



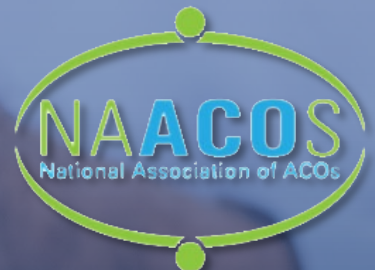
Value Based Performance Management Solutions

The Proof is in the Pudding Part II

Beneficiary Retention

Craig L. Gray, MD, JD, MBA
Chief Medical Officer

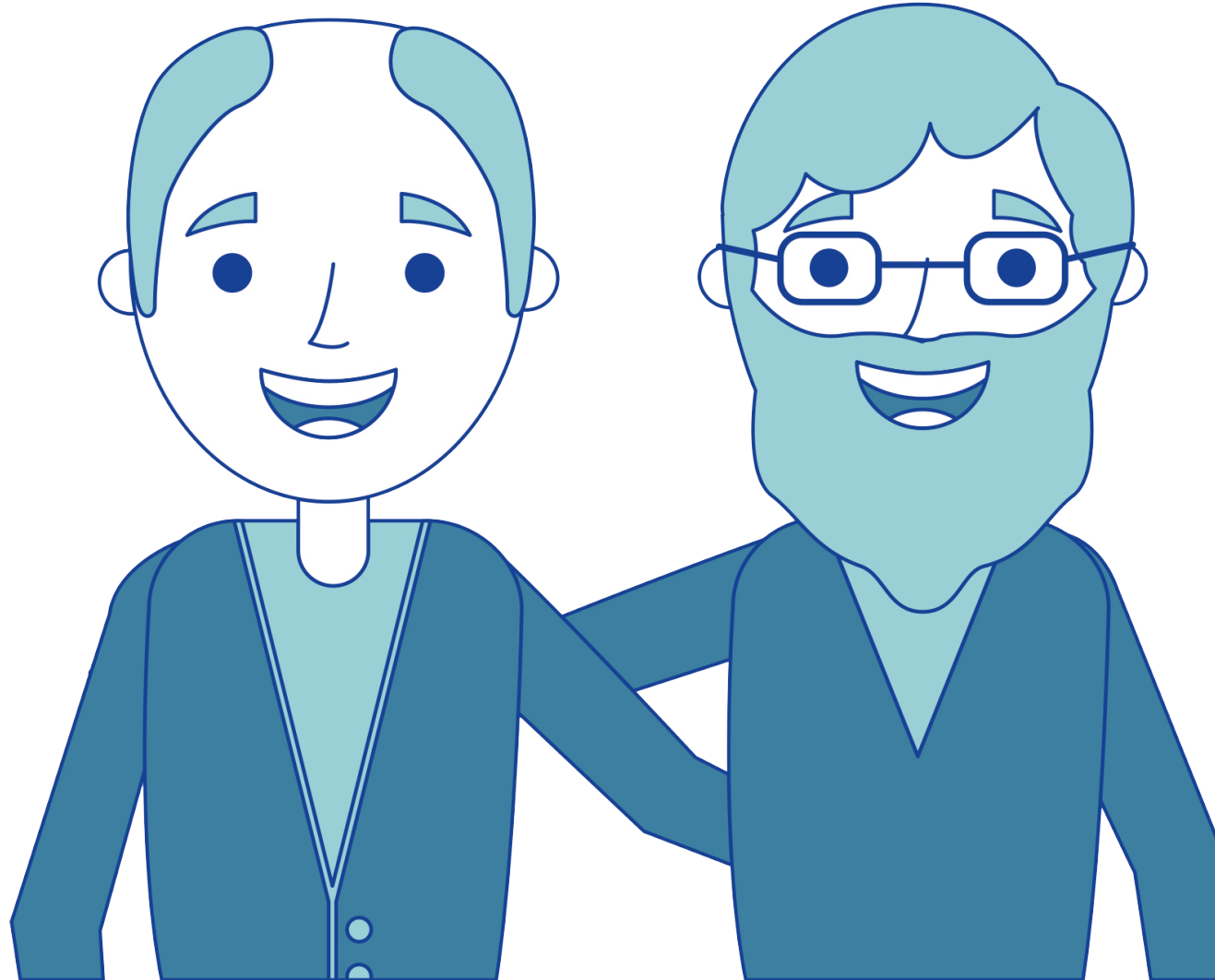
Amy H. Kotch, MHA
Lead Business Consultant



