Medicaid Managed Care and Health Information Exchanges

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Who We Are

• The AmeriHealth Mercy Family of Companies is the nation's leader in health care solutions for the underserved.

• Among the largest organizations of Medicaid managed care plans and related businesses in the United States

• Touch the lives of more than 4.8 million individuals covered by Medicaid, Medicare, CHIP and other insurance.

• Keystone Mercy Health Plan has 320,000 members in the Philadelphia area

• Working with HealthShare SEPA for 3 years as a founder, financial and technical leader
• MCOs work with very sick members
• Readmission rates are high in HealthShare SEPA market
• Challenges with Coordinating Care

Discharges to PCPs in IDN Network

Hospitals

PCP

22%

Information Gap

Discharges to PCPs Out of IDN Network

PCP

78%
The Journey – Sharing Information with Providers

Information Sharing Strategy and Timeline

- **Paper-Based Info. Push**
  - < 2007

- **Portal-Based Info. Push**
  - 2007
  - Care Gaps
  - Clinical Summaries
  - Alerts

- **HIE-Based Info. Push**
  - Today
  - CCD Push
  - with Medications
  - Encounters
  - Diagnoses Alerts

- **HIE-Based Info. Push and Pull**
  - 2013
  - CCD Pull with Inpatient Discharges
  - ED Discharges
Previous Efforts

• Portal Solution
  – Need for Critical Mass
  – Consistency in process
  – Payer portals viewed as “administrative” only
  – Need to intervene in the *clinical* workflow

• E-Prescribing
  – Very successful with care gap reduction
  – Not scalable with providers moving to integrated Electronic Health Records
KY Health Information Exchange

- Statewide exchange using query model
- AmeriHealth Mercy provides TPA services to Passport Health Plan – 160,000 member Medicaid MCO
- Participating as a “supplier” of Information
Providing Medication/Encounter History to Emergency Departments

Health Data Exchange Use in EDs Linked to Lower Admissions, Costs
Using health information exchanges in emergency departments is associated with lower hospital admission rates and costs, according to a May 2012 study published in the Journal of the American Medical Informatics Association.
HealthShare Use Case

Pushing Discharges to PCPs and Plan Care Managers

- **Hospital**: Sends Inpatient and ED discharge info Qualifies for Meaningful Use
- **HIE**: Intelligent Routing of Discharge info To Care Team
- **Health Plan**: IDs PCP/Care Team, Routes to Care Manager
- **Provider** (e.g. PCPs, specialists, home health): Receives info via EHR and qualifies for MU or can receive via health plan portal

Direct connections between Hospital and HIE, HIE and EHR, and Health Plan and Provider.
MCO System Architecture Supporting HIE

Health Plan Medical Management Applications and Data Sources

- Eligibility and Claims System
- Care Management System
- Clinical Alerting
- Analytics
- Other Data
- Real-time Gateway
- Clinical Transactions
- Administrative Transactions
- Transaction Requests
- Health Information Service Provider
Challenges

- Privacy – Many states require an “opt-in” for behavioral health information to be shared
- Provider suspicion of payer involvement in HIE’s
- Payer understanding of benefits
- Medicare participation
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