Breakout B:
Successful Qualified Entity (QE) Partnerships
FLPPS & RHIO PARTNERSHIP
DSRIP LEARNING SYMPOSIUM

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Agenda

- Pathway to a Strategic Partnership
- Partnership Roadmap
- Our Journey thus Far
- Accomplishments & Challenges
Pathway to a Strategic Partnership

• An HIE ...To Build or Not to Build?
• Requirements of DSRIP’s Project 2.a.i demand that FLPPS create an Integrated Delivery System (IDS) that clinically integrates a network of:
  – 19 Hospitals
  – ~7000 Providers
  – 300,000+ Medicaid Members
  – Across 13 Counties
  – Over 8,000 sq. miles
  – 168 Contracted Entities
Pathway to Strategic Partnership

Over the last 10 years, Rochester RHIO has grown to be the region’s community HIE.

### RHIO Connectivity by Service Setting

<table>
<thead>
<tr>
<th>Impact to RHIO Connectivity</th>
<th>Health Systems</th>
<th>Clinical Partners</th>
<th>Admin/Service Coordination</th>
<th>CBO Partners</th>
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<tbody>
<tr>
<td>RHIO Begins Working w/ FLPPS</td>
<td>6</td>
<td>52</td>
<td>12</td>
<td>18</td>
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<tr>
<td>FLPPS/RHIO Partnership Announced</td>
<td>6</td>
<td>61</td>
<td>20</td>
<td>22</td>
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<tr>
<td>FLPPS Network Contracting</td>
<td>6</td>
<td>79</td>
<td>29</td>
<td>34</td>
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52% Growth  140% Growth  89% Growth
IDS Connectivity Readiness

*Subscribing FLPPS Partners*

- Bi-Directional Communication: 3
- DIRECT Messaging: 33
- Alerts: 22
- MyResults Delivery: 26
- Query Portal: 48
- 168 Contracted Partners

FLPPS IDS Connectivity
Partnership Roadmap

**FOUNDATION**
- Core Services Adoption
- Bi-Directional Exchange

**CUSTOMIZATION**
- Custom Alerts
- Extended Dataset Exchange
- Care Coordination Exchange
- eMPI

**NEW DEVELOPMENT**
- Multi-Tier CBO Integration
- Referral Management
Our Journey Thus Far …

- Requirements Discovery
- Project Design
- RHIO Selected as HIE

RHIO as Vendor to FLPPS

- Weekly project meetings
- IDS integration plan dev.
- Core Services adoption
- Bi-Directional Clinical Exchange

FLPPS & RHIO Partner

- Monthly Executive Leadership Meetings
- RHIO Mgmt. Committee
- FLPPS IT Steering Committee

Strategic Partnership
## Working Through It … Together

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Accomplishments</th>
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<tbody>
<tr>
<td>• Majority of RHIO participants are only consumers of data</td>
<td>• Consent Model</td>
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<tr>
<td>• Patient Consent for Data Sharing</td>
<td>• Customized Alerts</td>
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<tr>
<td>• Integration of CBO &amp; Social Determinants</td>
<td>• Project Dashboard</td>
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**FLPPS**

FINGER LAKES PERFORMING PROVIDER SYSTEM
Steve Maggio, Bronx Health Access
and Keela Rose Shatzkin, Bronx RHIO
Agenda

• Lifecycle of Partnership
• Overview of RHIO’s Core Technology
• Overview of Care Coordination
  Clearinghouse Initiative
• Lessons Learned and Challenges
Lifecycle of Partnership

- **Initial question for PPS:** Invest in BxRHIO or procure technology?
  - RFI and demo day for interface engines and analytics platforms
    - Vendor’s sales pitches vs. RHIO experience
      - Implementation vs. Ongoing operations
      - Cost and operational challenges (staffing, policies)
    - Data aggregation vs. Added functionality
      - Relationships within the PPS
      - State’s guidance on RHIOs
Lifecycle of Partnership

• **Decision:** Invest in BxRHIO

  – BxRHIO shifts into role of vendor:
    • Included in all PPS IT Committee and Clinical Committee meetings
    • Monthly/Quarterly reports