NAACOS Spring 2018 Conference
April 25-27
Hilton Baltimore

A Tale of Two Brothers

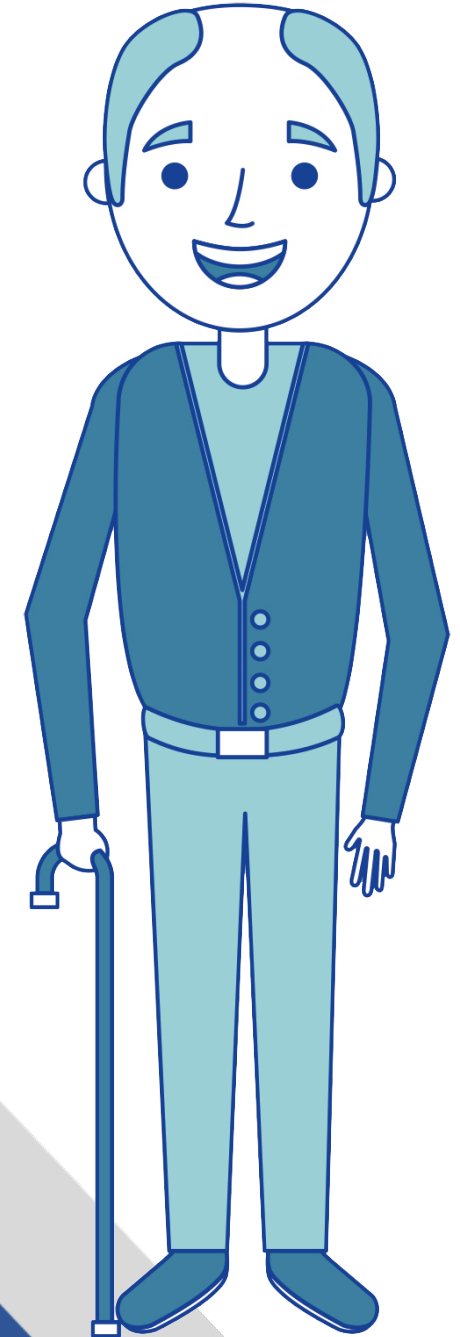
Bill



Chris

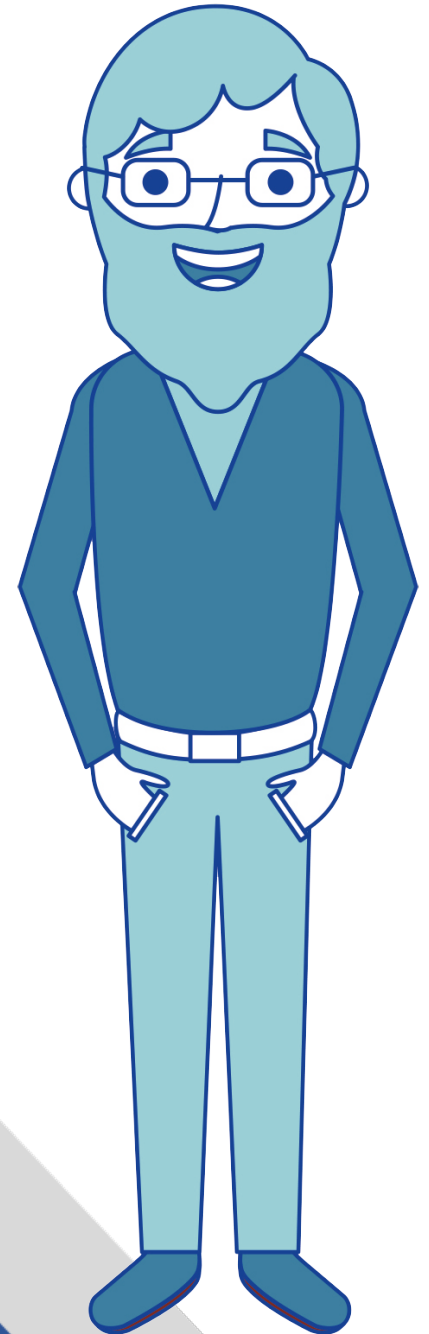
Bill

- 76 years old
- Emergency Room user
- Long-time smoker
- Recently improved health
- 18 months since PCP visit
- No flu shot



Chris

- 80 years old
- Regular PCP visits
- Non-smoker
- Received flu shot



Bill



- Emergency Room visit
- Secondary infection
- 7-day inpatient stay
- Multiple prescriptions
- Follow-up visit to PCP

Chris



- PCP visit
- No secondary infection
- In-home recovery

What is the right data?



Beneficiary Retention

Continuous beneficiary assignment to the ACO for one entire calendar year

Churn Rate

The rate of lost attribution



Churn is a
symptom
not a
disease



Why does churn rate matter?

- Different beneficiary assignment methodologies
- Continuous assignment for retrospective assignment
- Ensuring proper management and utilization of primary care

