

# MEMBER NEWSLETTER

March 2018

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Hello Coreo™

## Goodbye Cozeva®, Hello Coreo™

Coreo™ is the new data platform replacing Cozeva® and a key piece of HMSA's payment transformation model. This change primarily affects Independent Primary Care Physicians (PCPs). Coreo™ is due to be launched **May 1, 2018**. Independent PCPs will still be able to view their fourth quarter 2017 performance reports in Cozeva®. PCPs can still view and work on their PCP Performance and Engagement Measures on Cozeva® until the shift to Coreo™ in May.

Here are a few reminders to get you started.

### To Prepare:

1. Complete the electronic *Coreo™ User Request Form* for all users needing access - [bit.ly/coreohi3](http://bit.ly/coreohi3)
2. Review the [Coreo™ Learning Series training videos](#) in the HMSA Provider Resource Center

### During the Transition:

- Minimize your input of supplemental data into Cozeva®. After Coreo™ goes live, supplemental data is expected to move from Cozeva® to Coreo™ in late May.
- Continue to manage your PPO patient panel in Cozeva®.
- To manage patient attribution, continue to fax your patient attestation forms for HMO, QUEST Integration, and Medicare Advantage members - or patients may call HMSA.
- Access to Cozeva® is available to view prior-year performance and payment reports and the final scoring report for 2017; expected in May for those who were on payment transformation performance measures.

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## Goodbye Cozeva<sup>®</sup>, Hello Coreo<sup>™</sup>

### How Will This Affect Your Practice?

The intended purpose of Coreo<sup>™</sup> is support and aggregation of payment transformation data in one place. Coreo<sup>™</sup> fundamentally includes:

Clinical data for credit in HMSA quality programs; data should be closer to real time.

Primary visual displays of your panel and performance measures, making it easier to identify gaps in patient care and track your overall performance.

Better risk assessment capabilities via a scatter plot graph of your panel based on their Johns Hopkins Adjusted Clinical Group (ACG) <sup>®</sup> risk score.

### Resources & Assistance

HMSA Provider Resource Center

[hmsa.com/portal/provider/edu\\_index.htm](https://hmsa.com/portal/provider/edu_index.htm)

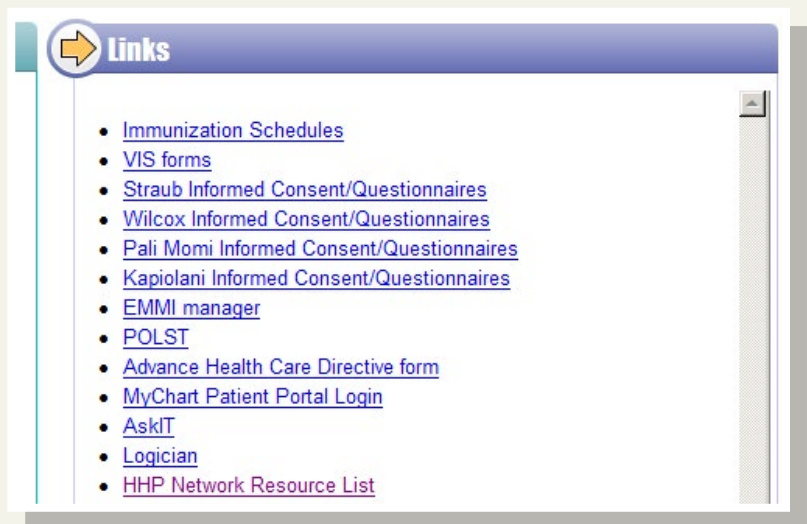
Hawai'i Health Partners is coordinating additional Coreo<sup>™</sup> training for Independent PCPs and their staff.

For more information on additional training, please contact your care coordinator or email [Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org)

# Epic Practice Pearl

## HHP Network Resource & HHP Patient Identifier

Out-of-network patient leakage poses a challenge to coordinated care, which can interfere with our ability to improve outcomes for our patients. With that in mind, the following Epic pearl is intended to help you better answer the following questions, "Which providers are in the HHP Network?" and "Which patients are attributed to HHP?"



