



Health Care  
Innovation Initiative

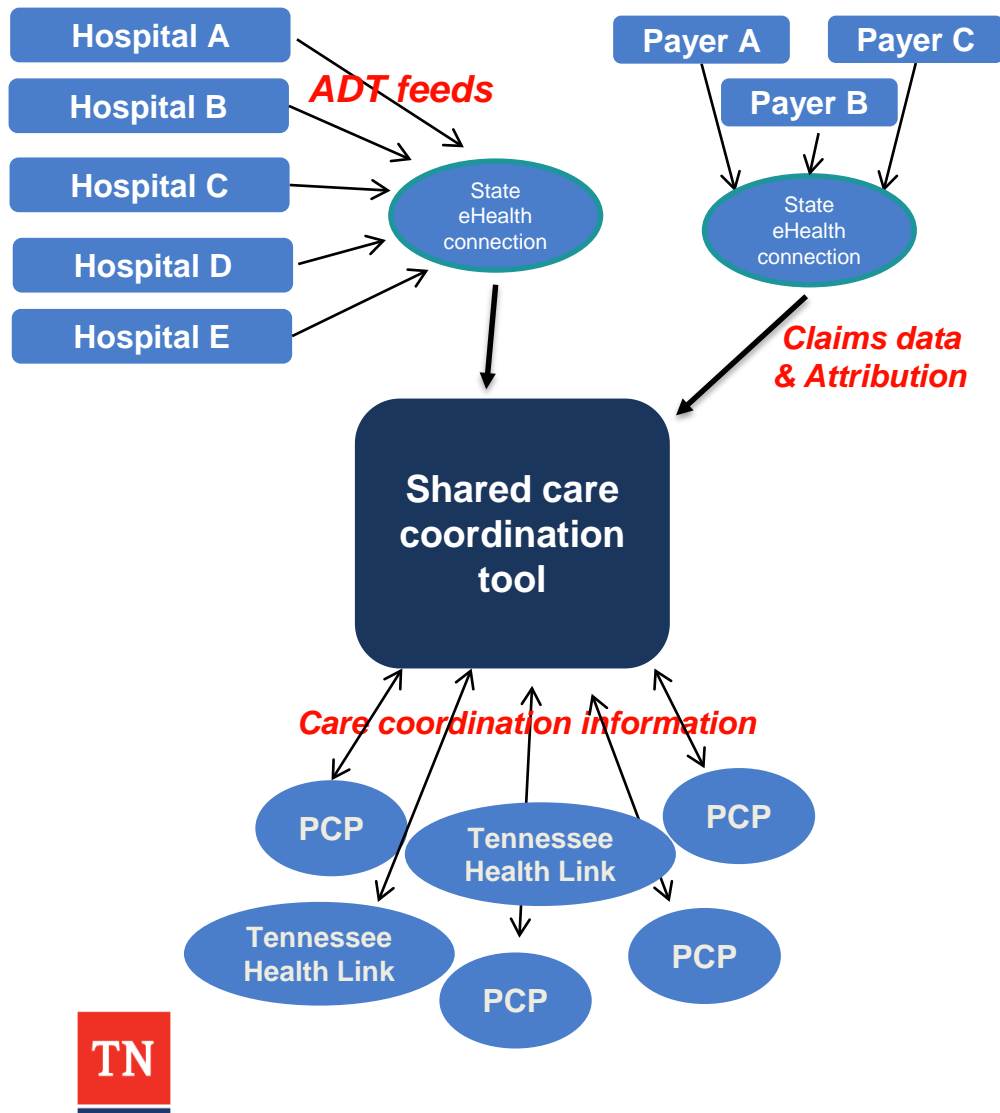
Provider Stakeholder Group  
March 22, 2017

# Agenda

- Care Coordination Tool
- Episodes of Care – Annual Feedback Session
- Episodes of Care- Commercial Implementation

# Care Coordination Tool (CCT)

A multi-payer shared care coordination tool will allow primary care providers to implement better care coordination in their offices.



