

As we welcome spring and summer 2021, there is renewed hope that the COVID-19 vaccine will allow us to resume some of our normal activities. Since COVID-19 emerged, it has taken many lives and caused immense disruption to families, societies, and economies all over the world. It also triggered swift responses and mobilization of health care and science. Our community has pulled together and done amazing work to battle this virus and currently is busy immunizing individuals. Concert is grateful for all the efforts each of you give every day to our community and organization.

CONCERT HEADLINES

- Concert membership includes 19 practices and more than 1,200 physicians.
- Our pay-for-value programs with Aetna, Capital Blue Cross and UPMC Health Plan cover over 85,000 lives.
- Concert distributed \$1.8 million in CY 2020 incentives to PCPs and specialists during March 2021.
- We are extremely happy to welcome: *Azizkhan Internal Medicine, Internists of Central PA, and Partners in Women's Health Obstetrics and Gynecology* to the Concert family.
- Concert held a virtual "COVID-19 Q-and-A" on Dec. 22, 2020, with Dr. John Goldman, vice president and infectious disease specialist for UPMC in Central Pa., and Dr. Craig Skurcenski, vice president, Emergency Medicine for UPMC in Central Pa. Over 80 individuals attended from independent Concert provider groups. This was a great learning opportunity.
- We will be scheduling four to six town hall meetings during 2021. Our next meeting will be July 28, 2021 at noon and will focus on care coordination. If you have suggested topics for future town halls, please email them to Molly Dell, Director of Concert, at dellm3@upmc.edu.
- We are sharing CME opportunities as they become available from UPMC Health Plan. Watch for them in your email. They are free to Concert members.

GOALS FOR 2021

- Quality Committee held its first meeting on April 1, 2021, with a goal of establishing key metrics for 2021.
- Finance Committee to be convened and will hold first meeting.
- Continued recruiting of new practices.
- Finalize 2020 pay-for-value results and distributions.
- Launch and educate practices and staff regarding 2021 pay-for-value programs.

NETWORK REFERRALS

Concert's goal is to provide appropriate, safe, and effective referrals within Concert. We are continuing to look for opportunities to improve performance by better understanding and influencing care patterns, including referrals. Enclosed is a list of Concert providers and contacts for easy reference.

PAYOR UPDATE

Pay-for-value contracts signed with the following payors:

Patients

- Aetna 29,000 lives
 - Medicare Advantage – Minimal program changes
 - Commercial – New program
 - Shared Savings Only with Quality Gate
- Capital Blue Cross 35,000 lives
 - Medicare and Commercial
 - Quality and Shared Savings – Minimal Changes
- UPMC Health Plan 19,000 lives
 - Medicare, Commercial, and Medicaid
 - Quality and Shared Savings (Medicare Advantage)
 - Increased emphasis on Risk Coding
 - New Measures related to PCP and ED Utilization

HEALTHY PLANET

- The IT team continues analytic building and testing of several quality measures.
- IT continues to aggregate Concert providers' data.
- Continuing discussions with independent PCPs to integrate data into Healthy Planet from disparate EMRs.
- Care Managers are using Healthy Planet data to perform their population health workflows.

CARE MANAGEMENT

- Continuing surveillance and patient outreach: utilizing dashboard and payer detail reports.
- We can assist with your high-risk patients. Please continue to refer your patients for care coordination.
- For assistance with UPMC Health Plan, Aetna, and Capital Blue Cross patients, contact:
 - Debra Burger, BSN, RN, Professional Case Manager
 - Phone: 717-221-6221
 - Email: burgerda@upmc.edu
 - Hours: Monday to Friday, 7:30 a.m. to 6 p.m.

Molly Dell, RN, BSN, MBA

Director of Concert Health Alliance, Clinically Integrated Network

Email: dellm3@upmc.edu

Phone: 717-231-6355