

Episodes of Care Annual Feedback Session

March 28, 2024

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

March 28, 2024

Episodes of Care Annual Feedback Session

Agenda

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

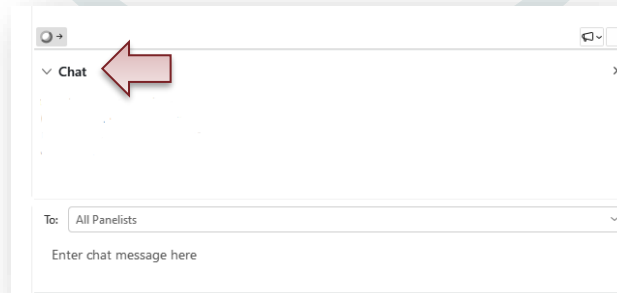
The Feedback Session will end once all stakeholders have had an opportunity to speak. We anticipate the event will take one hour.

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



Episodes of Care Clinical Support

- The clinical support team provides medical expertise for the Episodes of Care program.
- TennCare physicians are in attendance to listen to feedback from providers and answer any clinical questions that may arise.

Episodes of Care Clinical Support Team



Victor Wu, MD, MPH
Chief Medical Officer



**Jona Bandyopadhyay,
MD, MPH**
Deputy Chief Medical
Officer



**Cooper Lloyd, MD,
MPH**
Associate Medical
Director



**Ronya Green, MD,
MPH**
Associate Medical
Director



**Vaughn Frigon,
MD**
Associate Medical
Director

TennCare Episodes of Care Team



SallyCaine Butler, MS
Director of Strategic
Planning and
Innovation



**Beth DeWeese,
JD**
Manager
Innovation Team



**Devan Bennett,
JD, MA**
Senior Innovation
Analyst



**Nathan Bierman,
RN, MBA**
Innovation
Specialist



**Seth Phillips,
MBA**
Innovation
Analyst

Results of the Episodes of Care Program



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



Risk-Sharing is waived due to COVID.

Risk-Sharing is waived due to COVID.

*Estimated Savings**:*
\$52.9 million

Risk-Sharing and Gain-Sharing are in performance. Final year results will be available in August 2024.



*Compared to 3% projected medical cost trend

**Compared to 3% projected medical cost trend, with 1.5% projected medical cost trend for CY2020 and CY2021 due to COVID-19 pandemic

Episodes Impact on Quality of Care

Oppositional Defiant Disorder:

Minimum care requirement increased from 27% to 31% (2016 – 2022)



Breast Biopsy:

Core needle biopsy increased from 78% to 83% (2017 – 2022)

GI Obstruction:

Related follow-up care increased from 33% to 36% (2018 – 2022)



Asthma:

Patient on appropriate medication increased from 60% to 67% (2016 – 2022)*

*Metric changed in 2016

Asthma:

Follow-up visit with physician increased from 30% to 33% (2014 – 2022)

Bariatric Surgery:

Follow-up care within the post-trigger window increased from 36% to 45% (2016 – 2022)

Best Practices and Stakeholder Relationships

Technical Advisory Groups

26 Technical Advisory Groups
with over 360 providers



Episode Design

Made over 215 changes
to episode design based
on Stakeholder
feedback:

- Enhanced spend exclusions for opioid use disorder
- Extended lookback period for quality metrics in several episodes
- Added perinatal quality metric for routine postpartum care

Provider Reports

Over 348,000 episodes
reports with new information
sent to providers

Stakeholders

More than 1,500 stakeholder
meetings

- 10 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



Best Practices and Stakeholder Relationships

Let's hear from some practices!

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 2024:** Gather feedback from stakeholders across the state on all episodes.
- 2. Spring 2024:** Conduct analyses to inform how to incorporate feedback.
- 3. Fall 2024:** Release memo to public with responses to all proposed episode changes.
- 4. January 2025:** Accepted changes are implemented for 2025 performance period. Providers will see this year's changes reflected in their August 2024 reports, which capture Q1 2024 performance data.

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

2024 Program Changes

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.
Asthma Acute Exacerbation	The state will extend the lookback period to two years for the information-only quality metric Follow-up care for newly diagnosed asthma cases.
Perinatal	The state will expand the current spend exclusion on Methadone treatment.
Perinatal	The state will expand the current spend exclusion on Methadone treatment.
Perinatal	The state will remove the Screening for Group B Streptococcus quality metric.
Perinatal	The state will promote Hepatitis C from an informational quality metric to tied to gain-sharing in 2024.

Episodes of Care: Managed Care Organization Contacts



Brandy Dalton,
RN, BSN
*Provider
Collaboration
Director*



wlpepisode.reporting@wellpoint.com



**Darlene C.
Smith**
*Strategy and
Provider
Partnerships*



Darlene_Smith@bcbst.com



Amber Huggins
*Director of
Government
Programs, SE
Region*



SE_Government_Programs@uhc.com

How to Learn More About Episodes of Care

- **Regional Learning Collaboratives & Webinars**
 - Collaboratives and Webinars 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
 - Our [Searchable Episodes Table](#) has been updated for 2024 to be more user friendly.
- **Email us any time**
 - payment.reform@tn.gov
- **Subscribe to the Episodes of Care Newsletter**
 - Subscribe here: [Newsletter](#)

The screenshot shows the Tennessee Division of TennCare website. The header includes the TN logo, the text "Division of TennCare", and a search bar. Below the header is a navigation menu with links for "Members & Applicants", "Providers", "Long-Term Services & Supports", "Policy & Guidelines", "This is TennCare", "Newsroom", and "Contact Us". A prominent orange banner at the top reads: "STARTING SOON! DID YOU MOVE? HAS YOUR ADDRESS CHANGED? CHECK YOUR ACCOUNT AND UPDATE YOUR CONTACT INFORMATION AS SOON AS POSSIBLE. TENNCARE.COM". The main content area is titled "Episodes of Care" and includes a brief description of the program's goals: "TennCare's Episodes of Care program aims to transform the way specialty and acute healthcare services are delivered by incentivizing high-quality, cost-effective care, promoting evidence-based clinical pathways, encouraging care coordination, and reducing ineffective or inappropriate treatments." It also states that the program assigns a single principal accountable provider (or "quarterback") who has the most impact on the overall cost and quality of a patient's treatment within an episode. A contact link for "payment.reform@tn.gov" is provided. Below this is a "News and Announcements" section with a list of links: "Success in Delivery System Transformation", "Sign Up for the Episodes of Care Newsletter", "TennCare's Episodes of Care Is Waiving 2021 Risk-Sharing Payments and Reinstating Risk-Sharing for 2022", "TennCare's Episodes of Care Is Introducing New Cost Exclusions for the Perinatal Episode (Maternity Quality Payment Incentives)", and "2023 Annual Feedback Session". At the bottom, there are four featured content cards: "Introduction to Episodes", "Events & Webinars", "Results & Changes", and "Technical Documents", each with a brief description and a "Read More" link.

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- **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.