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Feature Article: Next Steps in Payment Transformation

Aloha, and Happy New Year!

January brought some exciting developments on our path to payment transformation, as the Centers for Medicare and Medicaid Services (CMS) confirmed that 14 HHP practices (8 Straub, 3 Kauai Medical Clinic, 3 independent) will participate in Track 2 of the Comprehensive Primary Care Plus (CPC+) program.

CPC+ is a five-year program – the performance period is Jan. 1, 2017 – Dec. 31, 2021 – and brings additional funding to primary care clinics to invest in additional services that extend the reach and depth of care. This is a great step in the direction we are already headed, as we work to improve the quality of patient care, improve patients' health and spend health care dollars more wisely.

The Five Functions of Primary Care

CPC+ focuses on five comprehensive primary care functions:

1. Access and continuity
2. Care management
3. Comprehensiveness and coordination
4. Patient and caregiver experience
5. Planned care and population health

These functions are consistent with the work we've been doing related to primary care redesign – looking for ways to increase efficiency and optimize time with patients, and exploring team-based care to support our physicians and their patients. We've also spent over two years expanding and evolving our population health services, which have become a core strength of the ACO.

Track 2 layers additional requirements for practices that have already built initial capabilities and are ready to increase the depth, breadth and scope of care offered, with particular focus on their patients with complex needs. Our growing complex care services program has moved from its pilot phase and is quickly expanding. This program will be critical as we work with our physicians to manage these patients.

Payment Methodology

CPC+ payments include the following three elements:

1. Care management fee (CMF): A non-visit-based fee paid to practices in both tracks quarterly and determined by (1) the number of beneficiaries attributed to a given practice per month, (2) the case mix of the attributed beneficiary population and (3) the CPC+ track to which the practice belongs.

2. Performance-based incentive payment (PBIP): Determined by (1) the number of beneficiaries attributed to a given practice per month; (2) the CPC+ track to which the practice belongs; and (3) the practice's performance on patient experience of care, clinical quality and utilization measures. CPC+ will prospectively pay the full amount of PBIP at the beginning of each program year and retrospectively reconcile the amount of PBIP that a practice earned based on how well the practice performed on the measures.



3. Payment under the Medicare Physician Fee Schedule:

Track 2 practices will be prospectively paid Comprehensive Primary Care Payments (CPCPs), lump sum quarterly prospectively paid Comprehensive Primary Care Payments (CPCPs), lump sum quarterly payments based on historical fee-for-service (FFS) payment amounts for selected primary care services. These will be larger than the historical FFS payment amounts they are intended to replace, as Track 2 practices are expected to increase the breadth and depth of services they offer.

Member Support

HHP will work with PCP members to provide the support they need to be successful under the new program. This support will include:

- **Complex care coordination.** Designed for patients with two or more major medical conditions, our goal is to give the best care possible to patients and their families, in a holistic approach, to achieve the best outcomes.
- **Quality measures workflow and support.** Our analytics team provides timely and accurate data gathering, analysis and reporting to support the clinical management of our patient population, and HHP care coordinators help maximize physicians' quality scores and deliver an exceptional patient experience.
- **Epic optimization.** As an HHP partner, HealthAdvantage CONNECT will provide seamless integration between registration, scheduling, clinical documentation and billing, as well as access to clinical quality programs, including integrated chronic disease registries and best practice reminders for preventive care.
- **Practice redesign.** HHP will help physicians improve pre-visit preparation, inbox efficiency and more while helping to find a team-based approach that fits each practice.
- **HCC assistance and education.** Properly coding severity of illness for your patients will help you provide appropriate care and receive proper reimbursement.
- **Call center support.** HHP will provide appointment scheduling and reminders, outreach for closing gaps and additional answering and messaging services.

This is an exciting time. We've laid the groundwork. We have been preparing for these changes since 2014 and have built capabilities around 24/7 access, risk stratification, complex care, collaborative care agreements, behavioral health integration, patient selfmanagement tools and much more.

These efforts should contribute greatly to the work we do in the coming year and beyond — not just for CPC+, but also related to HMSA's Payment Transformation and CMS's Meritbased Incentive Payment System (MIPS). They may be different programs, but they are all focused on quality improvement, efficient use of resources and innovation to support patients where and when needed.

