Lab 3: Implementation (continued): Practice Engagement

If you require technical assistance, please contact Kristian Motta at kmotta@rippleeffect.com.

October 10, 2017
2:00-3:30 PM ET
Welcome and Introductions
Welcome

Edith Coakley Stowe  
Senior Manager  
Manatt Health (DC)

Dori Glanz Reyneri  
Senior Manager  
Manatt Health (DC)

Susan Stuard  
Independent Consultant (NY)

Reni Ellis  
Consultant  
Manatt Health (NY)
Curriculum, Topics and Calendar

Introduction

Lab 1: Design

Lab 2: Implementation

Lab 3: Implementation (continued)

Lab 4: Implementing Primary Care Payments in Medicaid

Today!

October 25th
12:30-2:00 pm EST
## Today’s Agenda

<table>
<thead>
<tr>
<th>Timeframe (ET)</th>
<th>Topic</th>
<th>Facilitators/Presenters</th>
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<tr>
<td>1 2:00-2:05</td>
<td>Today’s objective; Alternative to fee-for-service workflow recap</td>
<td>Edith Stowe</td>
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<td>2 2:05-2:15</td>
<td>Interactive polling</td>
<td>Edith Stowe</td>
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<td>3 2:15 – 3:10</td>
<td><strong>Practice Engagement (including timing)</strong></td>
<td>Christiane LaBonte, CMS</td>
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<td>• Examples</td>
<td>Dr Tom Foels, Independent Health</td>
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<td>• Q&amp;A</td>
<td>Patrick Gordon, Rocky Mountain Health Plans</td>
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<td><strong>Designing data flows</strong></td>
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<td>4 3:10 – 3:20</td>
<td>Interactive polling</td>
<td>Edith Stowe</td>
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<tr>
<td>5 3:20 – 3:30</td>
<td>Wrap Up</td>
<td>Edith Stowe</td>
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Today’s Objective
Objective for Lab 3

- Highlight best practices for practice engagement in developing and rolling out an alternative-to-FFS payment for primary care practices, including timing
- Consider data flows between payer and practice
- Identify problems and peer solutions at each step
Antitrust Statement

PAC Participants agree that all activities are in compliance with federal and state antitrust laws. In the course of discussion, no financial information from payer participants will be shared with other payers or the general public.

During meetings and other activities, including all formal and informal discussions, each payer participant will refrain from discussing or exchanging information regarding any competitively sensitive topics. Such information includes, but is not limited to:

- PMPM
- Shared savings or incentive payments
- Information about market share, profits, margins, costs, reimbursement levels or methodologies for reimbursing providers, or terms of coverage
Alternative-to-FFS Work Flow
Track 2 Alternative to FFS Payment: Work Flow

**Design**
- Lines of business included
- Providers/practices included
- Attribution
- Services included
- Level of practice risk

**Implementation**
- Using fee schedules to calculate payment
- Minimum volume thresholds
- Risk adjustment
- Financial reconciliation
- Timing of rollout and first payments

**Practice Engagement**
- Involving practices in model design
- Data feedback to practices
Track 2 Alternative to FFS Payment: Work Flow

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**Practice Engagement**
- Involving practices in model design
- Data feedback to practices

**Today**
The PAC polled CPC+ payers in July and August 2017 to understand status, readiness and progress related to Track 2.

Does your organization have a strategy to ensure practices’ understanding of your alternative to FFS payment model for Track 2?

- Yes: 14
- No: 8
- I don’t Know: 3
- N/A: 0

Section III.II.C: Practice Supports/Interactions
From September 28 session: *What practice engagement issues would you like to discuss?*

- **How are practices able to deal with multiple payers’ different alternative-to-FFS models?**
- **How closely do you collaborate with other payers in the market to engage your providers/practices?**
- **When practices appropriately use their prepayment algorithm, doesn’t that undermine their PMPM over time?**
- **How do plans deal with providers’ new focus on how many attributed lives they have, since global payment is now based on attribution?**
- **How do you help your physicians balance the demands of the prepaid practice versus their residual fee for service practice?**
Interactive Polling
Polling Question #1a:

Which CPC+ Region are you from?