### Which Providers are in the HHP Network?

A HHP Network Resource List is now available under 'Links' in Epic. Clicking the link will open an Excel file with the following:

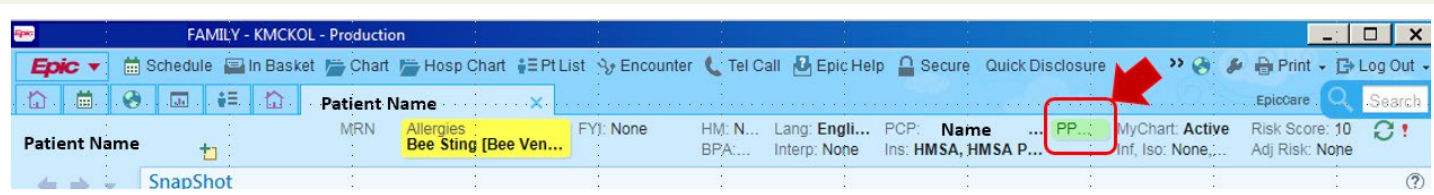
- HHP HMO participating *providers* arranged by Specialty
- HHP HMO participating *facilities* arranged by Specialty

### HHP Patient Identifier - Accountable Care Attribution in Patient Header & Lists

#### Which patients are attributed to HHP?

There are 2 ways to know the answer. Both enable you to identify if a patient is attributed by the ACO to a HHP provider.

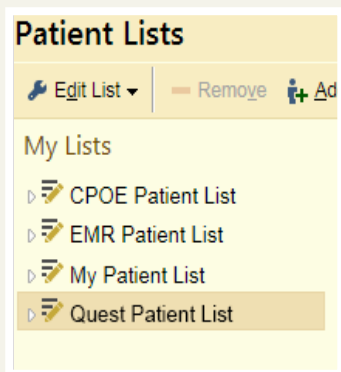
The first is by the "green bubble". This is visible in the header as highlighted below:



The second can be created by adding an ACO/HHP column to your patient list (presently available for Inpatient lists).

ED trackboard view is coming soon. See below.

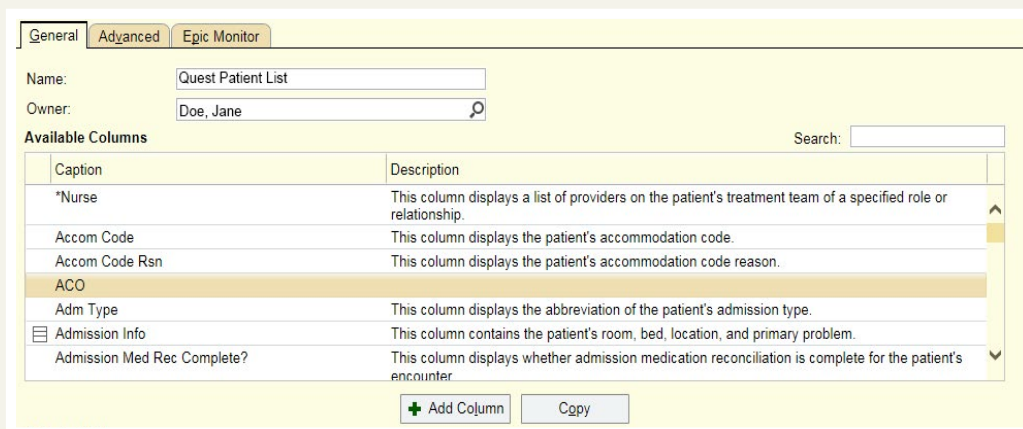
**Step 1: Right click on your list, choose "properties"**