REGARDLESS OF TRACK, IT'S IMPORTANT TO DECREASE CHURN!

Assumption I

If I decrease churn, I can lower total cost of care.

Low Churn Rate

Low Variability







Greater
Predictability

Proof I







Whole ACO

		 Unique Attributed Beneficiaries	 Claim Pmt Amt	 PMPY Actual	 Avg Risk Score per Beneficiary
 H-ACO	GENUINE HEALTH, LLC	11,524	\$71,615,488.33	\$11,731.91	1.30

Continuously Assigned Population

		 Unique Attributed Beneficiaries	 Claim Pmt Amt	 PMPY Actual	 Avg Risk Score per Beneficiary
 H-ACO	GENUINE HEALTH, LLC	9,629	\$39,790,135.07	\$9,806.56	1.34

Non-Continuously Assigned Population

		 Unique Attributed Beneficiaries	 Claim Pmt Amt	 PMPY Actual	 Avg Risk Score per Beneficiary
 H-ACO	GENUINE HEALTH, LLC	3,916	\$31,825,353.26	\$15,548.58	1.22

Proof I

Whole ACO

	Unique Attributed Beneficiaries	Claim	PMPY Actual	Avg Risk Score per Beneficiary
+ H-ACO GENUINE HEALTH, LLC	11,524	\$7	\$11,731.91	1.30