Note: Go to www.hawaiihealthpartners.org/for-providers/payment-transformation/ for implementation guides, templates and more resources related to payment transformation.

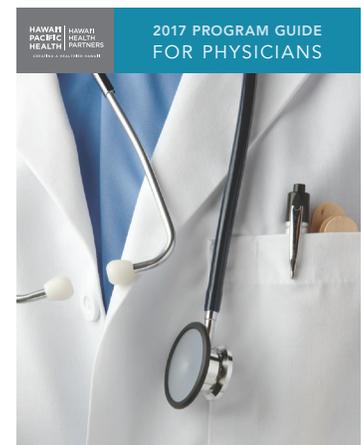
2017 QPP/SSP Program Guide Available Online

By now, everyone should have received a print copy of the [2017 Program Guide for Physicians](#). Much effort went into aligning HHP program measures with CMS measures, and you'll notice an increased focus on communicating the overall purpose of each measure.

In the coming weeks, HHP will distribute "Pocket Guides" to help you better understand which measures apply to your specialty, and we've also created custom PDF program guides per specialty. We hope these materials help you in your efforts, but our work is far from done. We will be working with you throughout the year to answer questions, address related concerns and fine tune the programs even more for the coming years.

Click [here](#) for a PDF of the 2017 Program Guide for Physicians and [here](#) for our December 2016 presentation on the 2017 measures.

Note: If you have not received a print copy of the Program Guide for Physicians and would like one, please email info@hawaiihealthpartners.org.

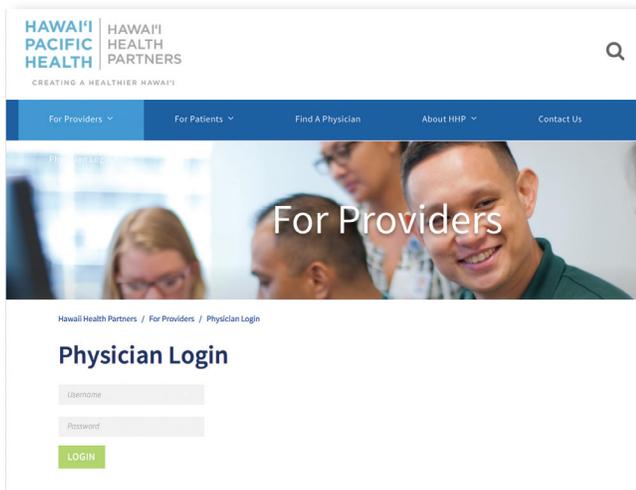


New Member Resources

The HHP website provides member news, educational resources, patient materials, videos and a lot more; and HHP members can now find new reports, program guides, policies and procedures, and resources on the Physician Portal section of the website.

Along with the 2017 Program Guide for Physicians, the newly-revamped, password-protected section of the website now features custom PDF program guides for close to 60 different specialties; policies and procedures related to HHP committees, credentialing, physician responsibilities, quality performance, and more; flyers for Aloha Kidney classes for CKD patients; and resources related to QPP/SSP measures and major clinical initiatives.

To access the [Physician Portal](#), members should use their primary email address as their username, with "Hawaii808" as the default password. If you experience any problems with log-in, email info@hawaiihealthpartners.org.



In addition to the password-protected portal, HHP members can access recordings of CME presentations, patient education materials, and education related to the Primary Care Dashboard and Preauthorization on the [Education page](#).

Check out this month's CME on [Code Status](#), presented by Dr. Amy Corliss.



Member Satisfaction Survey: Your Feedback Wanted!

In an effort to help us better identify what is needed by our membership, please take a few minutes to take this short, anonymous survey.

Click [here](#) to take the survey now. Mahalo for your time!

HPH Introduces Cancer Centers Hope Line: Get Your Own Patient Navigator

The Hawaii Pacific Health (HPH) Cancer Centers Hope Line is a 24/7 hotline for cancer patients, those who have questions about cancer and providers who would like to easily access the HPH cancer care team. Call **643-HOPE (4673)** statewide to connect to a patient navigator who can help answer questions regarding cancer symptoms, treatments and insurance options, as well as assist with referral to a specialist and appointment scheduling.

Questions? Contact us at info@hawaiihealthpartners.org

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