Episodes of Care
Annual Feedback Session
March 23, 2023

Welcome!

- The event will start at **11:30 am CST/12:30 pm EST.**

- Upon logging in, all participants will be automatically muted with cameras disabled. This will help ensure there is enough bandwidth for all participants.

EPISODES OF CARE
ANNUAL FEEDBACK SESSION

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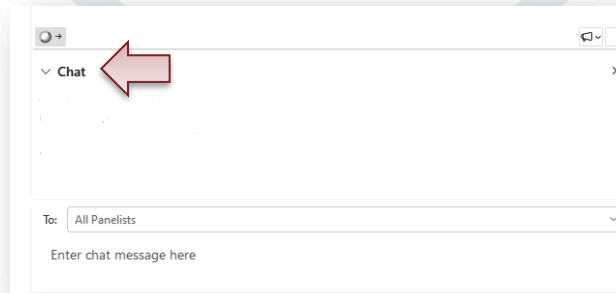| Agenda |
| --- |
| 1. Welcome and Introductions |
| 2. Episodes of Care Highlights |
| 3. Provider Success Stories |
| 4. Overview of Feedback Process |
| 5. Feedback from All Providers |

The Feedback Session will end once all stakeholders have had an opportunity to speak. We anticipate the event will take one hour.

Episodes of Care Annual Feedback Session

We want to hear from you!

Ways to Share Your Feedback:

- **Now:** Use the **chat** function on WebEx to tell us you would like to speak. The moderator will introduce you and unmute you.
- **Always:** Send an email to Payment.Reform@tn.gov
- **Always:** Contact your MCO representative

TennCare Episodes of Care Team

Sally Caine Leathers
Director of Strategic Planning and Innovation

Dr. Vaughn Frigon
Episodes of Care Medical Director

Beth DeWeese
Manager Innovation Team

Hicham Kadiri
Senior Innovation Analyst

Nathan Bierman
Innovation Specialist

He Huang
Innovation Analyst

Results of the Episodes of Care Program

2015	2016	2017	2018	2019

Estimated Savings*:
$10.8 million

Estimated Savings*:
$14.5 million

Estimated Savings*:
$28.6 million

Estimated Savings*:
$38.3 million

Estimated Savings*:
$45.2 million

2015
- **Providers and hospitals reduced costs while maintaining quality of care**
- **Gain sharing payments to providers exceeded risk sharing payments by $280,000**

2016
- **Quality metrics improved for perinatal, total joint replacement, and COPD, and were mostly maintained for the remaining episodes**
- **Gain sharing payments to providers exceeded risk sharing payments by $395,000**

2017
- **Quality metrics improved or maintained for most episodes**
- **Gain sharing payments to providers exceeded risk sharing payments by $206,900**

2018
- **Quality metrics improved or maintained for most episodes**
- **Gain sharing payments to providers exceeded risk sharing payments by $686,000**

2019
- **Quality metrics improved or maintained for most episodes**
- **Gain sharing payments totaled $1.9 million**

Includes the 3 episodes in performance in CY 2015

Includes the 8 episodes in performance in CY 2016

Includes the 19 episodes in performance in CY 2017

Includes the 27 episodes in performance in CY 2018

Includes the 45 episodes in performance in CY 2019

*Compared to 3% projected medical cost trend

Episodes of Care Response To Covid-19

2020 **2021** **2022** **2023**

Risk-Sharing is waived due to COVID.

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Risk-Sharing and Gain-Sharing are in practice. Final year results will be available in August 2023.

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In order to support providers during this difficult time, the three TennCare Managed Care Organizations (MCOs) waived all episodes of care risk-sharing payments in the final reports for the 2020 and 2021 performance periods.

Episodes of Care Collaborates With Other Initiatives Across TennCare

- **New Cost Exclusions for the Perinatal Episode to support maternity quality payment incentives.**
  - The Episodes of Care program added a new spend exclusions to the perinatal episode for the 2022 performance year, in order to align incentives with TennCare's new maternity quality payment initiatives. These changes will ensure that the new incentive payments will not count towards providers' perinatal episode costs.
- **The Episodes of Care team carefully reviewed the four upcoming rate increases for behavioral health providers.**
  - We recognize the structure and amount of increased payments is complex and nuanced. One of four rate increases will have zero impact on the ADHD and ODD episode types, and three of four rate increases will have a minimal impact to the episodes program.
  - The Episodes of Care team looked at the impact on 2021 performance data, and the increased payments were not enough to alter any provider's position in the program (i.e., no providers were prevented from receiving gain-sharing or were pushed into risk-sharing as a result of these increases). These rate increases were included in our process for setting 2023 cost thresholds.

