



Welcome to the 2021 ACO Engagement Summit

September 22, 2021

Today's Agenda

| Time | Topic & Speakers |
|--------------------|--|
| 9:00 – 9:10 a.m. | Welcome: ACO Engagement Summit Day 2 |
| 9:10 – 10:10 a.m. | Roundtable Discussion: The Strategic Lens of Value Based Care <ul style="list-style-type: none">• John Mach, MD, Chief Medical Officer and Senior Vice President, Medica (Moderator)• Daphne Bascom, MD, PhD, Vice President of Population Health, St. Luke's Health System• Abraham Jacob, MD, MHA, Chief Quality Officer, M Health Fairview• Mary D Strasser, Vice President Payer Strategy Essentia Health• Scott Ptacnik, President, CHI Health Partners |
| 10:10 – 10:30 a.m. | Facilitated Small Group Discussion: Roundtable Debrief |
| 10:30 – 10:45 a.m. | Break |
| 10:45 – 11:45 a.m. | Telehealth: A Transformative Experience: Yesterday, Today, and Tomorrow <ul style="list-style-type: none">• Charlotte Hovet, MD, Senior Medical Director of Quality, Care, and Utilization, Medica (Moderator)• Lisa Spann, Senior Director, ACO Provider Relations & Segment Support, Medica• Megan Romine, DO, MHA, FACP, Medical Director, UnityPoint Accountable Care• Michael Van Scoy, MD, Medical Director, Essentia Health• Kris Kopski, MD, Regional Medical Director, Park Nicollet Health Services |
| 11:45 – 12:00 p.m. | 2021 Summit Wrap-up |

General Information and Housekeeping

- **Landing page**
 - Agenda, speaker biographies, and contact information for all registered attendees
 - Contact information for Medica tech support and Summit organizers for troubleshooting
 - Link is in your invite and has just been put into the chat box
- **To ask a question during the roundtable or telehealth panels:**
 - Enter your question in the monitored chat box
 - “Raise your hand” on the participants panel on the right hand side of your screen and you will be unmuted and introduced.
- **Survey & CEUs**
 - A post-Summit survey and information for nursing CEUs will be sent out immediately after our closing remarks today.
- **Audio & Video for attendees**
 - Roundtable, and Telehealth: All attendees muted without camera access.
 - Small group discussions: Lines will be unmuted and video available. Please consider turning these on to allow for an interactive discussion.



Roundtable Discussion

The Strategic Lens of Value Based Care

Roundtable: The Strategic Lens of Value Based Care

Small Group Discussions

- The WebEx platform will automatically assign you to one of six groups for an informal conversation on today's roundtable.
- Each will have a Medica facilitator and scribe.
- You will be able to turn on your camera and microphone in these sessions
- At the end of the 20 minutes, you'll receive instructions via a message on your screen on how to exit the small group and return to this 'room'.
- We will then take a break from 10:30 – 10:45 am

Small Group Discussions

Small Group Discussions are currently in progress. You will be assigned to a small group shortly.

Break

10:30 am – 10:45 am

A close-up photograph of two hands shaking, symbolizing agreement or partnership. The hands are the central focus, with one hand in a white sleeve and the other in a blue sleeve. The background is blurred, showing other people and warm lighting.

