

# PRIME Care

## Pioneer ACO Overview

November 2012



Physicians Putting Patients *First!*

Across the Inland Empire PrimeCare offers

- Personal care in neighborhood offices
- Choice of 350 primary care physicians and 1,400 specialists
- Convenient after-hours care and urgent care centers
- More than 20 years of service to your community
- Affiliation with the major HMO plans

PRIME Care For information visit [www.primecare.com](http://www.primecare.com) or call 1-888-313-7929

# Organizational Overview

## Structure

North American Medical Management California



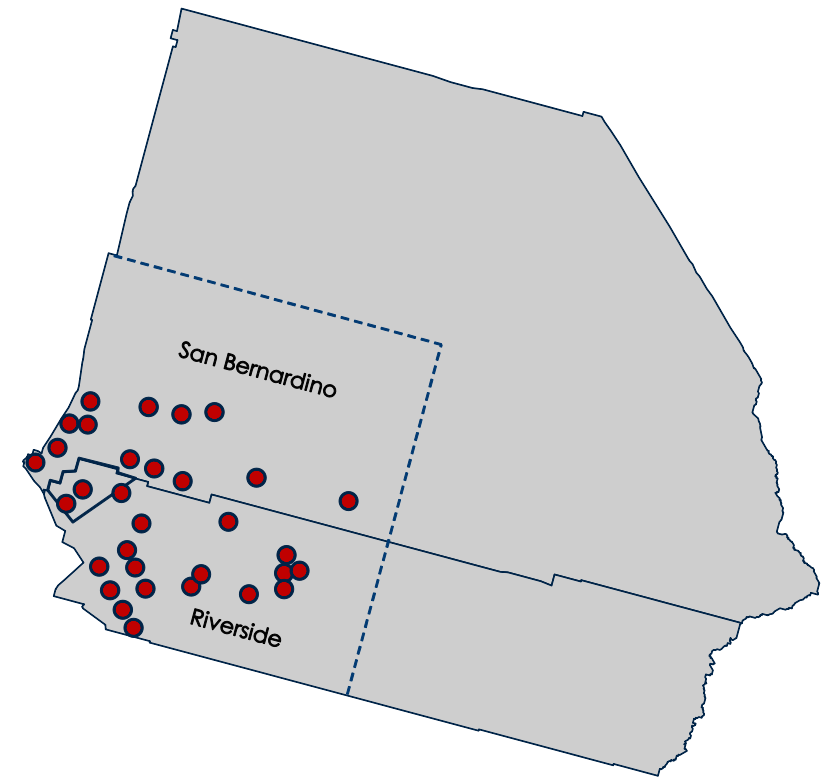
PrimeCare Medical Network



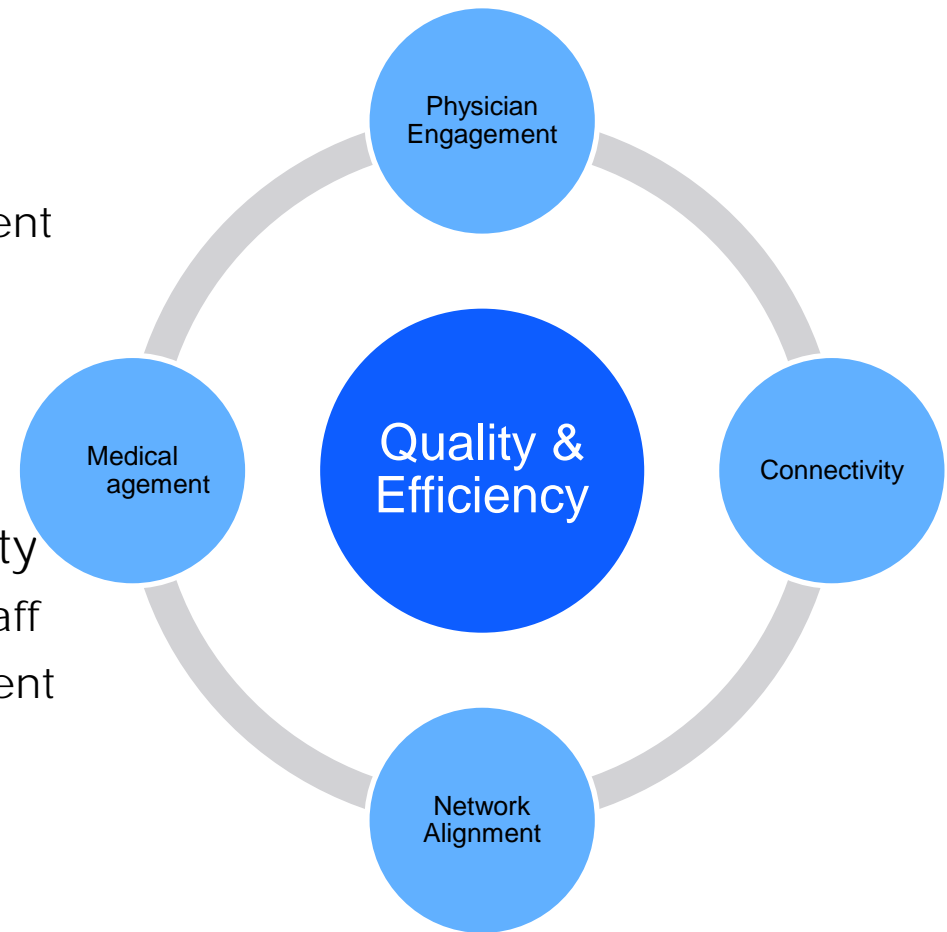
Premier Choice ACO

- Inland Empire, San Diego & C. Valley
- 16 Physician-Governed IPAs
- 598 PCPs
- 239,000 HMO enrollees
- Inland Empire & San Diego
- Knox-Keene license
- 15 IPAs
- 475 PCPs
- 231,000 HMO enrollees
- Inland Empire
- Single provider network
- 200 PCPs
- 13,400 aligned beneficiaries

## Communities Served by ACO



- Network alignment & physician engagement
  - Enable physicians to remain independent and focus on patient care and quality
  - Local physician governance
  - Transparency
  - Outcomes based incentives
- Medical management & connectivity
  - Dedicated local care management staff
  - Registries and chronic care management
  - Point of care tools, e-alerts
  - Predictive modeling
  - HIE connectivity with all provider types



