

Episodes of Care FOR YOUR PATIENTS & FOR YOUR PRACTICE



TennCare's Episodes of Care program is a leader in the national movement towards value-based care. Our goal is to reward health care providers for high quality and high value care of medical conditions. Thousands of Tennesseans have benefited from the program so far.



Read on to learn more about the Episodes of Care program and what it means to you and your patients.

WHY ARE EPISODES OF CARE IMPORTANT?

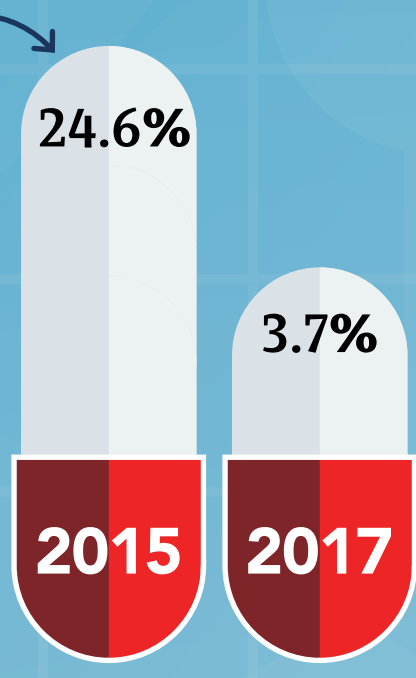


They've already been proven to improve care for your patients

In the perinatal episode, HIV and group B streptococcus screening rates improved

Children receiving unnecessary medication for Oppositional Defiant Disorder decreased from 24.6% to 3.7%, 2015-2017

Avoidable hospital admissions for asthma decreased from 6.0% to 3.1%, 2014-2017



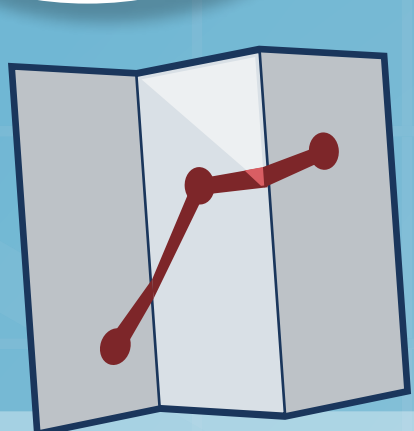
- Example metrics include*:
- Lower rate of avoidable hospital admissions
 - Reducing unnecessary medication
 - Appropriate utilization of diagnostic lab tests and imaging
- * tied to gain-sharing between 2016-2017



They give you the chance to earn more money

TennCare providers were paid nearly \$3 million in reward payments in 2017. Reward payments exceeded owed payments by over \$200,000. The top performers received more than \$25,000 in reward payments.

HOW DOES THE PROGRAM WORK?



Care is structured into comparable episodes

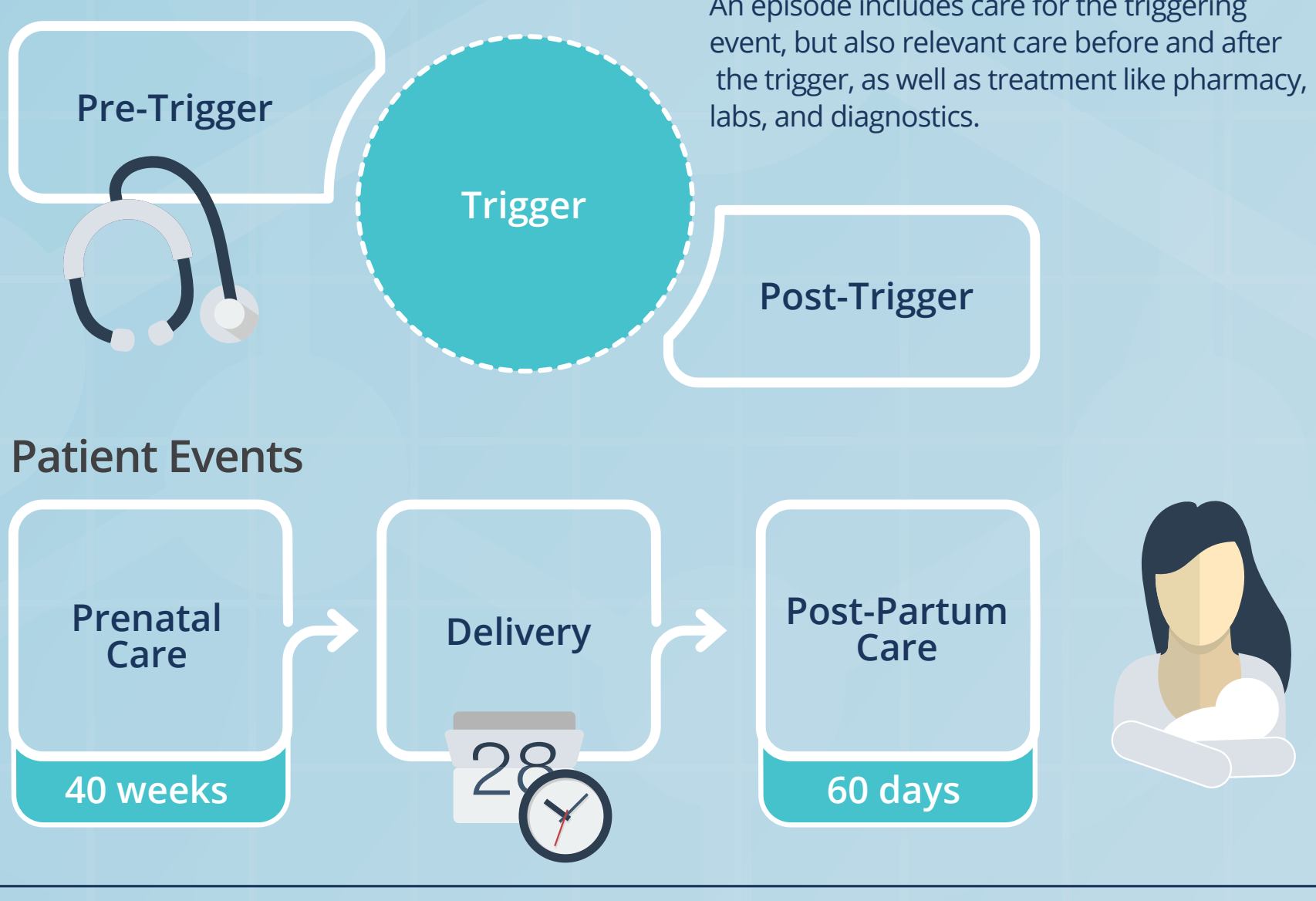
The patient's care journey is mapped to an episode, with a discrete start and end point. Episodes take into account risk factors, complications, and outliers that allow for fair comparisons.