Continuously Assigned Population

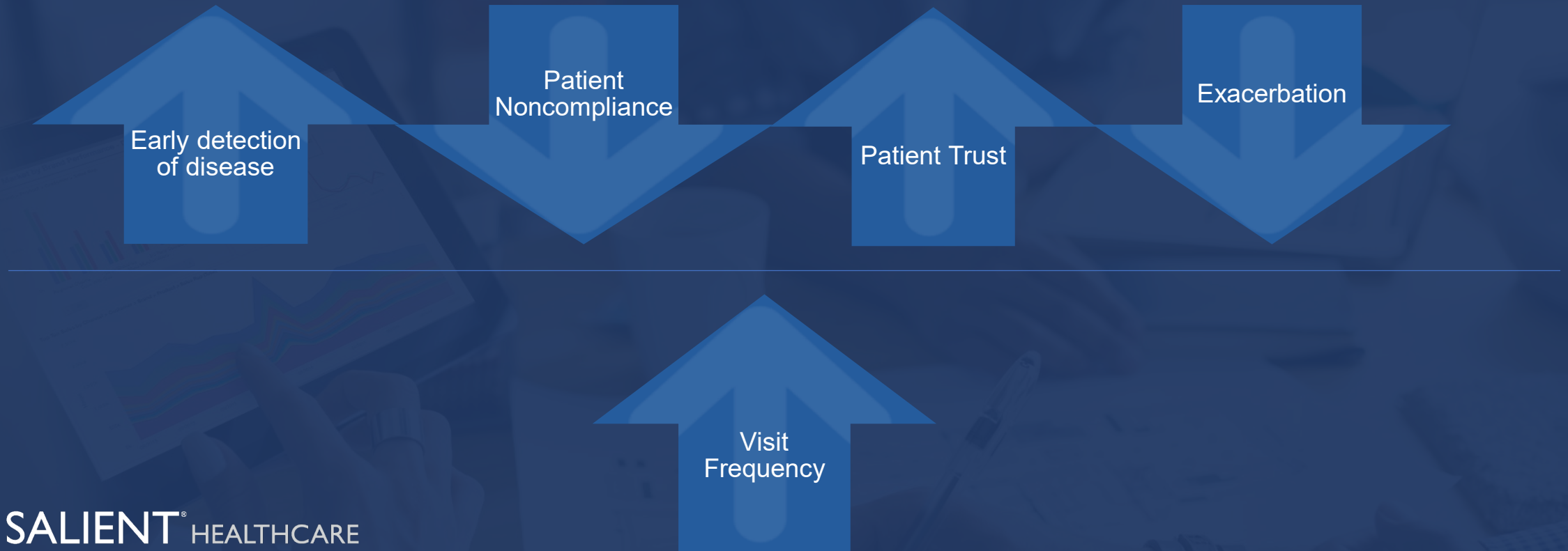
	Unique Attributed Beneficiaries	Claim	PMPY Actual	Avg Risk Score per Beneficiary
+ H-ACO GENUINE HEALTH, LLC	9,629	\$	\$9,806.56	1.34

Non-Continuously Assigned Population

	Unique Attributed Beneficiaries	Claim	PMPY Actual	Avg Risk Score per Beneficiary
+ H-ACO GENUINE HEALTH, LLC	3,916	\$3	\$15,548.58	1.22

Assumption II

If I decrease churn, I can better manage chronic conditions.



Proof II

- Chronic condition management
- Chronic condition quality compliance
- Early-caught exacerbations

Diabetes

Whole ACO

Total CC Diabetes: 2			
	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ Diabetes	2,702	\$18,980.45	1.71
+ No Diabetes	5,446	\$10,242.75	1.07

Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ Diabetes	1,577	\$15,986.03	1.72
+ No Diabetes	2,907	\$9,425.73	1.11

Non-Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ Diabetes	1,206	\$24,984.46	1.69
+ No Diabetes	2,710	\$11,562.14	1.01

Proof II

- Chronic condition management
- Chronic condition quality compliance
- Early-caught exacerbations

Diabetes

Whole ACO

Total CC Diabetes: 2			
	Unique Attrib Beneficiary	PMPY Actual	Avg Risk Score per Beneficiary
+ Diabetes		\$18,980.45	1.71
+ No Diabetes		\$10,242.75	1.07

Continuously Assigned Population

	Unique Attrib Beneficiary	PMPY Actual	Avg Risk Score per Beneficiary
+ Diabetes		\$15,986.03	1.72
+ No Diabetes		\$9,425.73	1.11

Non-Continuously Assigned Population

	Unique Attrib Beneficiary	PMPY Actual	Avg Risk Score per Beneficiary
+ Diabetes		\$24,984.46	1.69
+ No Diabetes		\$11,562.14	1.01

Proof II

Diabetes Whole ACO

Total CC Diabetes: 2			
	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ Diabetes	2,702	\$18,980.45	1.71
+ No Diabetes	5,446	\$10,242.75	1.07

Heart Failure

Total CC Heart Failure: 2			
	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ Heart Failure	1,271	\$33,478.23	2.39
+ No Heart Failure	6,877	\$9,627.75	1.10