- Allows practices to view their attributed member panel
- Identifies a provider's attributed members' risk scores
- Generates and displays gaps-in-care based on quality measures and tracks completion of activities
- Will alert providers of any of their attributed members' hospital admissions, discharges, and transfers (ADT feeds) and tracks follow-up activities

The screenshot shows the Altruista Health Quality Measures dashboard. It includes a search bar, a sidebar with navigation options like 'My Members' and 'My Calendar', and a main table of quality measures. The table has columns for Scorecard, Last Name, First Name, DOB, Altruista ID, Health Plan, and AWC - Preventiv... (with a progress indicator). The table shows data for several patients, including COCKEY, CROSS, KNIGHT, HENEGAN, COOK, DENNIS, EMERY, and POSEON.

| Scorecard | Last Name | First Name | DOB        | Altruista ID | Health Plan | AWC - Preventiv... |
|-----------|-----------|------------|------------|--------------|-------------|--------------------|
| 100%      | COCKEY    | ZACKERY    | 03-20-2002 | 11020618410  | BCBS TN     | ✓                  |
| 100%      | CROSS     | ZACKERY    | 09-15-1995 | 11009750080  | BCBS TN     | ▲                  |
| 100%      | KNIGHT    | ZACKERY    | 01-22-2008 | 11034528693  | BCBS TN     | ▲                  |
| 100%      | HENEGAN   | ZACKERY    | 04-24-2013 | 11045751823  | BCBS TN     | ▲                  |
| 100%      | COOK      | ZACKERY    | 03-13-2001 | 11019523337  | Tenn_care   | ▲                  |
| 100%      | DENNIS    | ZACKERY    | 05-28-2004 | 11027099353  | Tenn_care   | ✓                  |
| 100%      | EMERY     | ZACKERY    | 07-03-1998 | 11014355521  | Tenn_care   | ✓                  |
| 100%      | POSEON    | ZACKERY    | 12-04-2003 | 11020209929  | Tenn_care   | ✓                  |

Total Care Opportunities: 48779

# Care Coordination Tool (CCT)

- The Care Coordination Tool will alert providers of potential gaps in care and needed services their members may not have received.
- Additionally, the tool will show member risk scores, which will allow care coordinators to reach out to members with a higher likelihood of adverse health events.
- The Care Coordination Tool will also alert participating practices when one of their attributed members has had an admission, discharge, or transfer from a hospital, such as a visit to the emergency room.
- At this time most hospitals are not yet sending in the Admission, Discharge, and Transfer data for the tool, but we are working with the Tennessee Hospital Association to increase the number of hospitals submitting data. We plan to make the tool available to primary care providers statewide in 2018.

# Care Coordination Tool (CCT)

- Participating practices in the TennCare Patient-Centered Medical Home (PCMH) and Health Link programs have begun receiving their credentials to access the CCT. As of March 20, 2017, the CCT has over 1,000 PCMH and Health Link participating users.
- The user training is a four week curriculum. The State completed our first CCT training last week and CCT trainings for new users will be conducted on a quarterly basis going forward.
- All CCT training materials can be found on our website at <http://www.tn.gov/hcfa/article/care-coordination-tool>.

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# Episodes of Care- Annual Feedback Session

**Save the Date: May 16, 2017**

- The Annual Feedback sessions provide the opportunity for the public to comment on what is working well with each episode's clinical design and where providers would suggest changes for next year.
- **20 episodes of care** (Waves 1 - 4) will be open for public feedback.
- Will take place simultaneously in **six locations** across the state linking clinicians, administrators, payers and other stakeholders by video-conference in **Nashville, Chattanooga, Knoxville, Johnson City, Jackson and Memphis.**



- *Official invitations with the link to RSVP will be sent with the newsletter in the upcoming weeks.*

# Episodes of Care- Annual Feedback Session

- Episodes will be grouped into four broader clinical categories.
- Each session will last about 1½ hours.

