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St. Vincent's PHYSICIAN ALLIANCE

Payer Relations Update by Monica Smith

Dear STVPA Members,

We recognize how important it is for payers to grasp and support the vision of the St. Vincent's Physicians Alliance (STVPA). As such, St. Vincent's Health System (STVHS) Executive Leadership is making a conscious effort to change the relationships that we have with the payer community by engaging in proactive discussions that focus on partnership opportunities. The proactive engagement between payers and providers will enable the creation of new healthcare delivery models.



Engaging Blue Cross Blue Shield of Alabama (BCBSAL) in the process of developing this new healthcare delivery model is critical to our combined success. Proactively recognizing the importance of this engagement, STVHS leadership has initiated regular discussions with BCBSAL senior leadership. BCBSAL has been very receptive toward the effort and in a recent 2-hour meeting, was highly engaged in discussions ranging from the insurance exchanges, network tiering, use of physician extenders, and STVHS planned growth. In addition, much of the discussion was focused on the work of the STVPA and as a result, BCBSAL has requested a follow up meeting to specifically discuss the direction of the STVPA.

The follow up meeting with BCBSAL will occur within the next 30 days (a final date has not been set) involving STVPA physician leadership and STVHS administration. The meetings will provide the opportunity to begin the discussion and planning process that will ultimately lead to the creation of a new value based commercial product offering. Doctors Farley, Kitchens, Douglas, and Fulmer have been asked to represent STVPA in the discussion. In preparation for the upcoming meetings, BCBSAL has been provided the roster of physicians enrolled in STVPA to determine which BCBSAL members can be attributed to the physicians as the basic foundation for a new network delivery model.

Outside of Commercial product conversations, other payers are interested in building Medicare Advantage narrow network products around STVPA. United Healthcare, VIVA, Humana and CIGNA/Health Springs are all expressing interest in working with STVPA to develop risk sharing Medicare products where shared savings opportunities exist. Because of CMS product submission deadlines, these types of products will require more immediate action and interaction between STVPA and the payers. We are quickly working to schedule meetings with these payers to determine the best relationships and future arrangements to pursue. These Medicare Advantage products provide an opportunity for us to manage a smaller number of members (relative to BCBSAL membership) as we develop our approach to population management. We anticipate the first of these meetings to occur during the month of November. We will keep you posted on the development of those Medicare Advantage conversations as well.

There is a great deal of excitement building around the work of the STVPA and we continue to identify new opportunities for physician engagement. The physician-led alliance allows you to better demonstrate your value with a collective body of clinically integrated providers, and thus influence how the new model of healthcare delivery will look. Payers are extremely interested in working with STVPA to build this new model of healthcare delivery as we jointly look to decrease cost and better manage the care of their members, your patients.

If you have any questions regarding payer relations that I may be able to assist with, feel free to call me at 838-5775 or email me at monica.whitingsmith@stvhs.com.

Looking forward to working with you,

Monica Whiting Smith, JD, MBA
Director of Managed Care, St. Vincent's Health System

STVPA Website Now Live!

It Is Here! We are excited to announce the release of our new STVPA website, designed with a fresh look and user-friendly navigation, updated with the latest information about our products and services. You can find our Landing Page, "What is the St. Vincent's Physician Alliance?" along with tabs designed For Physicians, For Patients, and For Employers. Clicking on each of these tabs leads you to a variety of links showing our Governance Structure, FAQs regarding the Alliance, Legal Barriers, Contact Information, and how to Find a Physician in the Alliance. There are also links to MedVentive, SmartHealth, the Physician Portal, and St. Vincent's Health Information Library. **Check it out at <http://www.stvphysicianalliance.com>.**

STVPA Board Committee Update

The STVPA Board has reviewed and approved the recommendations from the Clinical Integration and Finance Committees. They've also approved several policies and procedures for the STVPA including:

Policies & Procedures Approved by the STVPA Board:

- STVPA Credentialing Process
- STVPA Release of Information Process
- STVPA Performance Evaluation, Improvement and Remediation Policy
- STVPA Clinical Integration Data Management - Privacy Procedures

STVPA Policies & Procedures will be mailed out to all members of the St. Vincent's Physician Alliance. The Policies & Procedures will also be available on the new STVPA Website by the end of the year.

CME Opportunities –

Total Therapeutic Management, Inc. (TTM) is a health care provider focused quality improvement company that provides outcomes research and clinical engagement services for many large health care organizations. Their expertise is in medical record review and were founded on the Mission Statement of better information and better outcomes. Their goal is to improve patient outcomes and ensure that the physician has relevant and timely information to help make informed decisions.

TTM provides accredited continuing medical education and one-on-one individualized learning sessions by trained clinicians focusing on key QI Priority areas. The CI Committee is interested in bringing the vendor onsite for a more in-depth overview. More to come....

STVPA Finance Committee Update

The Finance Committee has had four meetings over the Summer/Fall time period. These meetings have been spent working with Navigant Consulting on building the details of the Shared Savings Program (SSP). When it has been finalized and approved by the STVPA Board, the details will be shared with all STVPA members.

STVPA Clinical Integration Committee

The Clinical Integration Committee and CI Subcommittees have been working on finalizing an initial set of quality measures for reporting purposes as well as some specific care protocols to address quality/utilization. Highlights are below:

Hospital/Clinical Services: Implemented a post-discharge follow-up process via phone call for STVPA-managed population who have visited the ED. The goal of these phone calls is to ensure patients understand their discharge instructions and have all the resources they need to follow these instructions. Patients are also assisted with finding a Primary Care Provider if they do not already have one.

“Achievement: Unless you try to do something beyond what you have already mastered, you will never grow.”

Subcommittee Updates

Neuro/Ortho Subcommittee:

This committee is looking at the reasons for readmission for total joints and spine surgeries and working through what protocols might have the best impact on the readmission rates for this population.

Women's & Children's Subcommittee:

The initial set of quality metrics has been approved for Pediatrics. They've also selected OBGYN measures to send for approval at the next CI Committee.

Medicine Committee: The initial meeting of the Medicine Committee was held in April 2013. Follow up with individual specialties regarding initial quality measures is in process.

Primary Care Subcommittee:

The initial set of quality measures for Primary Care have been approved. This committee has also reviewed the Patient Centered Medical Home requirements.



MedVentive Population Manager Update:

Darylne Rose, Program Coordinator, has been working with each physician practice to implement Population Manager with 100% of the practices contacted. Additionally, several demonstrations of the product have been performed allowing the physicians and office staff an opportunity to see it in action. Once the initial connection has been established, the next step will be to work with each practice to implement the STVPA Quality Program. These are the quality measures that have been approved by the Clinical Integration Subcommittees.

If you'd like to view a demo in your office or if you have any questions about MedVentive or Population Manager, please contact Darylne at 205-838-5786. You may also visit MedVentive's website at www.medventive.com for more information.



“Change: If you're not riding the wave of change, you'll find yourself beneath it.”

STVPA Mission Statement:

As a clinically integrated network of physicians across central Alabama, the St. Vincent's Physician Alliance will develop and maintain clinical initiatives that improve the quality and efficiency of patient care. In collaboration with St. Vincent's Health System, our measurable brand of “healthcare value” will be demonstrated to patients, payers, and employers by the coordination and delivery of exceptional person-centered care with an emphasis on population health and effective management of chronic conditions.



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