**Step 2. Click on 'ACO' and then click on 'Add Column.'**

**Step 3. Find 'CPC' and click on it and then click on 'Add Column.'**

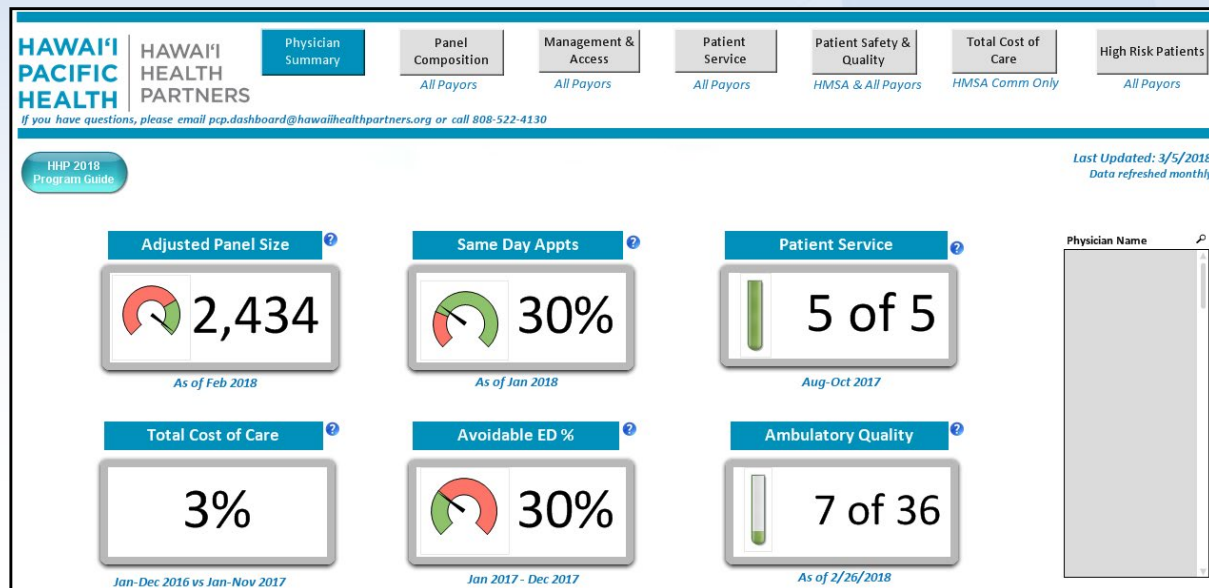
**Step 4. Click 'Accept.'**



# HHP PCP Dashboard Update

## New Look, Better Practice

If you're a PCP you may have noticed your dashboard has a new look (see right). The new design is our effort to make the dashboard more intuitive and user-friendly, making it easier to support your productivity and decreasing the learning curve for new users. The team hopes these enhancements make the Primary Care Dashboard more useful. If you have any questions or feedback please contact us at: [pcp.dashboard@hawaiihealthpartners.org](mailto:pcp.dashboard@hawaiihealthpartners.org)



HHP PCP Dashboard landing page; if you are an Independent provider, the top row, (3) data points will be blank because information is pulled from EPIC.

Breast Cancer	Mammo due in next 3 mos.	Cervical Cancer	Pap due in next 3 mos.	Colorectal Cancer	Colo. due in next 3 mos.
Y	-	Y	-	Y	Y
Y	-	Y	-	Y	Y
Y	-	Y	-	Y	Y

Access Outreach Report via landing page, click top row header, 'Patient Safety & Quality' > 'Outreach Report.'

### Outreach Report

The Outreach Report has been modified to improve prospective identification of patients coming due for quality measures. The new flag feature (green square next to measure) determines which patients are "due" as well as their scheduled upcoming screenings/tests/visits.

Under the prior Pay for Quality program the Outreach report reflected open dues for the current quarter. With the change to Payment Transformation and annual measurements, it can be more challenging to know which patients need outreach over the next three months.

Panel Composition						
Total Panel Size	Active Panel Size	Age/Sex Adjustment	Severity Adjustment <small>Compared to INTERNAL MEDICINE physicians</small>	Adjusted Panel Size	Adjusted Panel Goal	Gap to Goal
2,244	1,958	20%	4%	2,434	1,800	0

To view, click 'Panel Composition' header on top row of landing page.

### Panel Composition

New details have been added to the Panel Composition tab for 'Active Panel Size' & 'Age/Sex Adjustment.' These are used to determine the Adjusted Panel Size.

## Dashboard Feature: PCP Performance Metrics


2018 brings significant change to the way quality measures are being calculated by HMSA, and we've altered the dashboard to align with the changes.

The major change across all measures is that the measurement period is annually, not by quarter as it had been in the past. This means that completed measures such as controlling high blood pressure [SSP] and children with special health care needs screener (CSHCN) [QPP] may appear as performing lower than you expect.