COPD

Total CC COPD: 2			
	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ COPD	1,051	\$30,968.92	2.24
+ No COPD	7,097	\$10,565.62	1.15

Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ Diabetes	1,577	\$15,986.03	1.72
+ No Diabetes	2,907	\$9,425.73	1.11

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ Heart Failure	701	\$27,347.06	2.36
+ No Heart Failure	3,783	\$8,995.12	1.15

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ COPD	590	\$25,555.38	2.26
+ No COPD	3,894	\$9,688.94	1.19

Non-Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ Diabetes	1,206	\$24,984.46	1.69
+ No Diabetes	2,710	\$11,562.14	1.01

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ Heart Failure	644	\$44,304.91	2.45
+ No Heart Failure	3,272	\$10,722.69	1.00

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
+ COPD	519	\$40,662.48	2.22
+ No COPD	3,397	\$12,080.54	1.07

Proof II

Diabetes

Whole ACO

Total CC Diabetes: 2

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
Diabetes	2,700	\$18,980.45	1.71
No Diabetes	5,440	\$10,242.75	1.07

Heart Failure

Total CC Heart Failure: 2

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
Heart Failure	1,270	\$33,478.23	2.39
No Heart Failure	6,870	\$9,627.75	1.10

COPD

Total CC COPD: 2

	Unique Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
COPD		\$30,968.92	2.24
No COPD		\$10,565.62	1.15

Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
Diabetes	1,577	\$15,986.03	1.72
No Diabetes	2,907	\$9,425.73	1.11

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
Heart Failure	700	\$27,347.06	2.36
No Heart Failure	3,780	\$8,995.12	1.15

	Unique Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
COPD		\$25,555.38	2.26
No COPD		\$9,688.94	1.19

Non-Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
Diabetes	1,206	\$24,984.46	1.69
No Diabetes	2,710	\$11,562.14	1.01

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
Heart Failure	644	\$44,304.91	2.45
No Heart Failure	3,272	\$10,722.69	1.00

	Unique Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary
COPD		\$40,662.48	2.22
No COPD		\$12,080.54	1.07

Proof II

Diabetes

Whole ACO

- Chronic condition management
- Chronic condition quality compliance
- Early-caught exacerbations

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary	Unique Beneficiaries w HbA1C %
+ Diabetes	2,702	\$18,980.45	1.71	75.4
+ No Diabetes	5,446	\$10,242.75	1.07	29.1

Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary	Unique Beneficiaries w HbA1C %
+ Diabetes	1,577	\$15,986.03	1.72	83.3
+ No Diabetes	2,907	\$9,425.73	1.11	34.1

Non-Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score per Beneficiary	Unique Beneficiaries w HbA1C %
+ Diabetes	1,206	\$24,984.46	1.69	61.2
+ No Diabetes	2,710	\$11,562.14	1.01	22.0

Proof II

Diabetes

- Chronic condition management
- Chronic condition quality compliance
- Early-caught exacerbations

Whole ACO

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score
+ Diabetes	2,702	\$18,980.45	
+ No Diabetes	5,446	\$10,242.75	

Unique Beneficiaries w HbA1C %
75.4
29.1

Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score
+ Diabetes	1,577	\$15,986.03	
+ No Diabetes	2,907	\$9,425.73	

Unique Beneficiaries w HbA1C %
83.3
34.1

Non-Continuously Assigned Population

	Unique Attributed Beneficiaries	PMPY Actual	Avg Risk Score
+ Diabetes	1,206	\$24,984.46	
+ No Diabetes	2,710	\$11,562.14	

Unique Beneficiaries w HbA1C %
61.2
22.0

Proof II

COPD

Filters: Diagnoses:G[SAL]_Influenza Diagnoses

Whole ACO

	Claim Pmt Amt	Claim Avg Pmt Amt per Beneficiary	Procedure Count	Avg Length of Stay
(+) COPD	\$65,640.37	\$4,102.52	79	1.7