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<td>a)</td>
<td>Arkansas</td>
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<td>b)</td>
<td>Buffalo (2018 Start)</td>
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<td>c)</td>
<td>Colorado</td>
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<td>d)</td>
<td>Hawaii</td>
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<td>e)</td>
<td>Kansas City</td>
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<td>f)</td>
<td>Louisiana (2018 Start)</td>
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<td>Michigan</td>
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<td>h)</td>
<td>Montana</td>
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<td>i)</td>
<td>Nebraska (2018 Start)</td>
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<td>j)</td>
<td>New Jersey</td>
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Polling Question #1b:

**Which CPC+ Region are you from?**

- a) North Dakota (2018 Start)
- b) Hudson/N Capital NY
- c) Ohio/N Kentucky
- d) Oklahoma
- e) Oregon
- f) Philadelphia
- g) Rhode Island
- h) Tennessee
- i) Payer in multiple regions
From September 28: *If launching in 2018, what’s the scope of your prospective payment launch?*

- **29%**: Widespread: CPC+T2 & other practices
- **18%**: Widespread: All CPC+ T2 practice
- **15%**: Smaller/pilot group of practices
- **12%**: Don’t know
- **12%**: N/A

Total Responses: 34
Polling Question #2:

Has your organization begun socializing your Alternative-to-FFS payment with practices?

a. Yes
b. No
c. Don’t know
d. N/A or other

Please feel free to use the chat
Panel Introductions
Today’s Panel

Christiane LaBonte
CPC+ Team
Center for Medicare and Medicaid Innovation
CMS

Tom Foels, MD
CMO
Independent Health,
Buffalo NY

Patrick Gordon
Associate Vice President
Rocky Mountain Health Plans
Western Colorado
Design Steps
Involving Practices in Model Design: 
*Payer Perspectives (1)*

- What does practice engagement around the new payment model look like? How were practices involved in the design?
  - **Timing**: How long does it take to socialize the new payment model?
  - Was rollout to all practices, or just a subset?
  - How “baked” does the payment model need to be before taking it to practices?

*Source: Independent Health*
Involving Practices in Model Design: Payer Perspectives (2)

- What are the frequently asked questions?
  - What are physicians most concerned about?
  - What are practice managers most concerned about?

- Is there anything you wish you had done differently?
Involving Practices in Model Design: Payer Perspectives (3)

- How is CMS’ CPC+ learning system supporting practices in transitioning to non visit based forms of care?
- What are plans doing to help practices with the payment transition?
  - What about practices whose business model must straddle FFS and FFS-alternative?
- How can regional CPC+ payer or multi-stakeholder groups work together to support Track 2 practices?
Questions or Comments?

If you have any questions you would like to take offline, please follow up with Lauren Icard at lauren.icard@us.gt.com
Data Feedback to Practices: Payer Perspectives

- **Information flow from you to the practice:**
  - What reports/data do you provide to practices? How often?
  - What information are practices looking for?
  - Have you adjusted the type or frequency of reporting to help practices manage within the new model?
  - What education do you perform around the attribution methodology?
  - What recommendations do you have for other health plans?
Data Feedback to Practices: Payer Perspectives

Involving practices in model design

Data feedback to practices

• Information flow from the practice to you:
  • Do practices still submit claims?
  • Do practices still collect copays from patients?
  • What other information must practices provide, if any? (e.g. information about care management)
Questions or Comments?

If you have any questions you would like to take offline, please follow up with Lauren Icard at lauren.icard@us.gt.com
Interactive Polling
Polling Question #3:

Please rate your overall satisfaction with this event.

a. Very satisfied
b. Somewhat satisfied
c. Somewhat dissatisfied
d. Very dissatisfied

Please type additional thoughts in the chat
Polling Question #4:

Today’s Lab enhanced my knowledge of the subject area.

a. Strongly Agree
b. Agree
c. Disagree
d. Strongly Disagree

Please type additional thoughts in the chat
Polling Question #5:

I will take action or work with others in my organization to take action based on today’s lab.

a. Strongly Agree
b. Agree
c. Disagree
d. Strongly Disagree

Please use the chat to tell us what you will act on, or why the information was not actionable
Polling Question #6:

Of the implementation areas discussed today, which, if any, do you feel better equipped to move forward on?

a. Involving practices in model design
b. Timing
c. Data feedback to practices

Please type any additional thoughts in the chat.
Polling Question #7:

The PAC is helping my organization make progress towards its goals in CPC+.

a. Strongly Agree
b. Agree
c. Disagree
d. Strongly Disagree

*Please type any additional thoughts in the chat.*
Wrap-up
Next time

Please type any Medicaid-related topic requests into the chat
Thank you!