Progress on these measures are based on all patients in your panel who are due for the measure during the calendar year. The measure will remain red until you have met the performance threshold benchmark which turns the score yellow until the target performance is met, which will turn it green. This is the current convention in use by HMSA.

			# Below Minimum	# At Minimum	# At Target		
			9	2	3		
PCP Performance Measures							
Measure	# Patients	# Compliant Patients	Compliant %	Minimum	Target	Needed to Meet Target	Importance Weight
Breast Cancer	346	320	92.49%	75.00%	85.00%	0	1.00
Body Mass Index Assessment	170	170	100.00%	85.00%	95.00%	0	0.25
Colorectal Cancer	728	625	85.85%	65.00%	80.00%	0	1.00
Cervical Cancer	256	203	79.30%	75.00%	85.00%	15	1.00
Tobacco Screening and Cessation Counseling	348	184	52.87%	45.00%	65.00%	43	0.25
Sharecare RealAge Assessment	1,205	0	0.00%	5.00%	10.00%	121	0.10
Adolescent Well Care visits	1	0	0.00%	45.00%	65.00%	1	1.00
Diabetic A1C Control	142	35	24.65%	75.00%	85.00%	86	1.00

To view, start on landing page and click 'Patient Safety & Quality' header on top row.

	Login Months Completed	Login Months Required	Gap Months to Goal
	2	10	8

To view, start on landing page and click on 'Patient Safety & Quality' header on top row, then 'HHP Quality Program.'

## Dashboard Logins

The 'Use of HHP Dashboard' performance measure in the HHP Quality Program, is intended to encourage providers to use their HHP primary care dashboard. If Primary Care Physicians (PCPs) do so at least once per month for at least 10 months of the measurement year (OR if a provider joined HHP during the measurement period, then at least 80% of the measurement year), PCPs will earn a bonus program performance point.

The new Dashboard login feature helps primary care physicians keep on track with a countdown display of 'Login Months Completed,' 'Login Months Required,' and 'Gap Months to Goal.' The information will be updated through the end of the prior month.



# New & Noteworthy

## All Change is Local: Moving to Small Group Discussions

Over the past few years HHP has hosted various CME events aimed at supporting understanding of HHP goals and initiatives which we hope you have found helpful.

Success in caring for a population requires strong leadership by physicians working together to identify the most coordinated, efficient and effective care possible. To help foster this, we will be supporting smaller group discussions with providers across our ACO.

We envision these meetings as opportunities for colleagues to share data, deepen understanding of local variation and develop ways to improve appropriateness of care.

We look forward to having more targeted discussions with our members which we hope will continue to carry us further down the path to transforming health care.

# Remember to **VOTE!**

## HHP Board of Managers Election



It's election season for Hawai'i Health Partners. This year's election is being held to fill three (3) Board of Managers positions opening in June 2018. The nomination period has ended. Electronic ballots will be distributed via email on **April 27, 2018** voting closes on **May 11, 2018**.

### **Requirements**

Board of Managers policy requires physician representation from both Primary and Specialty care, each with a three year term of service.

- Two (2) Primary Care Physicians
- One (1) Specialist

### **Expectations**

Serving on the board requires a commitment of time and energy. Monthly board meetings are two hours each, and though not a requirement, those who serve also regularly attend separate committee and workgroup meetings. Term of service commitment is three years.

A list of the current board members, is available [HERE](#).

# HHP-At-A-Glance

## Member Satisfaction Survey (Your Feedback is Wanted!)

It's that time again for the HHP Member Satisfaction Survey, an annual opportunity to provide feedback on how you think we're doing as your ACO.

As a member of HHP, your participation in this survey is very important. Your answers will provide us with insight on our performance as well as help us to better understand your needs, and identify improvement opportunities.

Your responses are voluntary and confidential. Responses will not be identified by individual. All responses will be compiled and analyzed as a group.

You can only take this survey once and will not be able to change your answers once the survey has been submitted. The survey should take approximately 5 minutes and will be closed on **May 27, 2018**.

Click [HERE](#) to take the Survey.





