Available Now: Intervention Bundles Offer a Pathway to Successful Transformation

CEU and CME credits available for completed sessions

Searching for a place to start as you look ahead to your practice transformation journey? Not sure which quality improvement efforts are right for your practice, or which information about your patients is the most meaningful? The Enhanced Personal Health Care team has developed a set of learning modules known as Intervention Bundles, designed to target a single disease, condition or cost driver in your practice with a series of concrete, carefully designed steps that are shown to be effective.

These transformation change packages include targeted educational opportunities, tools, and resources: the intervention bundle education series *Achieving the Triple Aim*, is now available, and completing the sessions can earn you CEU or CME credit. Each session bundles together interventions – small, straightforward sets of evidence-based practices — (generally three to five) that, when performed collectively and reliably, have been proven to improve patient outcomes.

The *Achieving the Triple Aim* series now includes intervention bundle training for: diabetes, asthma, chronic obstructive pulmonary disease (COPD), cardiovascular disease (CVD), congestive heart failure (CHF), reducing avoidable emergency room visits, reducing readmissions, transitions of care and behavioral health integration. More bundles are planned for release later this year, including medication management and prevention.

Intervention bundle learning opportunities can be delivered in person by a Care Consultant, virtually via webinar or through on demand recorded sessions. However you choose to take part, continuing education units and continuing medical education credits are available.

For more information, contact any Transformation team member.

**Intervention Bundles are designed to target a single disease, condition or cost driver in your practice with a series of concrete, carefully designed steps that are shown to be effective.**

**We’re building expertise to better serve you!**

Members of the Enhanced Personal Health Care Delivery Transformation team have received their Patient-Centered Medical Home Content Expert Certification (PCMH CEC) from NCQA. This CEC credential showcases their comprehensive knowledge of the NCQA PCMH Recognition Program’s requirements and application process, while highlighting their alignment with the NCQA’s mission to improve the quality of health care.

We want to congratulate Jody Kaarto, Care Consultant, Sr. in New Hampshire, and Juli Riley, Care Consultant, Sr. in Ohio, for their recent certification.

Congratulations also to Renee Karl, Care Consultant, Sr. in Colorado, for her recent PCMH CEC recertification.

The commitment of these team members to expanding their PCMH education enables them to better support practice’s transformation journey.
In November 2014, the FDA announced bioequivalence concerns with two of the three Concerta generic drugs marketed by Mallinckrodt and Kudco. Due to findings that in some individuals these two generic products may deliver drug in the body at a slower rate than Concerta, the FDA changed their “therapeutic equivalence” rating to “bioequivalence.” This means these generic products are still approved and can be prescribed, but can no longer be automatically substituted for Concerta at the pharmacy.

Bioequivalence concerns were not identified with the third product, which is an authorized generic manufactured by Jansen and marketed by Actavis. The FDA has drafted updated bioequivalence recommendations for Concerta, and has asked Mallinckrodt and Kudco to confirm their products meet the new standards within six months or to voluntarily withdraw from the market.

It’s important to note that serious safety concerns were not identified with the Mallinckrodt and Kudco products. These generics can be prescribed and dispensed, but cannot be automatically substituted by the pharmacist for Concerta.

If your patients are doing well on the generic products, or you want to start new patients on the generics, write “for methylphenidate extended release” instead of “Concerta.” Writing directly for the generic will help minimize calls to you from the pharmacy and wait time for your patients.

Important Note Regarding Concerta and Generic Equivalents

Note for MMH+ Users

Thank you for using Member Medical History Plus (MMH+), Anthem’s longitudinal member health record. MMH+ is designed to give network providers a window into their patients’ medical history, in order to promote evidence-based, coordinated care, prevent unnecessary duplicative testing, and assist in care planning.

Please note that the MMH+ user agreement stipulates that providers should only ever view records through MMH+ for patients with whom they have a direct care relationship. This does not include family members who are not under the provider user’s care, self-searches or searches for patients who are not seen by the provider user. Accessing claims history for patients who are not under the user’s care is a violation of HIPAA laws. Anthem audits use of MMH+ to identify and intervene in cases of improper use.