Continuously Assigned Population

	Claim Pmt Amt	Claim Avg Pmt Amt per Beneficiary	Procedure Count	Avg Length of Stay
(+) COPD	\$27,280.59	\$3,897.23	35	1.2
(+) No COPD	\$27,271.09	\$826.40	198	0.2

Non-Continuously Assigned Population

	Claim Pmt Amt	Claim Avg Pmt Amt per Beneficiary	Procedure Count	Avg Length of Stay
(+) COPD	\$38,359.78	\$4,262.20	44	2.5
(+) No COPD	\$45,790.79	\$2,543.93	64	1.8

- Chronic condition management
- Chronic condition quality compliance
- Early-caught exacerbations

Proof II

- Chronic condition management
- Chronic condition quality compliance
- Early-caught exacerbations

COPD

Filters: Diagnoses:G[SAL]_Influenza Diagnoses

Whole ACO

	Claim Pmt Amt	Claim Avg Pmt Amt per Beneficiary	Procedure Count	Avg Length of Stay
(+) COPD	\$65,640.37	\$4,102.52	79	1.7

Continuously Assigned Population

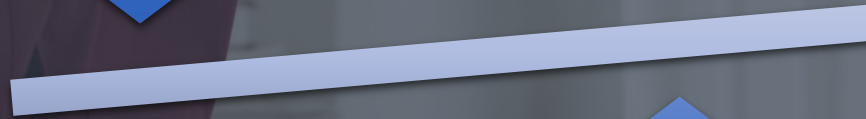
	Claim Pmt Amt	Claim Avg Pmt Amt per Beneficiary	Procedure Count	Avg Length of Stay
(+) COPD	\$27,280.59	\$3,897.23	35	1.2
(+) No COPD	\$27,271.09	\$826.40	198	0.2

Non-Continuously Assigned Population

	Claim Pmt Amt	Claim Avg Pmt Amt per Beneficiary	Procedure Count	Avg Length of Stay
(+) COPD	\$38,359.78	\$4,262.20	44	2.5
(+) No COPD	\$45,790.79	\$2,543.93	64	1.8

Assumption III

Churn



Patient
Satisfaction

Proof III

CAHPS

=

Comprehensive Assessment of Healthcare Providers and Systems

Timely Care

Patient Ratings

Health
Promotion &
Education

Patient
Resources
Stewardship

Provider
Communication

Specialist
Access

Health &
Functional
Status

Shared Decision
Making

Proactive Management Practices

Identify where each provider stands in maintaining beneficiary retention.

Current Performance Year Attribution by TIN

View Context

Current Attributed TIN

	Current Attributed TIN ▲	Unique Attributed Beneficiaries	Beneficiaries TIN Continuously Attributed	Beneficiaries TIN Continuously Attributed %
<input type="checkbox"/> <input type="checkbox"/>	ADA WHITAKER PHYSICIAN GROUP	249	247	99.20
<input type="checkbox"/> <input type="checkbox"/>	ADDY MCCLURE	214	209	97.66
<input type="checkbox"/> <input type="checkbox"/>	ALAINA HOPKINS PHYSICIAN GROUP	75	75	100.00
<input type="checkbox"/> <input type="checkbox"/>	ALIYAH REDINDON D.O. P.A.	109	109	100.00
<input type="checkbox"/> <input type="checkbox"/>	ALLIE MCINTOSH M.D. P.A.	202	201	99.50
<input type="checkbox"/> <input type="checkbox"/>	ALYSSA DEMICELL D.O. P.A.	433	428	98.85
<input type="checkbox"/> <input type="checkbox"/>	ARCHIE ESPARZA D.O. P.A.	175	171	97.71
<input type="checkbox"/> <input type="checkbox"/>	ART NAIK D.O. P.A.	105	102	97.14
<input type="checkbox"/> <input type="checkbox"/>	ARTIE AVILA M.D. P.A.	167	163	97.60
<input type="checkbox"/> <input type="checkbox"/>	BARKLEY MEDICAL GROUP	64	63	98.44
<input type="checkbox"/> <input type="checkbox"/>	BAUER MEDICAL GROUP	48	48	100.00
<input type="checkbox"/> <input type="checkbox"/>	BILL IALLO M.D. P.A.	345	336	97.39
<input type="checkbox"/> <input type="checkbox"/>	BLAKELY HOEING M.D. P.A.	259	249	96.14
<input type="checkbox"/> <input type="checkbox"/>	CAMILA LARA M.D. P.A.	281	281	100.00