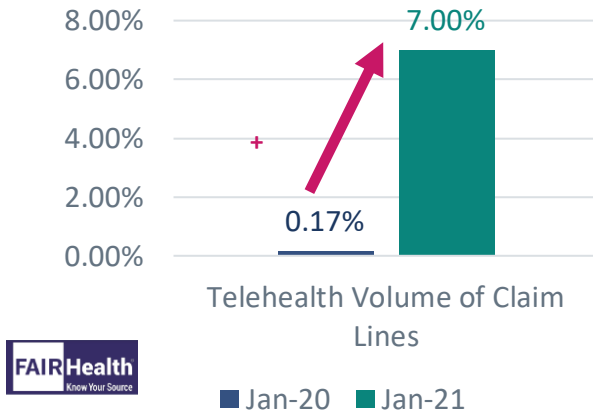
MEDICA®

Telehealth Presentation

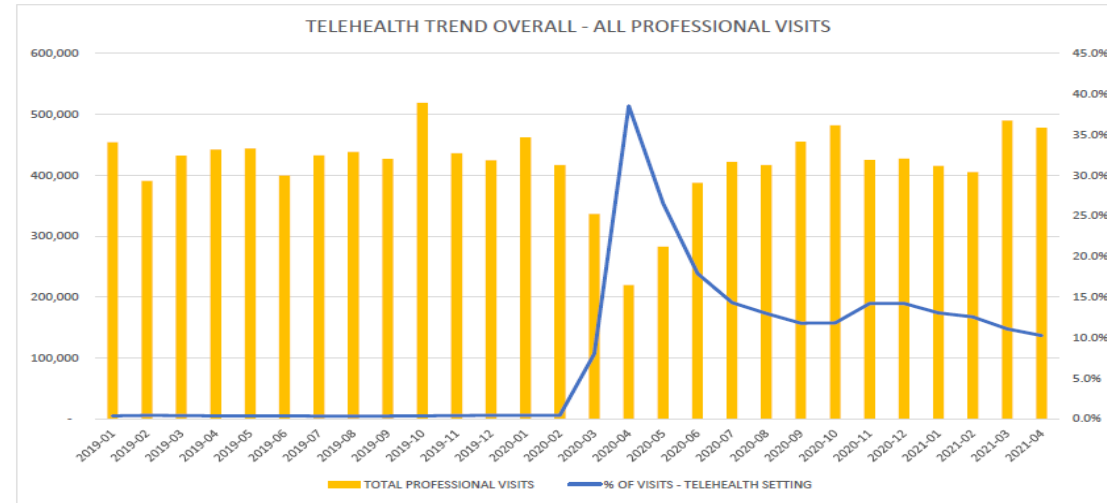
September 22, 2021

Telehealth Trends:

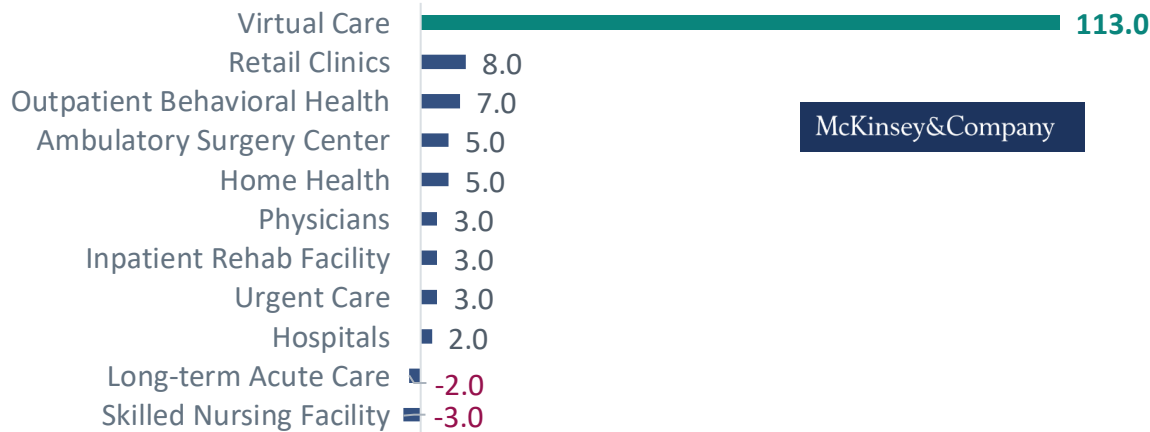
4000% Year-over-Year Telehealth Increase



TELEHEALTH TREND - 1/1/2019 - 4/30/2021

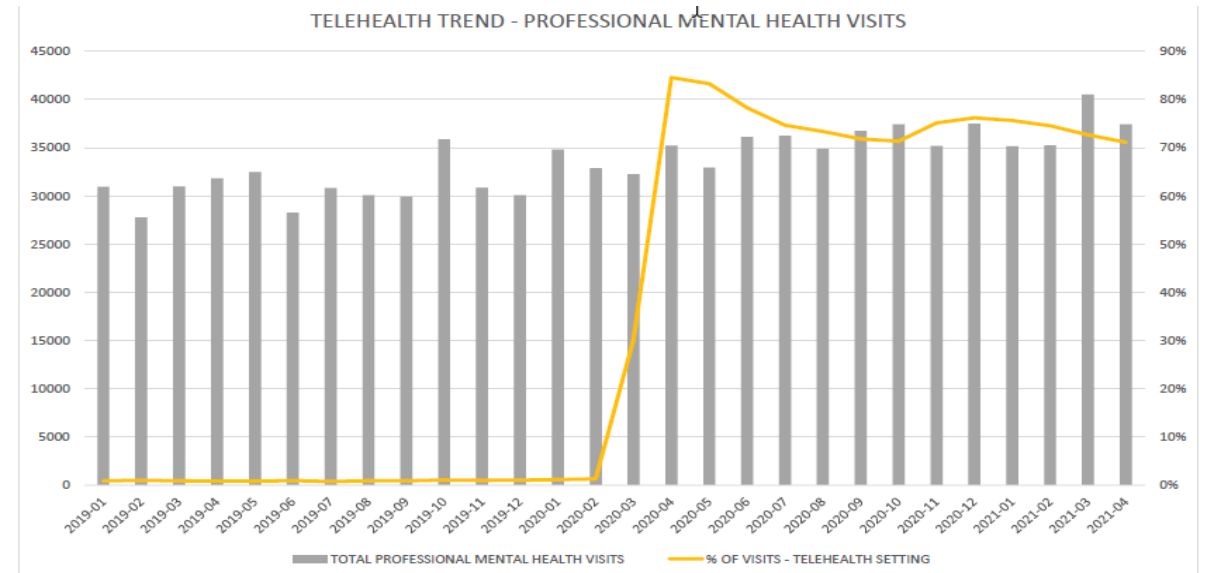


Healthcare revenue growth potential by 2022, CAGR



McKinsey & Company

Mental health appointments dominate virtual care



Telehealth Evolution

Deal frenzy


- Growth in usage in 2020 was astronomical; leveling off or decreasing in 2021
- Telehealth IPOs, mergers & acquisitions are being announced daily
- Consumer attitudes becoming more accepting in the younger demographics
- But significant concerns...
 - Efficacy of care
 - Potential gaps between Virtual and Face-to-Face visits

