



WellPoint Patient Centered Primary Care

Julie Schilz BSN MBA

Program Director, Patient Centered Primary Care Transformation

National Medical Home Summit Pre-Conference Work Shop

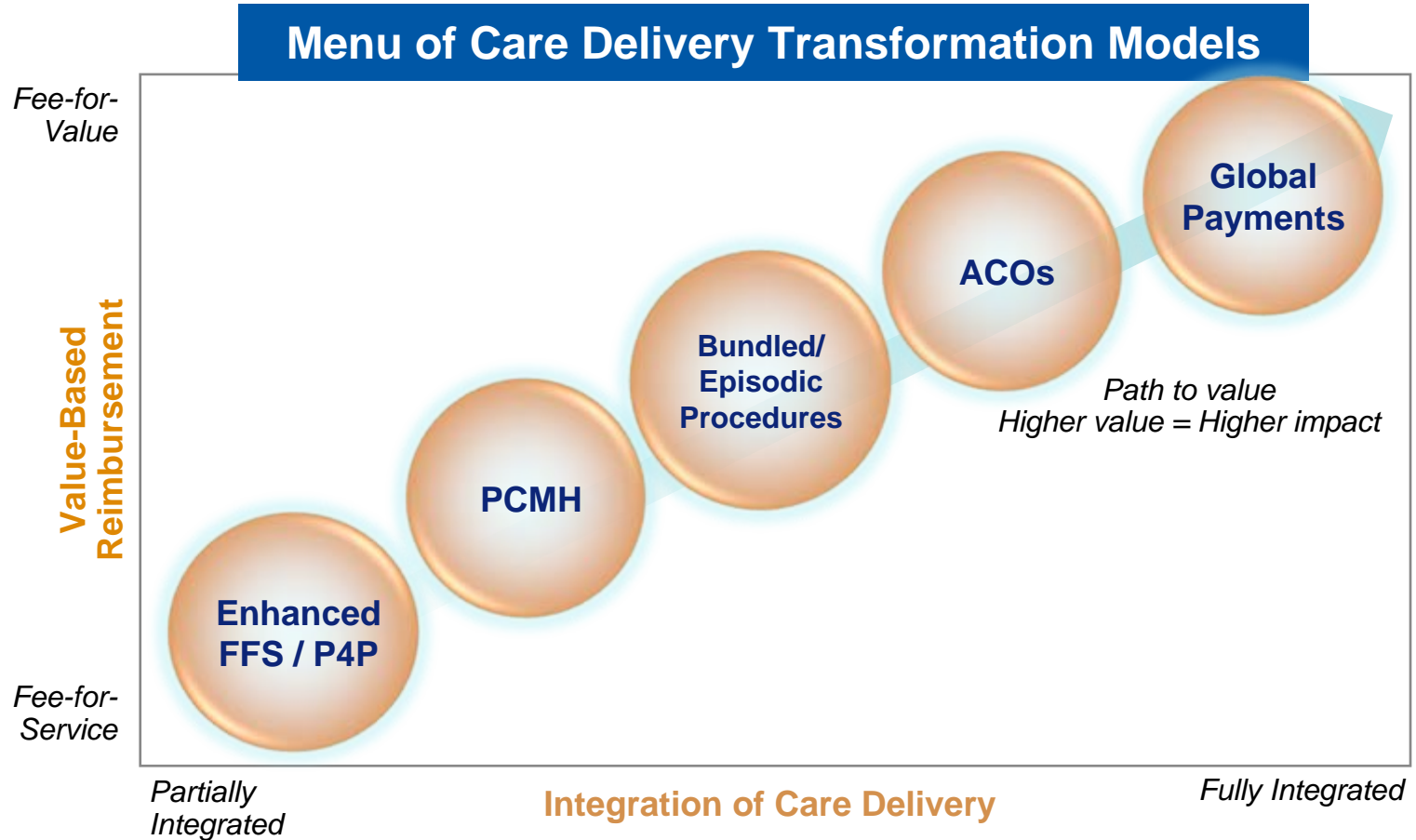
February 27, 2012

Overarching Network Strategy

As stewards of our customer's healthcare dollar, our goal is to mitigate cost trends and promote quality and affordability by:

- Rationalizing reimbursement and to re-align the connection between price, cost and value with a focus on the ***total cost of care***
- Imbedding payment for value in ALL reimbursement methodologies, not just pay-for-performance or risk-based arrangements
- Moving away from the current, unsustainable, model that encourage and reward growth and spending over health planning and investments based on proven efficacy and improved health outcomes.
- Creating the right incentives to foster – and enable – hospitals, health system, physicians and other providers make the right health planning decisions based on community need and reasonable returns as measured by:
 - ✓ Validated, meaningful, improvements in quality or
 - ✓ Reductions in costs with no adverse impact on outcomes.

