Centricity™ Payer Connect
November 10, 2018
“There Has to be a Better Way!”

Will imbed the Autodemo in the final version. It makes the deck too big to email.
Agenda

- Executive Summary
- Industry Trends
- Provider Challenges
- Payer Challenges
- The Solution
- Payer Status Update
- Roadmap
- Action Items
- Q&A
Executive Summary

Key Issue

Payers and Providers do not have a common understanding of patients’ health status

• Untimely delivery of right care
• Increased healthcare costs
• Redundant care delivery approaches
• Manually intense data collection methods

This presentation will help you understand on how you can:

• **Enhance care quality** by receiving timely information about patient’s health condition by addressing care gaps and chronic condition gaps in a timely manner to provide best possible patient care

• **Increase provider efficiency** by eliminating:
  • Manual effort to address gaps in care and Chronic Condition Gaps
  • Manual extraction and submission of medical records

• **Strengthen financial performance** by closing care gaps, increasing efficiencies and reducing manual efforts
Industry Trends

• Efforts to accelerate value-based care
• Increase in the population that need risk adjustment and quality care reporting
  o MA Members- 38 M by 2025/50 % penetration
  o Possible adoption of MA model by others (Medicaid, Under 65 ACA)
• Uncertainty of legislative/compliance changes – elimination of the individual mandate.
  o Will pre-existing conditions come next?
• Rising healthcare costs- projected health share of GDP of 20.1% by 2025
• The rise of consumerism and healthcare price transparency
• Increasing trend of mergers & acquisitions

Sources-
https://www.thehertelreport.com/medicare-advantage-approaching-70-percent-penetration/
Providers’ Challenges (Research Based)

Payer Requests for Clinical Information

• Different formats
• Different frequencies
• Latency in data
• Redundant
• Manually intense
About Penn Highlands Healthcare

- Established October 1, 2011
- Corporate Office located in DuBois, Pennsylvania
- Twelve-County Service Area
- Four hospitals
- Home Health
- Two Cancer Treatment Centers
- Heart Treatment Center
- Lung Treatment Center
- Two Maternal & Child Centers
- Five Behavioral Health Centers
- Two Surgical Centers
- Eight QCare Walk-in Clinics
- Long Term Care Facility
- Senior Residential Living Facility

- 3,431 Employees
- 484 Inpatient Beds
- 341 Physicians
- 93 Advance Practice Providers
- Annual Net Revenue exceeding $450 million
Penn Highlands’ Challenges – A Full Time Job

- Payer Requests
  - Every payer has a different frequency
  - Every payer has a different format
  - Every payer has different requirements
- Manual Effort – Our staff sorts all requests and give to our providers to complete
- We send requested data back to the payer in multiple ways, depending upon the payer: fax, mail or on-site retrieval of charts using third parties
Payers’ Perspective—”Your Challenges Are Our Challenges”*

- High effort/low value activities to get the clinical data—telephone calls, fax, email requests
- Delays – takes more time to get the information back
- Missed deadlines/missed reimbursements
- Increased cost which are then passed on to members

So Payers… Want to make your life easier, help provide better patient care and improve patient and provider satisfaction by automating/streamlining the data exchange

*Validated by multiple payers
THERE IS A NEED AND THIS IS THE TIME FOR PAYER AND PROVIDER COLLABORATION
Payer Connect- Transforming Care Delivery TOGETHER
Data Exchange - Systems Working for YOU

Clinical Document Exchange automates the retrieval of patient medical charts from the practice:

1. Payer sends the member data to GE
2. The data is consumed to extract medical charts for the patients
3. The extracted charts are sent via secure channel to the payer

Eliminates manual chart chase

Timely, cost-effective and efficient
Anticipated Benefits from Clinical Document Exchange

We believe that Penn Highlands will receive the following benefits:

• Elimination of manual processes
  • Anywhere from 20 to 200 records request a month
• Documents will be sent to payers in a timely fashion (with no intervention on our part)
• We will be able to free up the FTE’s dedicated to this task and apply them to other high-value projects
• We will eliminate printing and delivery costs

We will update with realized benefits
## System Requirements – Clinical Document Exchange