  – Negotiated contract provisions:
    • Funding tied to onboarding of partners
    • Milestone based budget for Analytics
BRONX RHIO
TECHNOLOGY OVERVIEW
Bronx RHIO History

Key:

- Analytics
- Health Information Exchange

- HEAL 1 grant creates RHIOs
- Data Accumulation Starts
- CMMI Innovation Awardee – Start Analytics Launch BRIC
- Passed QE Certification
- Statewide Patient Record Lookup go-live
- Medicaid Claims Pilot Awardee
- Signed Contracts with PPSs
- Exploring Census Bureau Projects

Overview of BxRHIO Technology: Where we are today

• Traditional HIE:
  – Provider Portal
  – Alerts/Subscriptions
  – Partner data integrations
  – Statewide Patient Record Look-up (sPRL)

• Analytics
  – Dashboards
  – Actively Engaged Counting
  – Reporting from BxRHIO data (patient utilization)
  – Routing eligible patients to programs
Overview of BxRHIO Technology: Future PPS Support

- Additional dashboards
  - Intersection of Clinical and Claims for Reporting
- Expanded access to Care Plans
  - Health Homes in the PPS
  - Additional Partners in the PPS
- Expanded Clinical Dataset
  - PHQ-2/9, Spirometry, Peak Flow, Self Management Goals
- Integration of non-clinical data
  - Social determinants, 270/271, MCO Members’ Gaps in Care, Recertification Dates etc.

**Question:** How can we leverage these tools to drive clinical outcomes?
CARE COORDINATION CLEARINGHOUSE: PHASE 1

Operationalize Available Technology & Inject Information into Clinician’s Workflow
What is the Care Coordination Clearinghouse?

• Use all existing data and add technology to support:
  – Linking Patients to Care Coordinators
  – Alerting PCP’s of Specific Events
  – Injecting the MCO Gaps in Care (i.e. HEDIS Measures) into the PCP and Care Coordinators Workflow
  – Accountability Reporting
  – Submitting Historical Clinical Utilization Data to MCOs (pseudo claims)
Care Coordination Clearinghouse

Step 1

Patient Presents

Risk Stratification & Program Eligibility

Connect Patient to Care Coordination

Bronx RHIO  BHA PPS  MCO PCP  Health Home/CMA
Care Coordination Clearinghouse
Step 1

Patient Presents

Risk Stratification & Program Eligibility

Data elements:
- HHTS Eligibility & Enrollment Data
- Clinical Diagnosis and Conditions

Connect Patient to Care Coordination

Analysis:
- Does clinical data indicate eligibility for HH or HH@R?
- Does HHTS data indicate the patient is engaged?
- If NOT, automate bottom-up referral to Care Coordination

Integration with Care Management Platforms

HHTS = Health Home Tracking System
HH = Health Home
HH@R = Health Home at Risk

Bronx RHIO  BHA PPS  MCO PCP  Health Home/CMA
Care Coordination Clearinghouse

Step 2

Patient Presents

Risk Stratification & Program Eligibility

Alert to MCO PCP

Connect Patient to Care Coordination

Alert to HH

Disseminate to CMAs & CMs

Bronx RHIO

BHA PPS

MCO PCP

Health Home/CMA
Care Coordination Clearinghouse

**Step 2**

**Data Elements:**
- HHTS Enrollment
- 270/271 Medicaid PCP
- ADT Admission/Discharge

**Analysis:**
- Is MCO PCP known to PPS?
- Is Health Home known to PPS?

**Connect Patient to Care Coordination**

**Alert to HH**

**Disseminate to CMAs & CMs**

**Risk Stratification & Program Eligibility**

**Patient Presents**

**Alert to MCO PCP**

**Bronx RHIO**

**BHA PPS**

**MCO PCP**

**Health Home/CMA**
Care Coordination Clearinghouse
Step 3

1. Patient Presents
2. Risk Stratification & Program Eligibility
3. Generate Patient Snapshot
4. Connect Patient to Care Coordination
5. Alert to HH
6. Alert to MCO PCP
7. Disseminate to CMAs & CMs
8. Deliver to HH System
9. Deliver to PCP System
10. Deliver Patient Care