Current Performance Year Attribution by NPI

View Context

Current Attributed NPI

	Current Attributed NPI ▲	Unique Attributed Beneficiaries	Beneficiaries NPI Continuously Attributed	Beneficiaries NPI Continuously Attributed %
<input type="checkbox"/> <input type="checkbox"/>	AVILA, ARTIE	167	163	97.60
<input type="checkbox"/> <input type="checkbox"/>	BOCKENKAMP, NORRIE	11	11	100.00
<input type="checkbox"/> <input type="checkbox"/>	BOHLINDON, MAEVE	28	27	96.43
<input type="checkbox"/> <input type="checkbox"/>	BOND, JOSIE	1	1	100.00
<input type="checkbox"/> <input type="checkbox"/>	CARMODY, LUNA	16	16	100.00
<input type="checkbox"/> <input type="checkbox"/>	COLVIN, QUINN	228	227	99.56
<input type="checkbox"/> <input type="checkbox"/>	CORIELL, IRIS	113	109	96.46
<input type="checkbox"/> <input type="checkbox"/>	DANIELSON, DANIELLE	175	170	97.14
<input type="checkbox"/> <input type="checkbox"/>	DEMICELL, ALYSSA	433	428	98.85
<input type="checkbox"/> <input type="checkbox"/>	ESPARZA, ARCHIE	175	171	97.71
<input type="checkbox"/> <input type="checkbox"/>	FERRELL, KYLEE	283	278	98.23
<input type="checkbox"/> <input type="checkbox"/>	FLETCHER, LEAH	423	415	98.11
<input type="checkbox"/> <input type="checkbox"/>	FREY, ARYA	411	398	96.84
<input type="checkbox"/> <input type="checkbox"/>	FUNK, FATIMA	2	1	50.00

Proactive Management Practices

Identify those
at risk of leaving
or losing attribution
from not being seen.

Beneficiaries Not Utilizing Primary Care Services

View Context (Failed Beneficiary) ~ [Procedure Count >= 1]

Beneficiary List

	Beneficiary	Beneficiary Name	Date of Birth	Current Age	Current Risk Score	Current Attributed TIN
<input type="checkbox"/>	005943447Q	CAMPEN, ARABELLA	1944-06-08	73	0.28	MANGO MEDICAL GROUP
<input type="checkbox"/>	006324841C	POLLARD, KIRAN	1929-05-26	88	0.54	CATALEYA SEVERAL M.D. P.A.
<input type="checkbox"/>	007683748F0	MCLIN, ADALYN	1947-04-17	71	0.28	GREAT PHYSICIANS OF FL
<input type="checkbox"/>	010249424B	CAVALLARI, BRITTANY	1951-08-27	66	1.17	BILL IALLO M.D. P.A.
<input type="checkbox"/>	010767379L2	SHABALIN, RILEY	1976-12-27	41	0.29	CHASE MEDICAL GROUP
<input type="checkbox"/>	012143013F	SHEPHERD, MADILYN	1932-02-22	86	0.97	GREAT PHYSICIANS OF FL
<input type="checkbox"/>	012677553F	MORROW, JEAN	1950-10-25	67	0.72	GREAT PHYSICIANS OF FL



SALIENT HEALTHCARE

Value Based Performance Management Solutions

Proactive Management Practices

Identify those at risk of leaving due to plurality of services.