<table>
<thead>
<tr>
<th>Clinical Document Exchange requires</th>
<th>Practice Management Software</th>
<th>Centricity Practice Solution Practice Management 12.0.x or higher or Centricity Group Management</th>
<th>OR</th>
<th>Centricity Business 5.3, 6.1 or Higher 5.3 Requires a Patient Roster patch will be loaded during installation</th>
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<tbody>
<tr>
<td><strong>Electronic Medical Record</strong></td>
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<td>Centricity Practice Solution 12.0.x or higher</td>
<td>OR</td>
<td>Centricity EMR 9.8.x</td>
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<td>SP13 or Higher Recommended</td>
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<td><strong>Interface Engine: Qvera QIE 2.0</strong></td>
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<td>• Free For Provider Practice</td>
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<td><strong>Cache version</strong></td>
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<td>2014 or higher</td>
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Payer Insights is a cloud-based solution that delivers diagnosis and care gaps in the clinician workflow for eligible populations.

1. Payer partner provides the member gap data to GE.
2. Relevant data is displayed to the clinician in the EMR workflow during the patient visit at the point of care.
3. Provider addresses the gaps and submits a claim for the visit.
4. Response data along with substantiating documentation is automatically sent to the payer partner via a secure channel.

Helps get accurate picture of members’ health for better care management and health outcomes.

Increases efficiencies for better financial outcomes.
Payer Insights In Action

Click on the Payer Connect Graphic to launch Skytapp

MAKE SURE THE LINK WORKS
## System Requirements – Payer Insights

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<th>Payer Insights requires</th>
<th>Practice Management Software</th>
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<td>Latest Service Pack Recommended</td>
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<td>Centricity EMR 9.12.1</td>
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Payer Connect Brings to YOU ..

Enhanced Care Quality

By delivering near real-time gap data for patients in the providers' workflow, to be addressed at the point of care. Allows provider to record accurate health status of a member/patient.

Improved Provider Efficiency

By eliminating/reducing redundant manual efforts to address payer requests and provide accurate member/patient health data.

Strengthened Financial Performance

By increasing the gap closure rate, leading to achieving incentives and reduced care costs.
## Payer Contracting Status Update

<table>
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<tr>
<th>Contracted</th>
<th>In the Process of Signing</th>
<th>Active Discussions/Preliminary Contracting</th>
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<tr>
<td>• Humana- CDE</td>
<td>• Cambia/Regence- CDE</td>
<td>• United Healthcare- Payer Insights</td>
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<td>• Highmark- RAF Insights</td>
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<td>• CIOX- CDE</td>
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<td>• Anthem- CDE</td>
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<td>• Florida Blue/Availity-CDE</td>
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<td>• Molina WA</td>
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Payer Connect Roadmap

**Current Focus**
- Actionable Payer Insights - GIC and Dx gaps, problem list reconciliation
- Gap updates and clinical documents sent to Payers seamlessly
- Enhanced clinical documents delivery to payers

**On the Horizon**
- Integration with Project Northstar
  - Advanced Orders
- EMR-agnostic CDE
- Care management view of members and associated gaps

**Future**
- Integration with Project Northstar documentation components and other workflows
- Display real-time payer gaps based on patients' schedule
- Medication adherence payer gaps in the workflow

**Clinical**
- Building incremental value of solutions to help drive outcomes

**Operational/Practice Management**
- Member roster/attribution reconciliation
- Scheduler view of members and associated gaps
- Provider and payer dashboards

Any descriptions of future functionality reflect current product direction, are for informational purposes only and do not constitute a commitment to provide specific functionality. Timing and availability are subject to change and applicable regulatory approvals.
GE Healthcare Resources

Tools

• Access Payer Information Survey at https://www.surveymonkey.com/r/LK8H96X

Key contacts

• GE Healthcare Client Manager/Sales Rep or Leslie Twine-leslie.twine@ge.com for enrollment agreements

• Neelima Akula- neelima.akula@ge.com | (206)246-3616 for payer collaboration and product management
Call To Action

Practices

• Please visit the Collaboration Zone for a demonstration
• Sign up for Payer Connect today and complete Payer Information Survey
• Sign the Payer Connect Enrollment Agreement
• Connect with your leadership to talk about the exciting solution
• Begin collaborating with payers to implement the solution
• Questions on how to collaborate? Contact Neelima Akula at neelima.akula@ge.com
Thank You For Attending!

Questions?