

Operationalizing and Implementing EOC Payment



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Overview

- The operational phase of implementation is included in step 4 of the Launch Implementation Phase of the toolkit
- Pilot partners agree to plug in to “an ECR engine” and submit claims data
- The engine is a combination of a claims tracking and financial accounting system
- The engine uses claims data to track and reconcile actual cost-of-care dollars against predicted dollars for a given ECR
- The engine works through the tracking of the ECRs in the background and inform payers and providers
- Pilot sites do have the option to create their own engine solution

Important engine components

- Data Flows

- Once your connection has been validated:
 - Hospitals, physicians and pharmacies submit claims as they do now
 - Plans pay those claims as contractually negotiated
 - Plans pass claims to the engine for conversion into an ECR
 - The engine passes the ECR to HCI3 for scorecard processing

Important engine components

- Reconciliation Process

- Upon the conclusion of an ECR, the engine produces an output report that lists every provider that managed or co-managed the patient, and divides claims into Typical and PAC buckets
- During the reconciliation process, prospective budgets can be adjusted based on new patient data
- The distribution by provider will look across each ECR and will determine the net actual vs. the budget

Important engine components

- Scorecard
 - The engine is linked to a comprehensive quality scorecard that tracks and evaluates care across the entire scope of treatment
 - It includes scores for a range of items, such as each provider's performance in meeting the clinical practice guidelines that define the ECR, positive patient outcomes, the avoidance of preventable complications, and the patient's satisfaction with care received
 - Depending on contractual agreements, a portion of the budget may be withheld for future payment based on the scores that providers and their clinical collaborators earn

Three layers of applications needed to power EOC payment

- Top layer: consumer-friendly user interface
 - Example: Anthem Care Comparison Tool (<http://demo.anthem.com/abcbs/memberdemoacc/index.html>)
- Middle layer: EOC payment data sources and technical capabilities (Joe O'Connor)
- Bottom layer: domains to operationalize (Elizabeth Rubin)

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