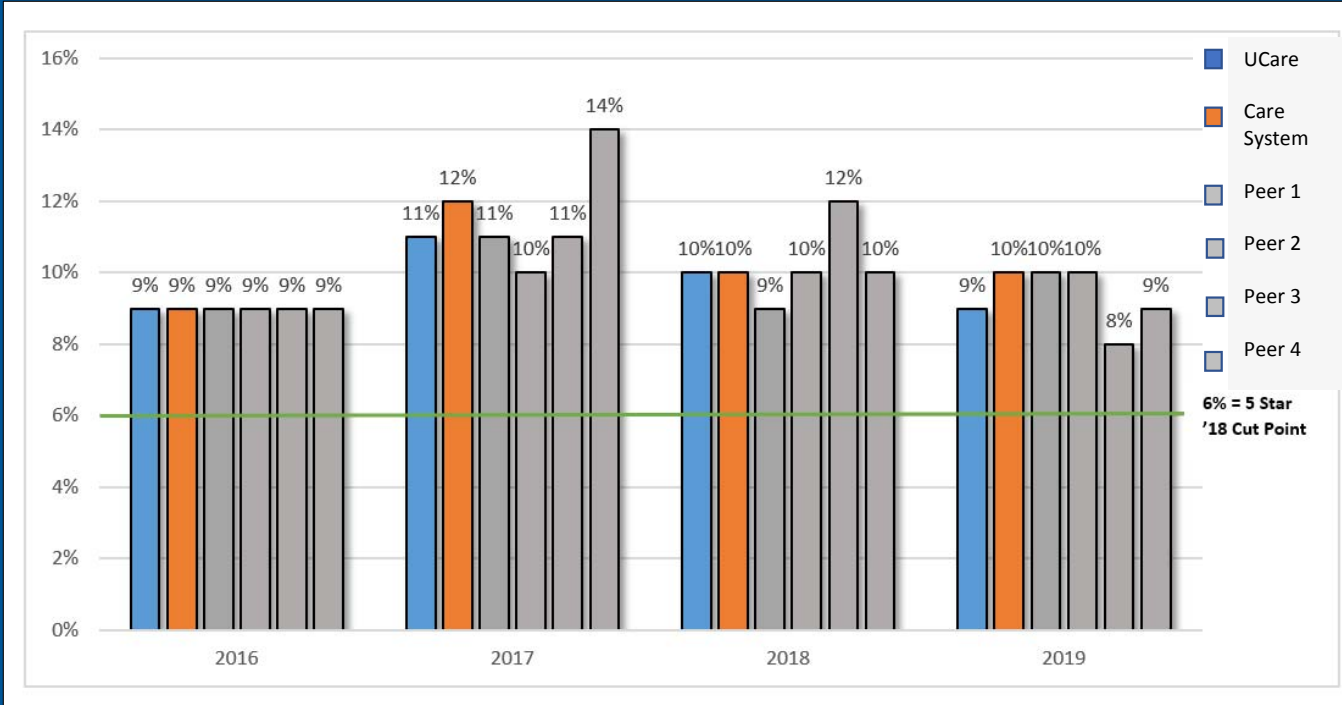- Partner– High-cost meds, high-risk meds, polypharmacy, clinical context

Report Card Examples

PCR Trend: Star Rating Years 2016-2019

| Star Rating Year	Dates of Service	UCare Denominator	UCare Admin Rate	Care System Denominator	Care System Admin Rate
2016	2014	14,311	9%	3,189	9%
2017	2015	13,729	11%	3,128	12%
2018	2016	13,065	10%	2,941	10%
2019	2017	12,898	9%	2,994	10%