Episodes don't change your payment process

All providers continue to provide care, bill TennCare's Managed Care Organizations (MCOs), and receive reimbursement as you do today. The episode cost and quality measures are calculated based on a look-back at claims data.

Example Episode - Perinatal

An episode includes care for the triggering event, but also relevant care before and after the trigger, as well as treatment like pharmacy, labs, and diagnostics.



WHAT IF I HAVE COMORBID OR COMPLEX PATIENTS?

TennCare fully understands that no two patients are alike. All episodes are risk-adjusted to ensure providers who see high-risk or complex patients are not disadvantaged. Each of Tennessee's three Managed Care Organizations have a range of statistically tested risk-adjustment factors that are available to view. Any patients who fall too far out of the normal range are completely excluded from your data.

Accurate coding makes it easier to appropriately adjust for risk.

The program is designed to financially reward high quality of care & efficient spend

When providers meet all quality metric thresholds and have an average episode cost lower than a set threshold, a financial reward is paid out. If cost is above an acceptable threshold, a payment is owed.

Getting paid more doesn't mean someone else is getting paid less

The episodes model does not grade on a curve. 100% of providers have the opportunity to receive rewards if they meet pre-set thresholds of quality and cost. Since high performance in episodes means high value care, the program saves money for Tennessee taxpayers even if all providers were to receive rewards payments.

HOW IS THE PROGRAM CREATED & IMPROVED?

100+ changes made to episode design based on stakeholder feedback and counting

Who is involved in designing episodes?

Over 360 Tennessee providers assisted in designing the episodes relevant to their specialties. We've also had thousands of stakeholder feedback meetings, and will keep hosting more continuously.

"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 listening and very approachable."

- Orthopedic Surgeon

HOW CAN EPISODES HELP ME SUCCEED?

MAKE SURE YOU'RE SETTING YOURSELF UP FOR REWARD PAYMENTS

Opening your quarterly provider report can give you the insights you need to succeed in the Episodes of Care program - and ensure there are no surprises at year end.



Learn more about your performance

Quarterly reports provide an overview of cost and quality performance for a given episode, compared to peers. The reports consist of two parts (a PDF summary and a detailed Excel file) to give you a complete overview of performance, as well as more detailed data based on your patient profile.

You receive multiple reports throughout the year, so there is time to review your performance and discuss any success opportunities with your practice, the Managed Care Organizations or with TennCare.

Read about which episodes are relevant to your specialty

Find the searchable episodes table [here](#)

What information can the provider report give me?

The report will highlight ways that you can manage costs and improve quality for your patients. Using the report, you can investigate:

- Which categories of care are driving your savings or costs
- Your overall pharmacy trends
- Information and data on patient outcomes
- And more!



FOR MORE INFORMATION: The TennCare Website

TennCare welcomes feedback for all episodes. Stay connected, ask questions and send us your feedback.

If you have questions about your quarterly report or how you can manage costs, reach out to your Managed Care Organization.

Sign up for the Episodes newsletter

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If you would like our team to visit your community in person and tell you more about the program, please send us an email.

BlueCare Tennessee
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