

Message from the Chairman of the MWMD Board



As the year progresses, plodding wearily into the Winter Solstice, with short days and long nights, we have the opportunity to reflect on the year that has passed and gaze hopefully into the year ahead.

Mary Washington Health Alliance continues on a steady pace building on our strong foundation as we continue to sail into waters previously un-navigated with the wind at our back and a full set of sails.

2019 has had its share of highlights, that has continued to buoy our membership and enhance our journey.

From a quality standpoint, we have achieved and surpassed many goals. Over 60% of our network covered lives have completed annual wellness visits and more than half of those also included advanced care planning. Our care coordinators have assisted hundreds of patients to improve their medical care and quality of life and, concomitantly, reduce costs. Our PCP forums have been well attended and produced quality education for our primary care physicians and their office staffs.

Financially, we continue to achieve significant gains despite perceived lack of "low hanging fruit" that led to the success of many early ACO's. Our Next Generation ACO reconciliation from 2018 has provided us with greater than \$5 million. And our BPCI Advanced program has resulted in a positive reconciliation in bundled care. In addition, our commercial programs, including the 2018 Mary Washington Healthcare Associate Health Plan performance and Aetna Total Cost and Quality program, has resulted in close to \$2 million in performance and shared savings.

We continue to expand our role and move up the food chain with the roll out of our Mary Washington Medicare Advantage plan. The recently closed "open enrollment" has been completed with a significant number of enrollees, that has "exceeded expectations". We have received remarks from Anthem regarding their

Collaborative ACO program that we are "best they have seen in the last 5 years".

In addition, because of our financial success, we have expanded our infrastructure and connectivity with the establishment of Epic Connect with a significant subsidy for both primary care and specialists. This will provide the groundwork for ease of operation, reduction in duplicity of services, and the ability to rapidly assess and study past trends and future forecasts. Exciting times lay before us.

I would be remiss in not showing appreciation for our tremendous staff as well as our executive team that have provided not only the foresight and intelligence to advance our organization but also the hard work and back bone to support all our endeavors.

Merry Christmas and Happy Holidays to all!

Patrick McManus, MD
Alliance Board Chair



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Message from the Medical Director



Advance care planning (ACP) is a process that enables individuals to make plans about their future health care. The Alliance is promoting the wider adoption of ACP within our Network as it represents a quintessential initiative to promote the Quadruple Aim via:

1. **Lowering spend** by potentially avoiding costly (and often futile, uncomfortable and undesirable) care at the end of life
2. **Improving quality** by avoiding care that does not meaningfully prolong or improve the quality of a patient's life
3. **Improving the patient's healthcare experience** (as well as that of family members and close friends) by providing care consistent with the patient's previously documented desires and
4. **Improving the lives of healthcare professionals** by reassuring them that they are caring for the patient in accordance with his/her previously stated wishes.

Five Wishes® is a simple, well established tool to enable an individual to have some control over how he or she is treated in the setting of serious, pre-terminal illness. Created by the non-profit "Aging with Dignity", these five wishes are:

1. **The person I want to make care decisions for me when I can't**
2. **The kind of medical treatment I want or don't want**
3. **How comfortable I want to be**
4. **How I want people to treat me**
5. **What I want my loved ones to know**

[Copies of Five Wishes can be obtained from MWHC Hospice (741-3580) or from the Aging with Dignity website at www.agingwithdignity.org]

The Alliance has several programs designed to keep ACP "front and Center" throughout 2020:

1. **Green Sheets** – Coding for ACP remains a component of the Gap Closure portion of the AWV-based "green sheets" that are distributed quarterly and which are the basis of the activity-based payments to our PCPs. This measure can be satisfied either by coding for CPT 99497 for the first 30 minutes of ACP discussion or CPT

II codes 1123F or 1124F. The CPT II codes have no time requirement but also have no associated reimbursement. Questions? Contact Thomas Magrino (thomas.magrino@mwhc.com, 741-3085).

2. **Specialist ACP initiative** – We have identified 5 specialties in the Alliance who see a significant number of patients with chronic illnesses for who ACP discussions would be appropriate, especially at the time of diagnosis, exacerbation or hospitalization. We plan on meeting with these practices in January to discuss ACP planning including how best to incorporate such discussions into their workflow and to provide a template to facilitate this activity.
3. **PCP Forum on "End of Life Issues"** – At 6 PM on Tuesday January 21, 2020 at Ristorante Renato, we will hold our second clinically-focused PCP Forum. Topic: "End of Life Issues". Panelists: Dr. Rebecca Bigoney, Dr. Manan Mehta, Dr. Will Anderson, Tammy Ziegler (Perinatal Bereavement Coordinator) and Melissa Scheiman (Alliance RNCC, prior oncology navigator).
4. **BPCI-Advanced** – One of BPCI-A quality measures is coding for ACP either 9 months prior to, during or 3 months following the index admission. We are asking our hospitalist colleagues to focus on the inpatient part. The rest of us can all help with the outpatient opportunities.
5. **Collaboration with Hospice/Palliative** – Hospice/Palliative has been most helpful in terms of advice, education and providing materials for us to distribute to our providers including Five Wishes booklets and Physician Resource Guides for Hospice, Palliative and Grief Support services.