| Session                                      | Episodes Included (wave)   | Time                        |
|--|--|-----------------------------|
| <b>Gastrointestinal Episodes</b>             | <ul style="list-style-type: none"> <li>• Colonoscopy (2)</li> <li>• EGD (3)</li> <li>• Outpatient and Non-Acute Inpatient Cholecystectomy (2)</li> <li>• Gastrointestinal hemorrhage (GIH) (3)</li> </ul>                            | 8:00 AM CT –<br>9:30 AM CT  |
| <b>Orthopedic and Cardiac Episodes</b>       | <ul style="list-style-type: none"> <li>• TJR (1)</li> <li>• Bariatric surgery (4)</li> <li>• Acute PCI (2)</li> <li>• Non-acute PCI (2)</li> <li>• CABG (4)</li> <li>• CHF (4)</li> <li>• Valve (4)</li> </ul>                       | 9:45 AM CT –<br>11:15 AM CT |
| <b>Respiratory and Primary Care Episodes</b> | <ul style="list-style-type: none"> <li>• Asthma (1)</li> <li>• COPD (2)</li> <li>• Pneumonia (3)</li> <li>• Respiratory infection (3)</li> <li>• Inpatient UTI (3)</li> <li>• Outpatient UTI (3)</li> <li>• Perinatal (1)</li> </ul> | 12:15 PM CT-<br>1:45 PM CT  |
| <b>Behavioral Health Episodes</b>            | <ul style="list-style-type: none"> <li>• ADHD (4)</li> <li>• ODD (4)</li> </ul>  | 2:00 PM CT-<br>3:30 PM CT   |

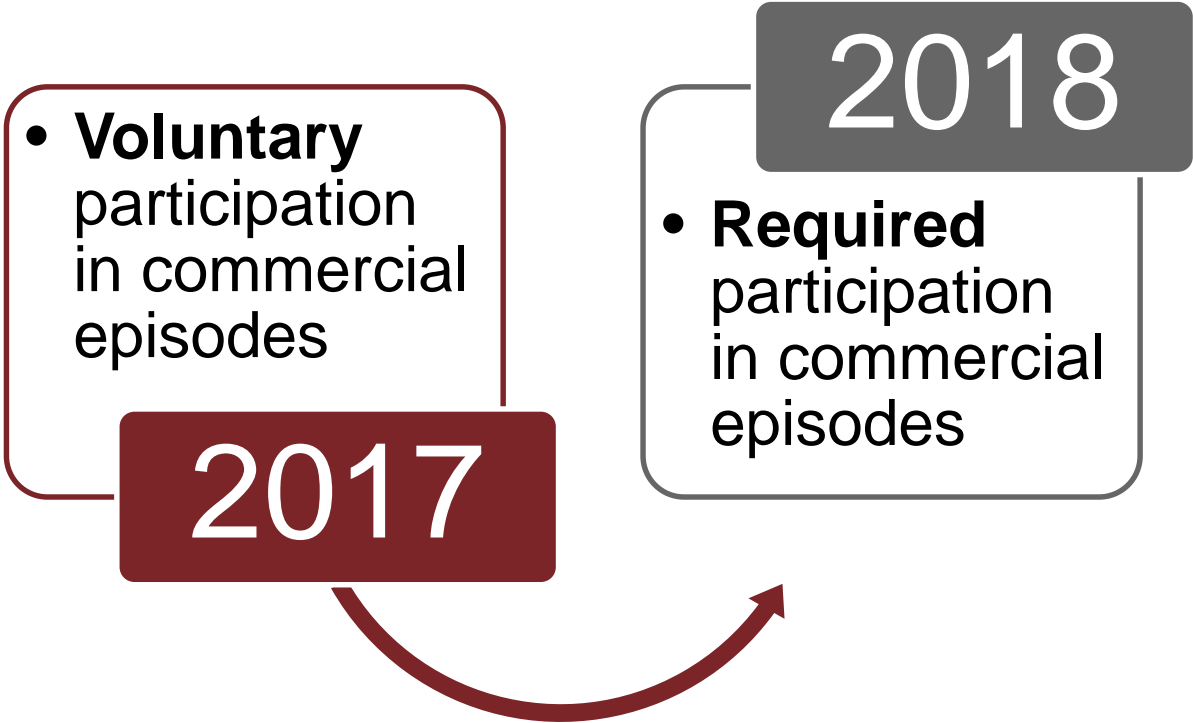
\*Schedule is subject to change



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# Episodes of Care- Commercial Implementation



- TennCare episodes are unaffected by this change and will continue to be designed and implemented.

# Thank You

- Questions? Email [payment.reform@tn.gov](mailto:payment.reform@tn.gov)
- More information:  
<http://www.tn.gov/hcfa/section/strategic-planning-and-innovation-group>