

Concert's membership meeting was held January 22, 2020, at the West Shore Country Club. Forty attended including 30 physicians and several prospective practices. The following are the key discussion points from the meeting:

CONCERT ACCOMPLISHMENTS — *Scott Owens, MD, Chairman*

- Why we formed — independent physicians working collaboratively with hospital system — legal basis for collectively negotiating value-based reimbursement — to improve clinical outcomes and efficiency
- 1,000 physicians strong: 200 independent and 800 from UPMC
- Board of managers comprised of 11 physicians including six representing independent practices
- 37 Quality Initiatives
- Pay-for-value arrangements to be launched in 2020 with over 70,000 covered lives

GOALS FOR 2020 — *Craig Skurcenski, MD, Vice-Chairman*

- Operationalize Concert
 - Establish operational committees: Finance/Network and Quality
 - Establish revenue distribution model for bonuses based on participation, volume, and quality
 - Staff key positions: Concert executive director, care coordinators, and data analyst
 - Establish Healthy Planet IT population health platform for collecting and reporting quality and cost measures: improvement goals and integrating Epic and independent EMR data
 - Launch narrow- or tiered-network products around Concert
 - Launch care coordination in independent practices focused on highest risk patients

CARE MANAGEMENT — *Sue Thompson, Director Care Management*

- Care Management — Patient Identification
 - Inpatient, ED, and high-risk reports
 - PCP/Office/Facility referrals
- Care Management — Team Process
 - Step 1: Contact Patient
 - Telephonic outreach
 - Attend office visit
 - Outreach in hospital or SNF (rehab) visit
 - Step 2: Establish Actions Needed
 - Schedule Home Visit
 - Review case with managing physician
 - Develop action plan
 - Coordinate services and resources needed
 - Tele-monitoring if indicated
 - Step 3: Case Reviews — Interdisciplinary Case Rounds
 - Provider huddles
 - Quarterly multidisciplinary team meetings
 - Monthly Case reviews

● PAYOR UPDATE — Matthew Vogel, VP of Managed Care, President, Concert

Custom Insurance Products Built Around the Concert Network

- Capital Blue Cross — High Performance Narrow Network
 - Concert to serve as the exclusive narrow network in central Pa.
- UPMC Health Plan — Tiered Network
 - Concert Network top-tier providers (“tier-one”) in the central Pa. market
 - Steerage to tier-one providers via lower member cost-sharing
 - My Care Advantage EPO/PPO in the market now — several thousand members

● PAY-FOR-VALUE REVENUE OPPORTUNITY

- Covered lives over 70K
 - UPMC Health Plan 14K
 - Capital 30K
 - Aetna 28K
- Key features of programs:
 - Care Coordination
 - For Concert care and quality coordinators
 - Focused on high-risk patients and quality gaps
 - Quality Bonus:
 - Targets for HEDIS and CMS Stars measures
 - Shared Savings:
 - Population care cost targets
 - Share of savings, for costs below targets
 - No down-side risk

NEXT STEPS

Healthy Planet connectivity — Concert has begun to plan the development of a health information technology infrastructure to secure, collect, analyze, and understand data from all participating providers across the continuum of care. IT will begin reaching out to independent Concert practices to schedule meetings to review their current EMRs and the options for data feeds into Healthy Planet.

Care Management — We are establishing ways for providers to drive change and improve care based on this data as it will identify high-priority health issues and offer evidenced-based resources and processes to manage those issues. This is an attractive feature for practices that do not have a community health nurse or care management embedded into their practice. More information to follow regarding support and referrals into Concert Care Management programs.

Pay for Value programs — Look for webinars to learn more about the UPMC HP pay-for-value program and access to data and reports on your patients.

Concert is continuing to grow and add new health care providers. We will continue sharing updates and the benefits of a CIN and how you can join. We urge you to ask questions, challenge assumptions, and participate in building a strong future for our patients and our community with Concert. Learn more about Concert by visiting ConcertHealthAlliance.org.