Please contact MWHC Hospice and Palliative Services for additional information (741-3580, hospiceinfo@mwhc.com).

Thank you for all your efforts toward discussing end-of-life issues with your patients and documenting their needs, wants and desires in the medical record. Our community will be better off for it.




Rick Lewis, MD

Mission: We provide superior healthcare and value through an integrated partnership among patients, providers, and community resources.

Committee Corner...



**Message from
Jeffrey Frazier, MD; Chair, Finance &
Contracting Committee**

Much has happened since our last Alliance update.

On the contracting side:

Hopefully, you are fully aware of and as excited as we are that the Alliance has reached an agreement with MWHC to serve as the narrow network for the health system's new Medicare Advantage program that begins January 1, 2020. With a tremendously successful initial rollout, the Alliance will provide care for over 1600 newly enrolled Medicare Advantage patients in 2020.

The Alliance is also the provider network for a new small business plan introduced through the local Chamber of Commerce called CieloStar.

Our Aetna contract, initially signed nearly three years ago, expires at the end of March. Working off the original Pinnacle contract, this contract used a base year of 2006 Medicare rates. We have begun contract negotiations for the renewal of this contract and have moved the base year Medicare rates from 2006 to 2016. It is the goal of the contracting committee to eventually move all contracts to current year Medicare rates.

On the finance side:

Though final numbers are not yet available, we are anticipating a small operating loss for the Alliance in 2019. This operating loss takes into account that we have distributed more than \$2.7 million to Alliance providers in the form of performance distribution, coordinated care payments, QuE programs, etc. in 2019.

We formulated and both the committee and Board of Managers has approved the 2020 budget. Recognizing that the nature of declining revenues from shared savings programs and the ever changing landscape of government programs, we are projecting an approximately \$1.5 million loss for the Alliance in 2020. Most of the revenue loss is from the loss of NextGen ACO savings (approximately \$5 million). We are still budgeting over \$2 million in physician payments, realizing that we need to continue to recognize and reward the clinicians doing the day-to-day work of the

Alliance.

We certainly appreciate the work of our committee members and are always interested in having new members join the committee. It is our committee members who bring forth the "in the trenches" information we take back to the payors to resolve issues and optimize processes. If anyone is interested in joining the Finance and Contracting Committee, please let either myself or Travis know.

Wishing you a Happy Holiday Season and joyous 2020,

Jeffrey Frazier, MD

Welcome New Practices & Providers

Cardiology Associates of Fredericksburg

Samad Zaheeruddi, MD

Fall Hill Gastroenterology

Lawrence Comerford, MD

MWVG General Surgery & Trauma

Aparna Kolli, MD

MWVG Primary Care

Irum Sohail, MD

MWVG Rheumatology

Erica McBride, MD

MWVG Surgical Oncology

Jeffrey Pelton, MD

Oracle Heart & Vascular

Micaela Iantorno, MD

Virginia Oncology Care

Charis Venditti, MD

New Practices

MWVG Urgent Care Center

11131 Journal Pkwy Suite A
King George, VA

Stewart Kohler, MD

Stewart Kohler, MD
2301 Fall Hill Ave #205,
Fredericksburg, VA

MWMA Plan Go-Live January 1, 2020



Mary Washington Medicare Advantage

Mary Washington Medicare Advantage (MWMA) is our own **provider-sponsored Medicare Advantage health plan**. This is an HMO-model plan and thus utilizes a narrow network. That network is **US** (the Alliance). We are aware that patients have called your offices and have been told that you are not taking new Medicare patients. When these patients inquiring about Medicare Advantage call you, **please reassure them that you participate in this plan and that you are happy to see them** (and make sure your front office staff – the people that answer the phones – know this).

The AEP (Annual Enrollment Period) has come to end and we have been remarkably successful in our enrollment, achieving significant numbers beyond our initial goal. We are now shifting our focus to prepare for plan go-live on January 1, 2020. **Physician and office staff onboarding** is ongoing, and being led by Yolanda Robinson, MWMA Population Health Manager. Onboarding includes training on the plan's provider portal, referral and prior authorization processes, billing, and clinical tools. Please encourage your teams to participate in one of many webinars or request an in-person meeting. Contact Yolanda Robinson, yrobinson@lumeris.com, or 703.398.7079.