Bronx RHIO
BHA PPS
MCO PCP
Health Home/CMA
Care Coordination Clearinghouse

Step 3

Generate Patient Snapshot:
- MCO PCP
- HHTS Eligibility & Enrollment data
- Gaps in Care Data
- Last 5 PCP visits
- Last 5 BH visits
- PCP Alignment flag (to address auto-assignment issues)

Connect Patient to Care Coordination

Analysis:
- MCO Gaps in Care vs RHIO Clinical Gaps in Care to compile accurate list

Deliver to PCP System

Deliver to HH System

CMAS & CMS

Patient Presents

Patient Snapshot:
- MCO PCP
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Deliver Patient Care

Deliver to MCO PCP

Health Home/CMA

BHA PPS

Bronx RHIO
Care Coordination Clearinghouse

Step 4

- Patient Presents
- Risk Stratification & Program Eligibility
- Generate Patient Snapshot
- Pseudo Claims
  - Accountability Reporting
- Performance Review and Oversight
- Deliver Patient Care
- Deliver to PCP System
- Deliver to HH System
- Disseminate to CMAs & CMs
- Alert to HH
- Alert to MCO PCP
- Connect Patient to Care Coordination

Bronx RHIO
BHA PPS
MCO PCP
Health Home/CMA
Step 4

- Patient Presents
- Risk Stratification & Program Eligibility
- Generate Patient Snapshot
- Pseudo Claims:
  - Notification to MCO based on Clinical evidence of care delivery
- Accountability Reporting:
  - Information to PPS for partnership analysis
  - Potentially tied to PPS funds flow
- Performance Review and Oversight
- Connect Patient to Care Coordination
- Alert to HH
- Disseminate to CMA & CMs
- Alert to MCO PCP
- Deliver Patient Care
- BHA PPS
- MCO PCP
- Health Home/CMA

Pseudo Claims:
- Notification to MCO based on Clinical evidence of care delivery

Accountability Reporting:
- Information to PPS for partnership analysis
- Potentially tied to PPS funds flow
Care Coordination Clearinghouse Challenges

Patient Presents

Risk Stratification & Program Eligibility

On what Basis/Consent?

Alert to MCO PCP

Connect Patient to Care Coordination

Alert to HH

Disseminate to CMAs & CMs

Deliver to HH System

Generate Patient Snapshot

MCO Gaps in Care?

Deliver to PCP System

Deliver Patient Care

Generate Patient Snapshot

Pseudo Claims

Performance Review and Oversight

Accountability Reporting

Deliver Patient Care

Bronx RHIO

BHA PPS

MCO PCP

Health Home/CMA

Connect Patient to Care Coordination

Alert to HH

Disseminate to CMAs & CMs

Deliver to HH System

On what Basis/Consent?

Alert to MCO PCP

Patient Presents

Risk Stratification & Program Eligibility

Generate Patient Snapshot

Pseudo Claims

Performance Review and Oversight
Solution Architecture

State MDW
- No MCO Gaps in Care

- Data Access Agreement
- Existing Contracts
- Data Exchange enabled by DAA
- Data Exchange Only
Challenges to Success

• State support for MCOs to release data to RHIOs and PPSs
  – Priority Data: MCO Gaps in Care
  – MCOs in holding pattern until State guidance is issued

• State support for MCO participation in Data Access Agreements
  – BxRHIO cannot alert on Health Home Patients who are assigned (not yet enrolled)
  – RHIO cannot alert MCO PCP without consent
Lessons Learned

• Importance of integrating non-traditional datasets
  – Member Gaps in Care
  – 270/271 Medicaid Eligibility data
  – HHTS data
  – Social determinants data

• Narrow meeting scope for successful outcomes

• Start negotiations with Plans immediately

• Involve consent and privacy Subject Matter Experts (SMEs) from the start
  – Allocate legal expenses in your IT budgets
THANK YOU!

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Q&A