Telehealth company Amwell spikes in public debut with outsized \$742M IPO
Sep. 2020 FierceHealthcare.com

Amazon's telehealth arm quietly expands to 21 more states
March 5, 2021 | Seattle Times




Cigna health services arm Evernorth acquires telehealth vendor MDLive
Rebecca Pifer @RebeccaMPifer | HealthCareDive.com
2/26/21

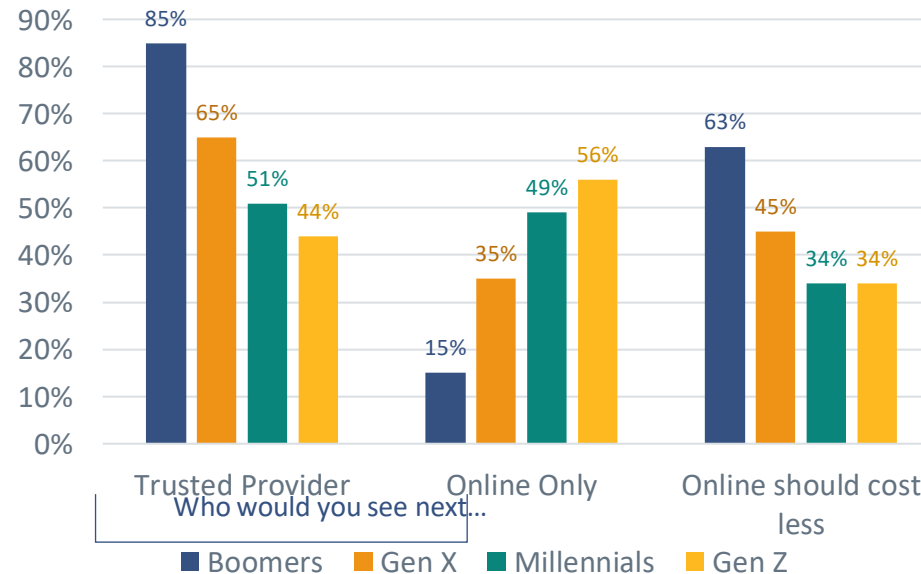



Bright Health acquires Zipnosis, enters telehealth market
MedCityNews.com April 6, 2021

Teladoc, Livongo to merge in \$18.5 billion deal
August 05, 2020 12:00 PM | Modern Healthcare

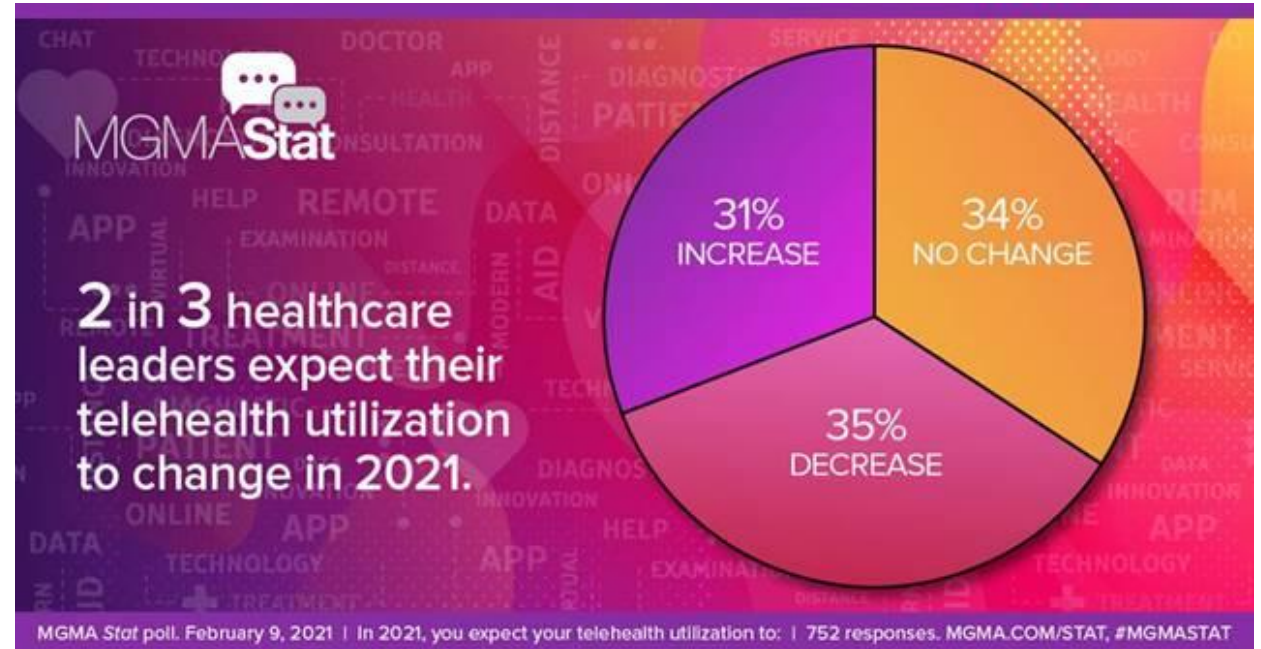


Consumer Attitudes




Telehealth Considerations

- Utilization trends
- Payment parity
- Clinical appropriateness
- Definitions
- Bridging telehealth and in-person visits
- Referral management
- Member Experience