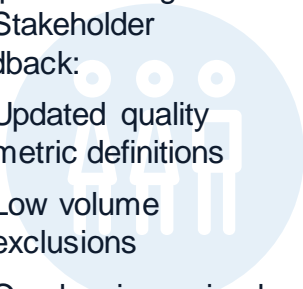# Best Practices and Stakeholder Relationships

Technical Advisory Groups

26 Technical Advisory Groups with over 360 providers

Provider Reports

Over 330,000 episodes reports with new information sent to providers

Episode Design

Made over 200 changes to episode design based on Stakeholder feedback:

- Updated quality metric definitions
- Low volume exclusions
- Overlapping episode exclusion

Stakeholders

More than 1,500 stakeholder meetings

- 8 annual episodes design feedback sessions
- Bi-monthly meetings with TAMHO on episodes and TN Health Link between 2017-2019
- Additionally, hundreds of meetings per quarter between MCOs and providers

"**I do feel 100% that I have been allowed to voice my opinions and to voice my concerns, to see the positives and the negatives. And I've always felt that you and your staff have always been very listening and approachable.**"

An orthopedic provider

"**I felt like we actually had a significant input and changed a few ideas, again to avoid unintended consequences.**"

A general surgeon

TN

Best Practices and Stakeholder Relationships

Let's hear from some providers!

We have some special guest speakers to talk about their experiences in the Episodes of Care program.

How the Episodes Team Processes Your Feedback

Approach and Process

1. **March 2023:** Gather feedback from stakeholders across the state on all episodes.

2. **Spring 2023:** Conduct analyses to inform how to incorporate feedback.

3. **Fall 2023:** Release memo to public with responses to all proposed episode changes.

4. **January 2024:** Accepted changes are implemented for 2024 performance period. Providers will see this year's changes reflected in their August 2024 reports, which capture Q1 2023 performance data.

Stakeholder feedback is important to TennCare and integral to the success of the Episodes program!

Sample of Program Changes (2023)

Episode Type(s) Impacted	Change to Episode Design
All Episodes	Removal of invalidated codes and the addition of new or revised codes related to configuration file maintenance.
ADHD	The Long-acting Stimulants for Members Aged 6 to 11 informational quality metric will be removed.
ADHD	The Long-acting Stimulants for Members Aged 12 to 20 informational quality metric will be removed.
ADHD	The informational quality metrics for Utilization of Medication for Members Aged 6 to 11 and Utilization of Medication for Members Aged 12 to 20 will be combined into a new metric for Utilization of Medication for Members Aged 6 to 20.
ADHD	The informational quality metrics for Utilization of Therapy for Members Aged 6 to 11 and Utilization of Therapy for Members Aged 12 to 20 will be combined into a new metric for Utilization of Therapy for Members Aged 6 to 20.
Perinatal	The state will add two new informational quality metrics for routine postpartum care. These metrics will capture one visit and two visits for routine postpartum care, with an additional 24 days beyond the existing post-trigger window for capturing quality only (no cost), for a total of 84 days.
Perinatal	The state will remove the informational quality metric Screening for Asymptomatic Bacteriuria.
Perinatal	The state will remove the informational quality metric for Genetic Testing.
Perinatal	The state will promote the informational quality metric Primary C-section rate to gain-sharing.
Perinatal	The state will shift the gain-sharing quality metric C-section rate to informational.
Perinatal	The state will remove code Z36 (encounter for antenatal screening of the mother) from the gain-sharing Screening for Group B streptococcus quality metric.
Perinatal	The state will remove code J153 (pneumonia due to Group B strep) from the gain-sharing Screening for Group B streptococcus quality metric.
Perinatal	The state will add a new informational quality metric that captures code 96160 with TH modifier (mental health screen).

Episodes of Care: Managed Care Organization Contacts

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How to Learn More About Episodes of Care

- **Regional Learning Collaboratives**
  - Collaboratives are free for providers and hosted in-person by the MCOs throughout the state.
- **Our Website (Check frequently for new content!)**
  - Visit tn.gov/tenncare/health-care-innovation/episodes-of-care.html
- **Email us any time**
  - payment.reform@tn.gov
- **Subscribe to the Episodes of Care Newsletter**
  - Subscribe here: Newsletter

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We want to hear from you!

- **Now:** Use the **chat** function on WebEx to tell us you would like to speak. Type the following items in your message:

  1. **Your name**
  2. **Your practice/organization name**
  3. **Your mic will be unmuted and you will then be prompted to give your feedback.**

Thank you for participating!

✓ Please email payment.reform@tn.gov with any questions.

✓ Visit our website at https://www.tn.gov/tenncare/health-care-innovation/episodes-of-care.html to get more information.

✓ Don't forget to sign up for the Episodes of Care newsletter.

This WebEx will remain open to allow any last-minute feedback to be entered into the chat box.