# HHP Quality Program Measure Highlight

## Children with Special Healthcare Needs (CSHCN) Screener

### CHILDREN WITH SPECIAL HEALTH CARE NEEDS SCREENER (CSHCN)

#### Quality Performance Program

Percentage of HMSA Commercial and Quest attributed-patients 3 to 17 years of age who were screened for special health care needs using the CSHCN Screener every three years.

Patients from the denominator who were screened for special health care needs using the CSHCN Screener during the measurement year or on the two years prior.

- An HA modifier (child/adolescent program) appended to any E&M CPT code that indicates screening was completed on specific visit date.
  - Positive: HA modifier appended to E&M CPT code for specific visit on the screening date; and ICD-10-CM diagnosis code Z87.898 (Personal history of other specified conditions).
  - Negative: HA modifier appended to E&M CPT code for specific visit on the screening date.

Eligible Providers	Points	Performance Target
<ul style="list-style-type: none"><li>• Family Medicine</li><li>• General Practice</li><li>• Adolescent Medicine</li><li>• Pediatrics</li><li>• APRNS carrying a panel</li></ul>	1 point	<p>HMSA Commercial HMSA Quest</p> <p>50%</p> <p>Scored in either Cozeva® or HHP Dashboard.</p> <p>Requires HMSA claims-based modifier and ICD-10 code Z87.898</p>

### CSHCN SCREENER RESOURCES

To be performed every 3 years beginning at age 3 to 17.

[Click here for CSHCN Screener](#)

- Background information
- Questionnaire
- Scoring Guidelines

For additional information, please contact your Population Health Outreach Care Coordinator or email

[Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org)



# UPCOMING EVENTS



## **O'ahu Annual Meeting**

Tuesday, August 14, 2018

Hilton Hawaiian Village

5:30pm - 8pm



## **Kaua'i Annual Meeting**

Tuesday, September 11, 2018

Hilton Hawaiian Village

5:30pm - 8pm

## COMING SOON... **Learning Modules**

Be on the lookout for a GO-LIVE email from  
[Info@hawaiihealthpartner.org](mailto:Info@hawaiihealthpartner.org)

Questions about your HPH Learning Center (HLC)  
login and/or password?

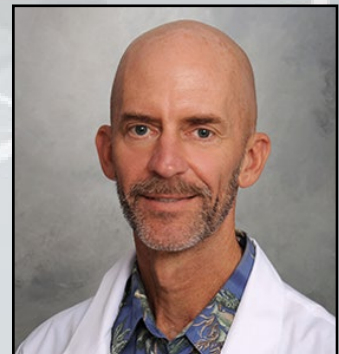
Employed Physicians: Help Desk at (808) 535-7010

Independent Physicians: Call (808) 587-5808



Matthew Nims, MD  
Anesthesiology

TOPIC: PERIOPERATIVE  
SURGICAL HOME



Mark Baker, MD  
Emergency Medicine

TOPIC: CLINICAL DECISION  
SUPPORT

# HHP Welcomes New Members



Hawai'i Health Partners would like to welcome the following individuals who were recently appointed by the HHP Board of Managers as new members to the organization:

MEMBER	SPECIALTY	LOCATIONS
Richard Inae, MD	General Surgery	Aiea
William Wong, Jr., MD	Ophthalmology	Aiea
Attilio Avino Jr., DPM	Podiatry	Aiea, Honolulu
Sherri Ruerup, APRN, CNM	Advanced Practice Registered Nurse	Honolulu
Patrick Fujimoto, MD	Anesthesiology	Honolulu
Caroline Mogler, MD	Family Medicine	Honolulu
Thinh Ho, MD	Hospitalist - Family Medicine	Honolulu
Akshatha, MD	Neonatology	Honolulu
Edward Fong, MD	Pediatric Pulmonology	Honolulu
Kit Shan Lee, MD	Pediatrics	Honolulu
Chad Tanaka, PA-C	Physician Assistant	Honolulu
Alana Goo-Frazier, NP	Nurse Practitioner	Kapaa
Nadine Aldahhan, D.O.	Family Medicine	Lana'i, Maui
Teresa Schiff, MD	Family Medicine	Mililani



CREATING A HEALTHIER HAWAI'I

Questions? Contact us at [info@hawaiihealthpartners.org](mailto:info@hawaiihealthpartners.org)

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