Telehealth – Medica current state

- Promote and support Provider system solutions
- Offer enhanced benefits for Virtual Care
- Emergency telemedicine policies following CMS guidelines
 - Behavioral Health - telehealth and in person payment parity
- Vendor Solutions(Amwell/Virtuwell)
 - National Presence
 - 24/7 access for members
 - Cost-effective alternate care delivery option
 - Convenient, streamlined member experience




Virtual care

Reliable care from the comfort of your home. Get 24/7 treatment online or over the phone. Your plan includes video visits or e-visits through MyChart as options for your care.

[Hennepin Healthcare - Video visits](#)

[Hennepin Healthcare - E-visits](#)

[Amwell* - Find a virtual provider](#)



Virtual care

Reliable care from the comfort of your home. Get 24/7 treatment online or over the phone. Check with your clinic about getting virtual care for common conditions.

[M Health Fairview - Get diagnosed and treated for dozens of conditions](#)

[Virtual visits for common conditions](#)

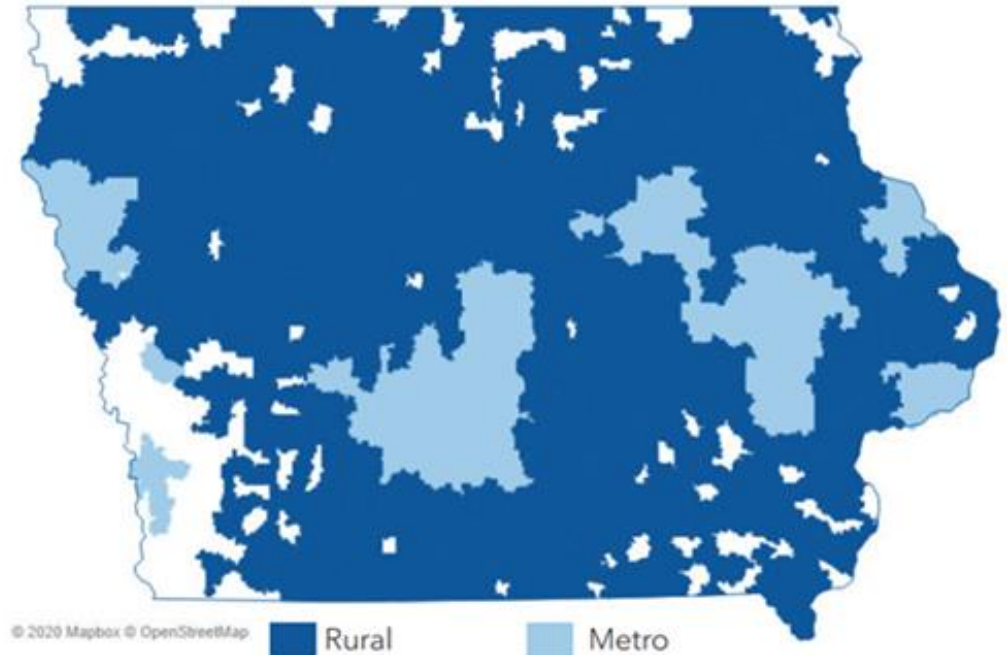
[Amwell* - Find a virtual provider](#)

Telehealth Programming

UnityPoint Accountable Care

Telehealth at UnityPoint Health

- Over 15 years experience in a variety of care settings (home, clinic, inpatient, and ED).
- Longest experience using behavioral health in rural care sites.
- Rapid expansion of services during pandemic.
 - In early 2020, patients in 78% of rural Iowa zip codes received telehealth services, a 39% increase from the previous year.
 - The number of specialties available via telehealth increased from 6 to 54.



UnityPoint Health

Sample of Current Telehealth Programs

Behavioral health telehealth consults in the ED

- One region implemented telepsychiatry in late 2013 and has seen a 72% deflection rate for inpatient mental health services

Urgent care telehealth option for patient

- Above 97% patient satisfaction rate for this service

Inpatient Cross-Regional Telehealth.

- Tele-Hospitalist program allows broader hospitalist coverage to rural sites and flexibility of coverage during surge situations – crucial in the pandemic.
- Services also available for Behavioral Health, Neurology, and Palliative Care.

We are called to make a healthy difference in people's lives.