Diabetes Medication Adherence Trend: Star Rating Years 2016-2019

Star Rating Year	Dates of Service	UCare Denominator	UCare Admin Rate	Care System Denominator	Care System Admin Rate
2016	2014	8,343	85%	1,621	85%
2017	2015	7,681	81%	1,547	80%
2018	2016	7,533	86%	1,530	86%
2019	2017	7,621	87%	1,569	87%
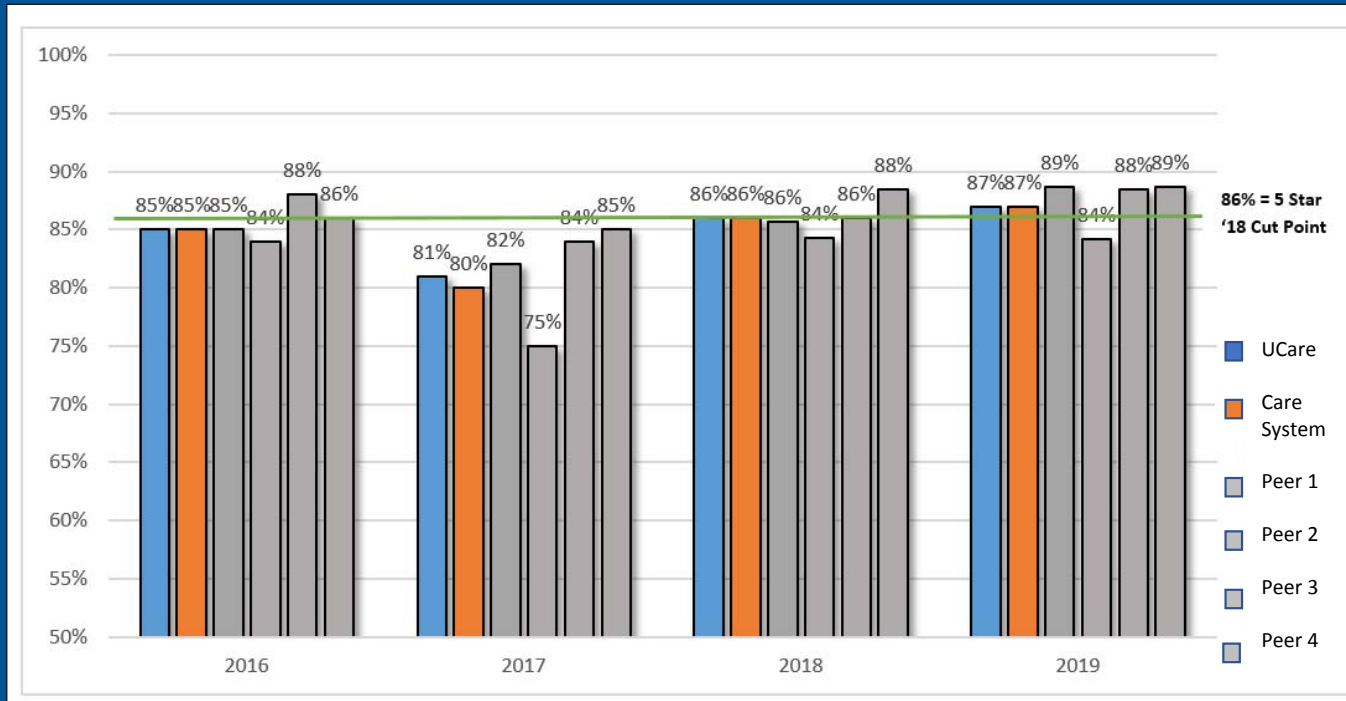
Defining Roles in the Partnerships

1. **Data**
   - Where does the data come from?
   - How is it shared?
2. **Quality**
   - Where is the best quality data?
   - Whose responsibility is it?
3. **Utilization and Cost**
   - How does a partnership improve analysis and improvement of utilization?
4. **Pharmacy**
   - Performance depends on a shared strategy
   - More efficient, greater satisfaction when interventions move upstream

Quality

Chronic Disease Management (Partner Example)
- DM II, HTN, depression, cancer screening based in primary care
  - Primary care model
  - Registries, alerts, gaps in care
- CHF program based in cardiology

Star Measures
- EMR registry identifies patients early
- Referral to clinical practice to close gaps in care
- Claims data more complete
  - More useful later in the year

Utilization and Cost

Utilization and cost data reviewed mutually
to identify practice improvement opportunities

- Analysis of care in high cost claims
- Hospital, skilled nursing facility, ED rates
- Elective procedures
- Non par

Utilization patterns inform future decisions on:

- Benefit design
- Network design

Pharmacy

Formulary created together (Joint Products)

EMR prescription ordering supports the formulary
- Cost-effective options offered

High-cost drugs
- UCare determines utilization patterns
- Opportunity to adjust formulary
- Share utilization and cost patterns with specialty departments

High-risk medications
- Caution alerts built into EMR ordering
- EMR registry for early identification
- Claims data is more complete

Adherence
- Claims data to identify patients

Thank you

Second National Medicare Advantage Summit