## Clinical Excellence

- Introducing care coordination to an unmanaged population
- Tiered outreach based on patient acuity
- Focus on care management and wellness programs
- Quality care with high patient and provider satisfaction

## Operational Efficiencies

- Partner with hospitals to reduce avoidable utilization
- Improve compensation to physicians meeting three-aim goals
- E-connectivity to support care coordination and management

## Primary Drivers

- Education of beneficiaries, providers and staff
- Comprehensive care
- Reduce avoidable cost
- Connectivity with all providers

## Challenges

- Beneficiary engagement
  - Education on ACO and benefits of care coordination
  - No network limitations
  - Unaccustomed to active outreach
- Hospitals
  - Minimal hospital options
  - Risk adverse to any outcomes base reimbursement
- Data access and integrity
- Competing programs
  - Metrics
  - Dual eligible care coordination pilot

## Pioneer ACO Opportunities

	2009	2010	2011
<b>Aligned FFS Beneficiaries</b>			
Days/1000	1,321	1,481	1,640
Admits/1000	252	280	306
ED Visits/1000	591	664	772
<b>PMNI Network</b>			
Days/1000	903	963	852
Admits/1000	224	232	208
<b>Variance</b>			
Days/1000	418	518	788
Admits/1000	28	48	98

## Pioneer ACO Strategy

- Risk stratification of patients for targeted care
- Physician, office staff and beneficiary education
- Redesigned care teams
- Aligned incentives
- Connectivity with point-of-care tools