Beneficiaries At Risk of Leaving ACO (Plurality)

View Context

Beneficiary Name

	Beneficiary Name	Procedure Count	Percent of Proc Claims w Attributed TIN ▲	Claim Pmt Amt
<input type="checkbox"/> ⊕	LINDSEY, DAVE	2	0.00	144.69
<input type="checkbox"/> ⊕	HURKETT, ALISON	4	0.00	371.44
<input type="checkbox"/> ⊕	DOCKTER, DILLAN	3	0.00	250.37
<input type="checkbox"/> ⊖	RECKER, VALERIA	5	0.00	465.60
Rendering NPI - 4 of 4				
	BELTRAN, ARIA	2	0.00	187.38
	ROTHKUGEL, JACQUES	1	0.00	92.74
	SMITH-BATESON, ZEKE	1	0.00	92.74
	TAYLOR, LEON	1	0.00	92.74



SALIENT HEALTHCARE

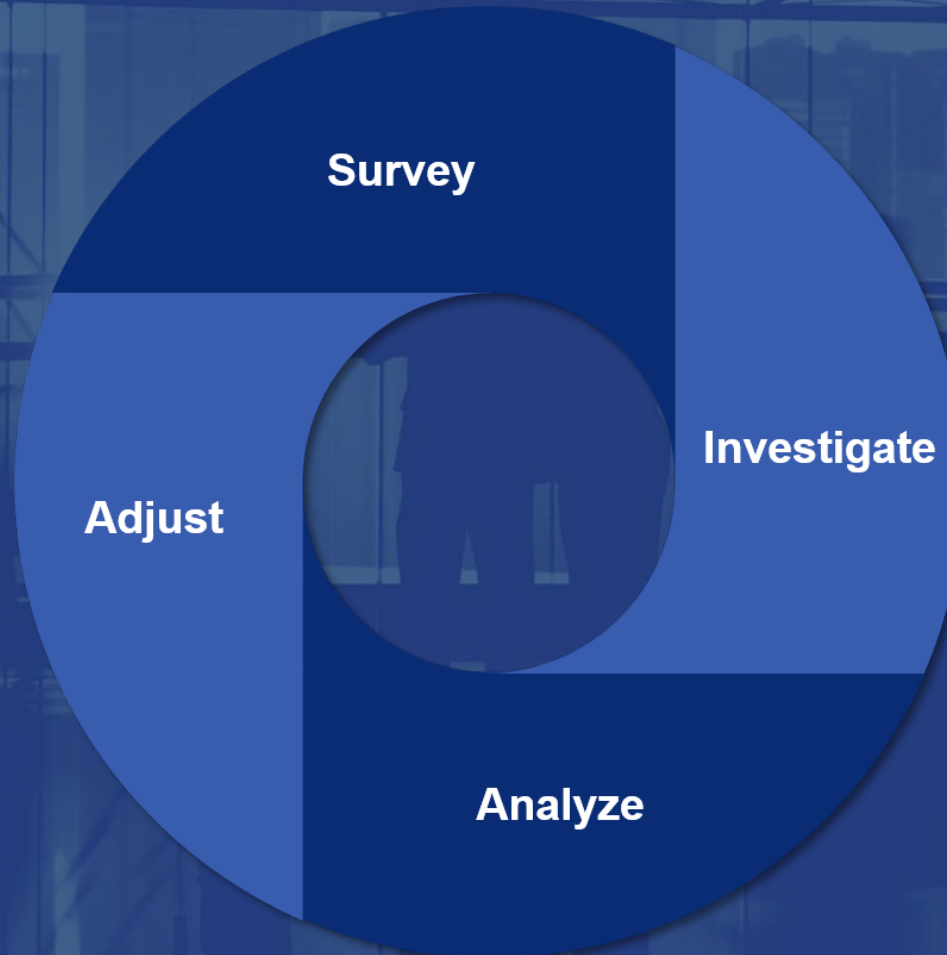
Value Based Performance Management Solutions

Summary

- Beneficiary retention is an important KPI
- **Manage your current population, and ensure decreased churn before advancing to the growth phase.**
- This is population health. Be proactive!



Continuous Performance Improvement





Wherever the art of medicine is
loved,
there is also love of
humanity.

Questions?

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Value Based Performance Management Solutions