Quarterly PCP Forum

All Primary Care Providers
(Adult and Pediatric)
Please Join Us for
Dinner & Discussion
Tuesday, January 21, 2020
6:00—7:30 pm
Ristorante Renato

Panelists:

- Dr. William Anderson
- Dr. Rebecca Bigoney
- Dr. Manan Meta
- Melissa Scheiman, RN
- Tammy Ziegler, RN

Representing: Hospice/Palliative, Internal Medicine, Oncology and Perinatal Disciplines



Mary Washington Health Alliance Health Plan

There is an exciting opportunity for you and members of the Mary Washington Health Alliance beginning 2020: the Mary Washington Health Alliance Health Plan. MWHA has partnered with long-standing benefits leader CieloStar to bring a level-funded benefits product to our Alliance that will help you strengthen relationships with your community, build patient loyalty and ultimately support financial strength by offering a new revenue stream.

The Community Hospital Affordable Medical Plan (CHAMP) program from CieloStar allows hospitals in the Alliance to offer comprehensive and affordable medical plans to small businesses in your community. CieloStar has been in the benefits administration business for over 3 decades and brings unique experience in offering small groups comprehensive and affordable options — which few others can say.

The CHAMP program is based in level-funded, self-insured health plans. There are 12 total plans: 3 platinum, 3 gold, 3 silver and 3 bronze. Through our partnership with CieloStar, they will provide co-branded sales and marketing resources including a MWHA-branded web page, collateral for you to share with employers and possible advertising to drive demand in your community — as well as administration of plans and claims.

To learn more about this opportunity please contact Scott Casey, Chief Marketing Officer at CieloStar at scott.casey@cielostar.com. We look forward to continuing to support the Alliance with initiatives and offerings to drive down cost at your organization.

Have a Happy Holiday season!

Annual Meeting—Save the Date

Save the Date!
Alliance Annual Meeting
Tuesday, April 7th, 2020
5:30—7:30 pm
John F. Fick Center

Welcome Alliance Board of Manager Members

The Mary Washington Health Alliance Board of Managers welcomes three new Board Members beginning January 1, 2020.

- Dana Brown, MD
Rappahannock Family Physicians
- Lynne Clemo, MD
Chancellor Internal Medicine
- Frank DeTrane, MD
Gastroenterology Associates of Fredericksburg

The 2019 Alliance Board of Managers would like to thank you for your many contributions this year and wish you a Happy and Healthy Holiday and New Year!

Dr. Patrick McManus, Chair
Dr. Charles Amory
Dr. Daniel Woodford
Dr. Kenneth McDowell
Dr. Robert Vranian
Dr. Greg Szlyk
Dr. Brian McDermott
Dr. Jeff Frazier
Dr. Adam Sims
Dr. Matthew Aiken
Dr. Kurian Thott
Dr. Michael McDermott
Mr. Ronald Branscome
Mr. Sean Barden
Dr. Christopher Newman
Mr. Fred Messing



Epic Connect Update

Mary Washington Healthcare is excited to announce that we have finalized the details for implementing Epic Connect in independent practices!

Over the past several months we have laid the groundwork to ensure your successful Epic implementation. After meeting with dozens of practices, providers, and leaders, MWHC can offer this opportunity to Mary Washington Health Alliance providers with low out of pocket costs to the practice.

Attached you will find the MWHC Epic Connect Electronic Health Record System Access Agreement for your consideration. Epic Connect extends the MWHC Epic environment to your practice, allowing you to replace your EMR with Epic's best-in-class EHR and practice management solution. Epic Connect is supported locally by MWHC's expert Epic implementation and support teams.

Establishing a unified health record is a critical step in meeting our mission to improve the health of the people in our communities. **The Alliance is offering a significant subsidy for Epic Connect!**

Alliance member benefits include:

- Primary Care providers pay only \$275 month, per provider; specialists pay only \$475 per month, per provider.
- MWHC covers 100% of the one-time implementation fee.
- MWHC covers required implementation hardware only for Alliance members.
- Improved quality of care with coordinated data sharing among patients' care teams.
- Common medical record for your providers and patients.
- Increased patient satisfaction with a robust patient portal with self-service functionality.

If you would like to learn more about MWHC Epic Connect and explore whether Epic would be a solution for your practice, contact Karin Haynes, MWHC Epic Connect Account Manager, at Karin.haynes@mwhc.com or 540.741.1024.

Karin Haynes
Epic Connect Account Manager

January 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16 Board of Managers; 7:00 am Exec. Conf. Room IT Committee 9:30 am FH Suite 200	17	18
19	20	21 PCP Forum-End of Life Issues 6 pm Ristorante Renatos	22	23	24	25
26	27	28 Clinical Quality I West A CR @ 7 am	29	30	31	

February 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10 Finance & Contracting I West CR @ 7:30 am	11	12	13	14	15
16	17	18	19	20 Board of Managers; 7:00 am Exec. Conf. Room	21	22
23	24	25 Clinical Quality I West A CR @ 7 am	26	27	28	29

March 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13 Communications & Education 7:30 am Call In Only	14
15	16	17	18	19 Board of Managers; 7:00 am Exec. Conf. Room IT Committee 9:30 am FH Suite 200	20	21
22	23	24 Clinical Quality I West A CR @ 7 am	25	26	27	28
29	30	31				

UPCOMING ALLIANCE EVENTS