Post-Covid Telehealth at Essentia

Discerning Readiness for Expanding Scope

Mike Van Scoy, MD

22.Sept. 21

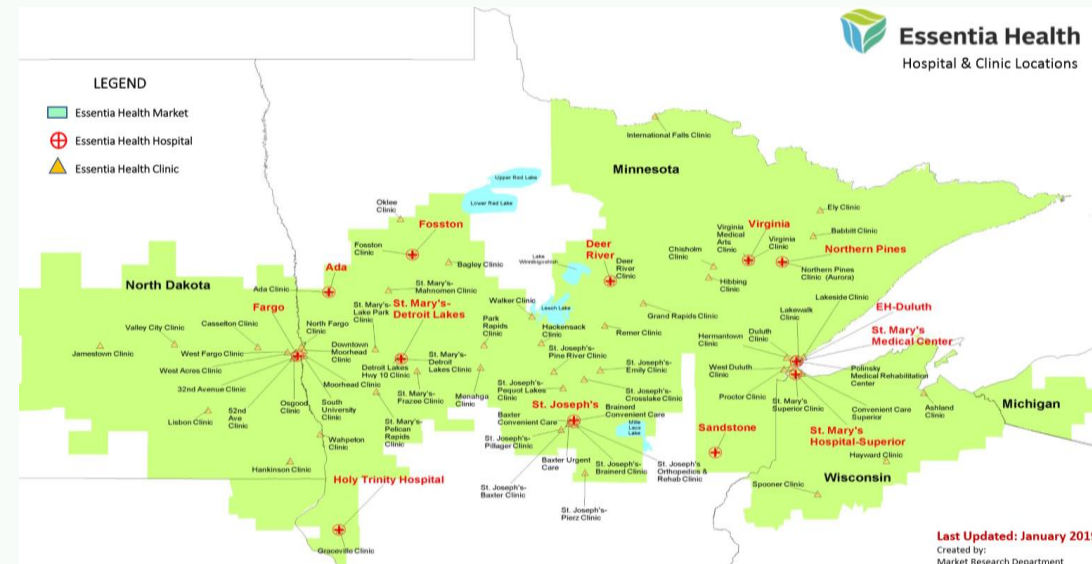
Medica ACO Engagement Summit



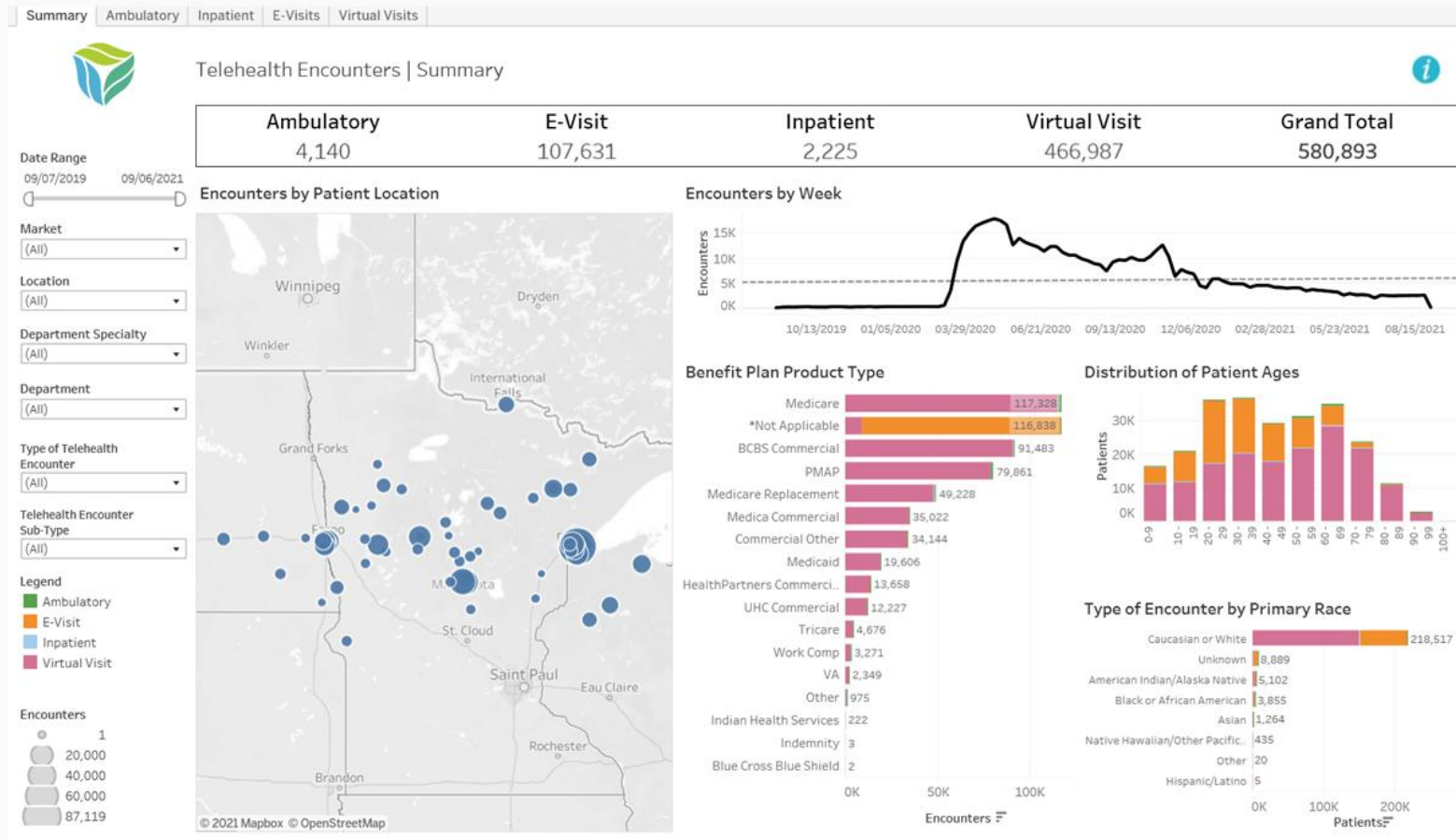
Essentia Health

At a glance: Essentia Health

- Nonprofit, integrated health care system headquartered in Duluth
- 14,700 employees