If you have questions about appropriate use of MMH+, please contact your network director or any member of the care delivery transformation team.
Words Worth Knowing

A regular feature defining terms, words or concepts that can help practices succeed at delivering patient-centered primary care.

Integrated Care

In the context of behavioral health and primary care, the systematic coordination of general and behavioral healthcare. Integrating mental health, substance abuse, and primary care services produces the best outcomes and proves the most effective approach to caring for people with multiple healthcare needs.

Source: The Center for Integrated Health Solutions, a project of the Substance Abuse and Mental Health Services Administration (SAMHSA) and the Health Resources and Services Administration (HRSA), run by the National Council for Behavioral Health. http://www.integration.samhsa.gov/

Learn more about Behavioral Health Integration

Listen to experts from the Jefferson Center for Mental Health speak to different ways to integrate behavioral health into a primary care practice in an hour-long recorded session from February 2014. This session is one of a long list of recordings available on-demand via your Collaborative Learning Opportunities Page. To learn more about the event described above, click here.

PCMS Tip

Identifying patients enrolled in care management and disease management programs

Using filters is a quick way to see a list of patients who are enrolled in their health plan’s care management or disease management programs. Clicking on “Programs” will bring up a list of any CM or DM programs in which a patient is enrolled. The list of enrolled patients can be sorted to show patients who are currently participating or who have been enrolled in the past 12 months.

Under the Care Opportunities view, click “Programs” to see details.

Possible disease management programs include Diabetes Care, Asthma, Coronary Artery Disease (CAD), Chronic Obstructive Pulmonary Disease (COPD), and Congestive Heart Failure (CHF).

CM/DM Program Status will show one of the following: “Active” for currently enrolled patients, “Closed” for those who did participate but are no longer enrolled, “Not Triggered” for patients who have not been identified as needing CM/DM program services, or “Triggered” for patients who have been identified as possibly benefitting from a program, but who have not enrolled. The status reason will display if available.

Click on the (i) icon to view the program and detail.
Enhanced Personal Health Care Evaluation Shows Positive Results

The first results of a rigorous evaluation of Enhanced Personal Health Care (EPHC) showed improvements to both quality and cost of care, and the news recently appeared in The Wall Street Journal.

In a May 13 story outlining the results, independent experts said the results appear to be a promising sign that value-based payment could lower costs without sacrificing quality of care.

Over the past year, the company conducted a study of more than 700,000 commercial members to gauge the results of Enhanced Personal Health Care’s first year. The early results came from the first participating practices in six states, including California, Colorado, New York, Ohio, Virginia and New Hampshire. Today, Enhanced Personal Health Care arrangements are in place across 14 markets where our affiliated plans operate.

The program evaluation showed that Enhanced Personal Health Care providers delivered care at a 3.3 percent lower cost than non-participating peers, and reduced hospital admissions, outpatient surgery and emergency room spending. Overall, the findings revealed a net savings between $81 million and $102 million in the study population during the time period tracked in the study.

Other large U.S. health insurers also are pledging to move away from strictly “fee-for-service” payment to a value-based payment system that rewards quality rather than quantity of care. We have committed to the U.S. Department of Health and Human Services to make 50 percent of our payments under alternative payment arrangements, like those under Enhanced Personal Health Care, by 2018.

We are proud and grateful for the opportunity to support the high-quality care Enhanced Personal Health Care providers are delivering every day to our members.

Mark Your Calendar!

Pediatric Learning Collaborative: Pediatric Care Plans and Coordinating Pediatric Care

Featuring Richard Antonelli, MD, MS of Boston Children’s Hospital, and Brad Thompson, MA, LPC, of the HALI Project

Thursday, June 4 – 12 p.m. – 1 p.m. Eastern
Click Here to Register

New Hampshire Links

Locate your Enhanced Personal Health Care resources following this path: www.anthem.com>Providers>
New Hampshire> Enhanced Personal Health Care Program or Click Here.

There you’ll find a host of resources, including your:
- Provider Toolkit
- Collaborative Learning Opportunities
- Past Issues of Transformation Times

For help locating other resources, contact your Enhanced Personal Health Care Team at NHPrimaryCareProgram@Anthem.com

For questions or comments about Transformation Times, email Emily.Berry@Anthem.com