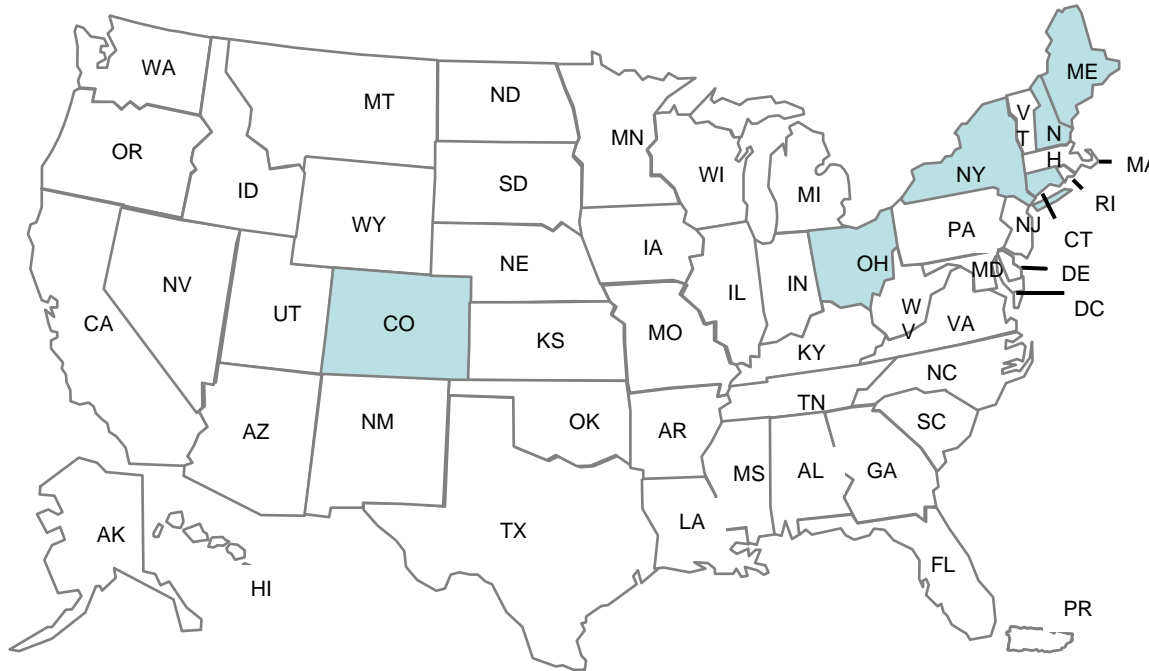
A Balanced Approach: A Menu of Solutions




Patient Centered Medical Home – Why Focus on Primary Care?

- Rising healthcare costs and gaps/variations in quality and safety
- Current system emphasizes episodic treatment for acute care and more care, not better care; Capitation led to less care
- Aging population & increased prevalence of chronic diseases
- Current crisis in primary care recruitment and retention leading to looming shortage of providers
- Need for better coordination of care among providers; care coordinated by a personal physician is associated with better outcomes, especially in individuals with chronic diseases
- Disease management as currently exists yielding mixed results; DM activities most successful when integrated into a physician practice
- Broad dissatisfaction with the system from all stakeholders

WellPoint Medical Home Pilots



 Multi-payer active pilot

Colorado:

Convener: [Health Team Works](#)
United, Cigna, Humana, Aetna, Rocky Mountain, Medicaid

Maine:

Convener: [Quality Counts](#)
Aetna, Cigna, and Harvard Pilgrim

New Hampshire:

Convener: [NH Citizen's Initiative](#)
Cigna, Harvard Pilgrim, Medicaid

New York:

THINC Convener: [THINC RHIO](#)
Aetna, CDPHP, Hudson Health Plan, MVP, and United/Oxford

Adirondack Convener: [Hudson Headwaters](#)

Blue Shield of NE NY; CDPHP; Excellus; MVP

NYC Convener: Empire

Ohio:

Convener: [Greater Cincinnati Health Improvement Collaborative](#)

United and Humana; Columbus: Access Health – other payers are TBD

Highlights of Anthem's Primary Care Success



COLORADO



NEW HAMPSHIRE

- Quality improvement in nearly all diabetes measures
- 3.6% decrease in acute IP admissions per 1000 per year
- 6.1% decrease in total ER visits per 1000 per year
- 2% decrease in specialist visits per 1000 per year
- 1.3% increase in persistent medication usage



COLORADO-Year 2

- 18% *decrease* in acute IP admissions/1000, compared to 18% *increase* in control group
- 15% *decrease* in total ER visits/1000, compared to 4% *increase* in control group
- Specialty visits/1000 remained around flat compared to 10% *increase* in control group
- Overall Return on Investment estimates ranged between 2.5:1 and 4.5:1

Our Strategy is Built Around A Patient Centered Delivery Model



Expanded
Access



Care
management and
care coordination



Exchange of
meaningful
information



Meaningful
enhanced
compensation
tied to desired
and measurable
behavior
changes

Four Foundational Pillars

Critical metrics that will demonstrate success

Success metrics to be measured

- **Increased Quality and Efficiency Performance**
 - Avoidable ER
 - Admissions
 - Appropriate use of advanced imaging
 - Use of preferred laboratory, radiology & ambulatory surgery facilities
 - Referral to high value specialists
 - Improved Clinical Quality
- **Increased Care Management engagement and follow up**
- **Pharmacy utilization: Brand vs. generic**
- **PMPM Target Management**
 - Costs compared to established medical cost targets.
- **Increased Patient Satisfaction**
- **Informed, preference sensitive care**



Questions or Comments