- 15 hospitals, 75 clinics
- Serving 560,000+ unique patients in Minnesota, Wisconsin, North Dakota and Idaho
- NCQA Level 3 ACO
- 180,000 at risk lives: commercial, Medicare: Enhanced Track MSSP, Medicaid



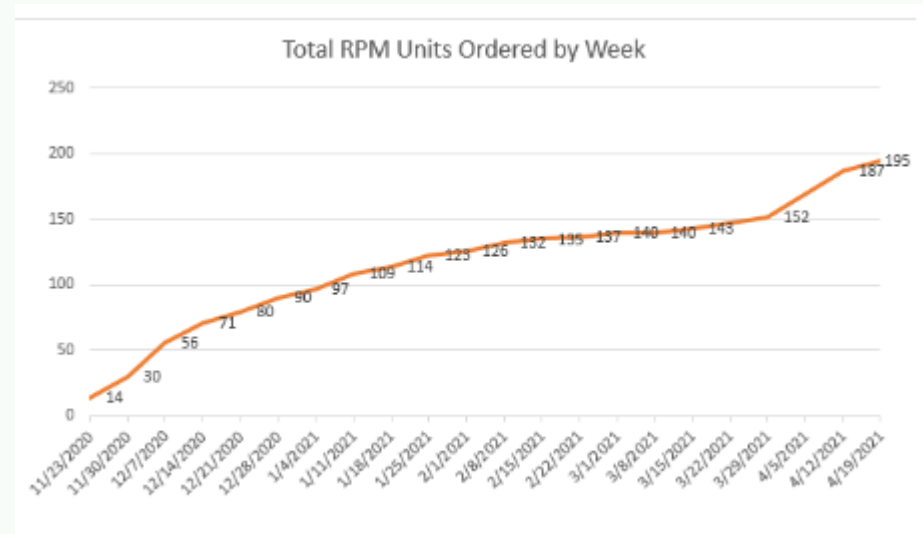
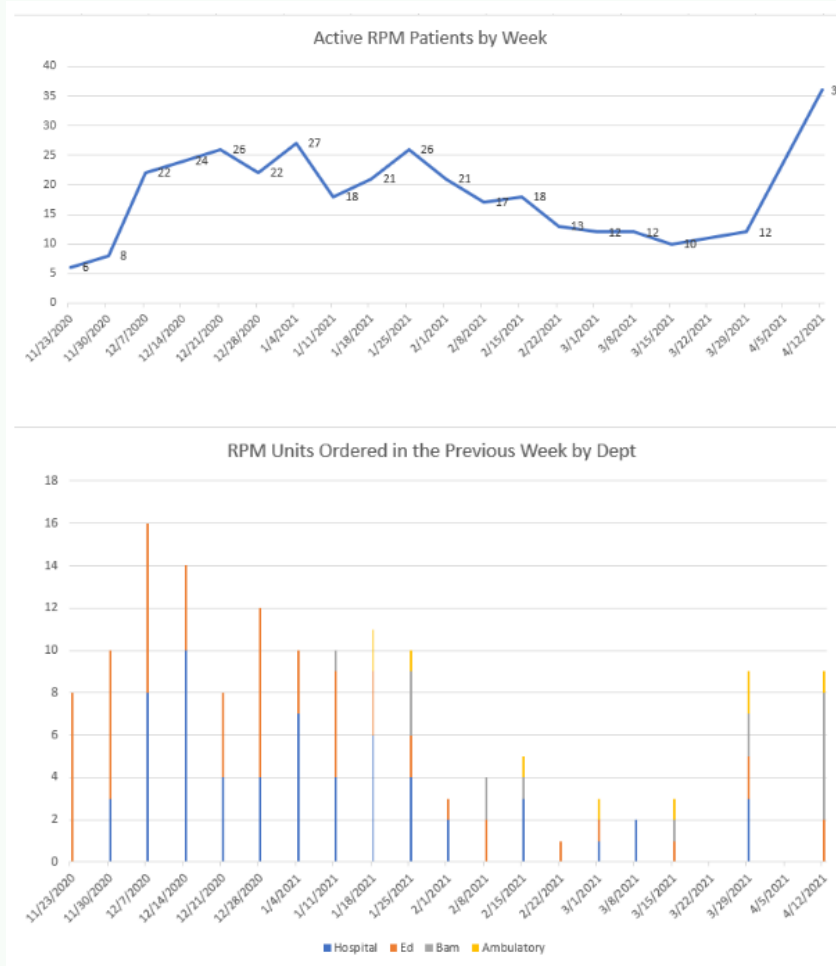
Essentia Health provided most 2020 telehealth visits in MN



Impact of “COVID Aware, Prepare” Outreach

- Identified patients at highest risk for COVID complications
- 57,000 My Health Messages with COVID Resource Guide
- 63% opened message
- 4,700 patients used at least one link for resources
- 1,800 telephone contact

Key Performance Indicator: Patient Count



196 units orders for COVID + patients

- 44% Ordered Upon ED Discharge
- 34% Ordered at Hospital Discharge
- 22% Ordered at Outpatient Discharge

Combined with 660+ Virtual Video Visits
24/7 monitoring via Nurse Care Line

Current Scope of Telehealth Services

- Tele-ICU, Tele-hospitalist, Tele-telemetry
- E-visits
- Video Visits, scheduled and on-demand
 - Including PharmD MTM
- Remote Patient Monitoring
 - Covid, Oncology, CHF, Diabetes, Hospital at Home
- Online assistance for Social Determinants of Health

Introducing Resourceful

www.WeAreResourceful.org

Resourceful - Find social services near you

Resourceful is a free community resource guide to help you find free and reduced cost services in your area



Find help paying bills, locating housing assistance, food banks, and other community resources

Interactive Dashboard



Social Determinants Of Health | Demographics



Date Range
3/11/2019 8/31/2020

Choose a Question
Medical Transport

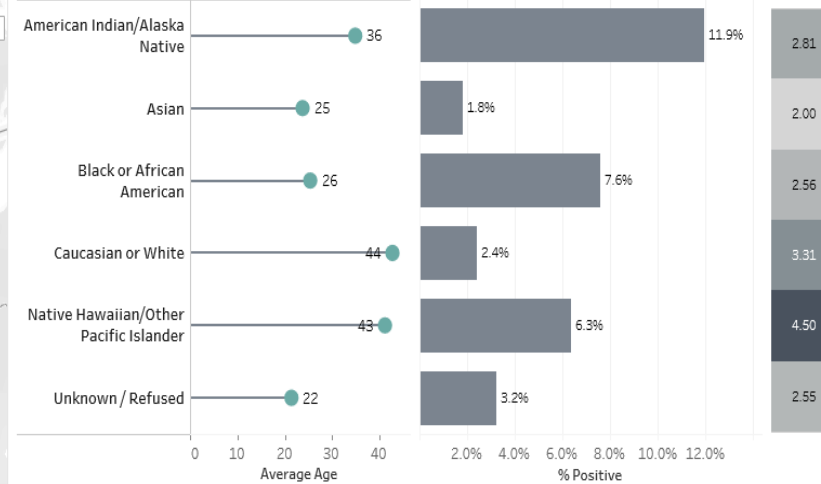
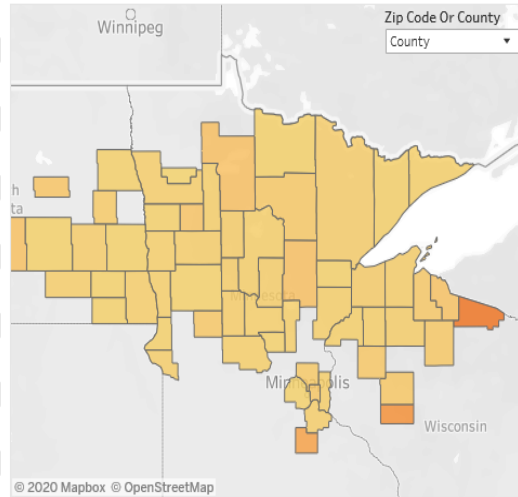
Medical Transport
1,961 Patients Responded Positively 6,276 Times

Questionnaire Type
(All)

Percent Positive Responses by County (With at least 10 responses)

Average Age (left), Percent Positive Responses (middle), Average Positives per Patient (right) by Race

Questionnaire Status
(All)



Market
(All)

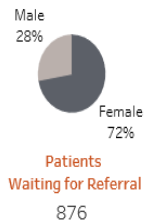
Location
(All)

Department Specialty
(All)

Department
(All)

Benefit Plan Product Type
(All)

Payer
(All)



Back to Summary

Patients Are Referred To

| | |
|--|------------|
| Hunger Solutions | 186 |
| Bridges of Hope | 23 |
| Northwest Wisconsin Community Services.. | 8 |
| Other | 8 |
| Great Plains Institute | 5 |
| Total | 230 |

Patients Are Educated On

| | |
|---------------------------------|------------|
| food security | 190 |
| financial assistance/counseling | 34 |
| transportation | 30 |
| other | 4 |
| housing | 3 |
| Total | 207 |

Referrals Are Not Completed Due To

| | |
|------------------------------|------------|
| Unable to contact patient | 233 |
| Declined | 162 |
| Currently receiving services | 20 |
| Recent referral | 6 |
| Total | 421 |

Anticipated Expansion

- SNF Call Coverage
- Remote Patient Monitoring
 - High Risk Pregnancy, functionally impaired/frail
- RN facilitated Video Visits
 - Care Coordinator, Home Health, facility RN's

Future Expansion

- Behavioral Health
 - Depression, anxiety triage and basic treatment
 - Tele-psych consultations
- Advance Care Planning
- Diagnostic Units, (Tyto)
 - Kiosk clinics
 - Schools, workplace

Case Study: Trinity

- 2017, began with reducing readmission rates, (16% to 6% Medicare)
 - 30-day post discharge episode
- Expanded to long-term Home Care patients to reduce hospital, ED utilization
- Included short-term Home Health patients for chronic illness, after discharge.
- <https://www.vivifyhealth.com/download/trinity-health-2021/?wpdmdl=10424&refresh=60f042d90438a1626358489>

Challenges to Expansion Benefits to Integrating

- Medicare Reimbursement for home originating site
- Annual Wellness Visit may need follow up appointment
- Measuring impact on quality, utilization, cost savings
- Challenging technology/inventory
- Improved follow up compared to 3rd party
- Market share
- Patient satisfaction
- Gaps in quality
- Integrate with clinical colleagues, lab/imaging

Navigating the Telehealth Transition



Quick Start!

- Rapid deployment of telehealth visits (video)
 - Google Duo platform + Google Voice
- Operationalizing:
 - Telehealth “Blocks”
 - Allowed site social distancing
 - Telehealth from home or in clinic (office)
 - Planned 30% of clinician template in primary care

Interesting things we tried

- “Popup” Hospital Discharge Follow-up Virtual Clinic
 - Telehealth visit for hospitalized patients discharged to home within 24-48 hours
 - 7 days a week and holidays
 - Longer appointment times
 - Dedicated team of primary care clinician volunteers
 - Subsequent Telehealth Follow up with PCP in 7-10 days
- Virtual “pools” for respiratory and acute symptoms

Where are we now?

- Primary Care
 - Added back flexibility in percent schedule templated for telehealth
 - Differential uptake of telehealth depending on population
 - Clinical Appropriateness (pediatrics)
 - SDOH impact
 - Clinician promotion
 - Clinician directed vs. patient initiated
- Behavioral Health
 - Nearly all care performed as telemedicine (!)
 - Lower no-show rates

Looking into 2022: What to keep and grow?

- Improving platform
- Location flexibility
- Channel “guidance” for patients/consumers

Reflections Day 2

Themes: Patient Engagement, Coordination, Alignment

Roundtable Discussion

Walking the path and building the infrastructure to achieve value based care

Barriers and catalyst

- Complexity of coordinating multiple partner metrics and incentives
- Assisting independent providers across systems to align with system metrics and goals
- The education of patients and employers on the value of local coordinated care through a narrow network
- Leveraging COVID-19 as the catalyst to change the conversation on achieving value based care

Working as an interdisciplinary team

- Population health cannot be separated from how the rest of the organization is operating
- Embedding the care coordination team within primary care

Examples of data driving change

- Reassessment of chronic conditions to create incentive structures to ensure conditions are recaptured
- Better understanding diversity of patients involving in care coordination and who needs to be included as part of outreach

Telehealth Panel

- Rapid response to COVID-19 leading to increases in utilization and market innovations
- Dramatic increases in specialty and subspecialty offerings
- Member and provider experience with the transition to telehealth services
- Payment parity and clinical appropriateness and effectiveness
- Experience of providing telehealth services to rural populations
- Overview of current telehealth programs, including but not limited to behavioral health, urgent care, inpatient cross-regional telehealth, remote patient monitoring, and pharmacy consultations
- Future strategies with advance care planning and diagnostic just in time kiosks
- 2021 iterations included adding back flexibility to providers schedules and adapting to patients digital disadvantages

The 2021 ACO Engagement Summit Planning Committees



Clinical Committee

- Lori Skinner, Chair
- Amy Wallingford
- Penny Tatman
- Maria Amaya
- Leah Halverson



Operations Committee

- Naira Polonsky, Chair
- Scott Myhre
- Maggie Johnson
- Shelley Alley
- Lukas Johnson
- Julie Willert
- Leah Halverson



Steering Committee

- Christy Kriha, Chair
- Lori Skinner
- Naira Polonsky
- Leah Halverson
- Scott Myhre
- Maggie Johnson
- Lisa Spann
- Dr. John Piatkowski



MISSION

To be the trusted health plan of choice for customers, members, partners and our employees.

VISION

To be trusted in the community for our unwavering commitment to high-quality, affordable health care.

VALUES

Customer-Focused • Excellence • Stewardship • Diversity • Integrity

