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# *eValue8 2010*

## RI Insurer Evaluation Results



National Business  
Coalition on Health



# What is eValue8 and what are the project objectives?

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- eValue8 is a national standardized Request for Information established by the National Business Coalition on Health which is distributed to health plans with the intention of:
  - Implementing Standardized Performance Expectations that are evidenced-based and defensible in the Board Room and are consistent nationally.
  - Differentiating Plan Performance and Stimulate Improvement, Particularly In Health Status and Cost
  - Encourage Health Plans to Evaluate and improve the Delivery Systems that Comprise their Networks
  - Promote Consumer Engagement and Informed Decision Making
  - Provide a Community-Based Forum for Communication Between Purchasers and Plans
  - Reinforce Topics of Emphasis That Spawn Inter-Plan Collaboration To Accelerate Improvement
  - Reduce Redundancy by Consolidating Purchaser Requests



# Participating Coalitions in 2010

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- In addition to RI, there are numerous coalitions throughout the United States currently using the eValue8 tool as a method of monitoring and improving health plan performance including:
  - Buyers Health Care Action Group (MN)
  - Colorado Business Group on Health
  - Florida Health Care Coalition
  - HealthCare 21 (TN)
  - Health Action Council of OH
  - Memphis Business Group on Health
  - Mid-Atlantic Business Group on Health
  - Midwest Business Group on Health
  - New York Business Group on Health
  - Oregon Coalition of Health Care Purchasers
  - Pacific Business Group on Health
  - Puget Sound Health Alliance
  - South Carolina Business Coalition on Health
  - Wichita Business Coalition on Health Care



# eValue8 Collaborators

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- The following organizations contribute to the development of eValue8:
  - Centers for Disease Control (CDC)
  - Centers for Medicare and Medicaid Services (CMS)
  - Substance Abuse and Mental Health Services Administration (SAMHSA)
  - Agency for Healthcare Research and Quality (AHRQ)
  - National Committee on Quality Assurance (NCQA)
  - Joint Commission for the Accreditation of Health Care Organizations (JCAHO)
  - URAC
  - American Board of Internal Medicine (ABIM)
  - eHealthInitiative (eHI)
  - The Leapfrog Group
  - Pennsylvania State University
  - George Washington University

# Participating RI Plans in 2010

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- Participating Health Plans
  - BCBS RI PPO
  - Tufts RI PPO

*United declined to participate in the RI marketplace, but did participate in other markets.*



# 2010 Evaluation Areas

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Plan Profile

Provider Measurement

Consumer Engagement

Pharmaceutical Management

Prevention & Health Promotion

Chronic Disease Management

Behavioral Health



# Primary Components of Evaluation Areas

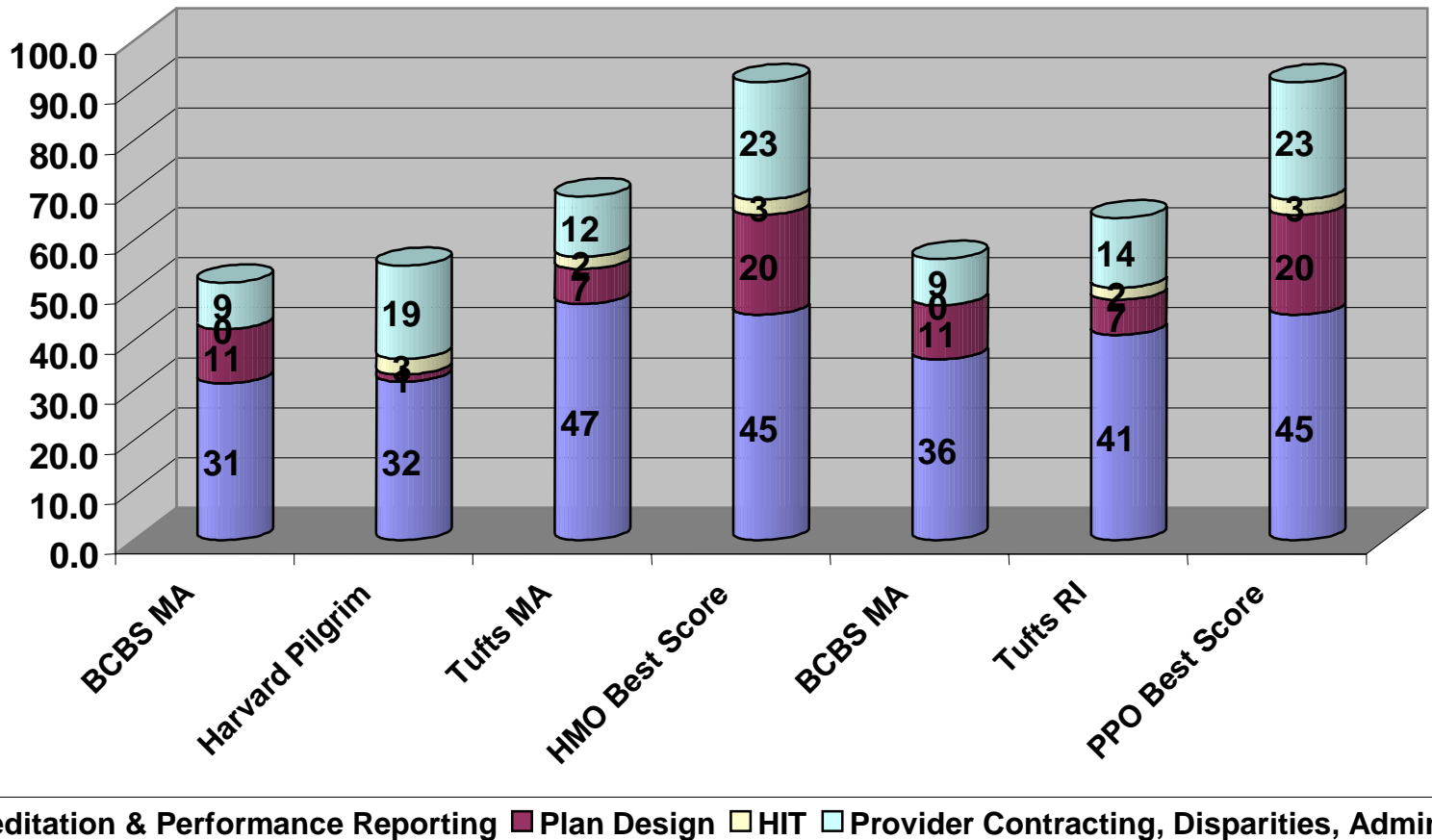
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- Plan Profile
  - Efficiency, Accreditation and Compliance Reviews
- Provider Measurement
  - Hospital/PCP/Specialist Performance Measurement and Feedback to Provider
- Consumer Engagement
  - Decision Support Tools including Practitioner Information and Price Transparency
- Pharmaceutical Management
  - Promoting Adherence, Managing Utilization
- Prevention and Health Promotion
  - Tobacco Use and Obesity Programs and Cancer Screening
- Chronic Disease Management
  - Performance Measurement (Diabetes, Coronary Artery Disease)
  - Chronic Disease Member Identification and Support
- Behavioral Health
  - Member AND Practitioner Support

# Plan Profile

## 2010 eValue8 Results

Profile: Accreditation, VBBD, Waste, Disparities





# BCBS RI Key Opportunities

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- Report physician performance and introduce performance information into directory with enhanced functionality
- Offer Cost transparency/calculator tools
- Consider constructing value-based formulary for Rx
- Consider more proactive identification, engagement and tracking of tobacco users and obese members
- Improve Prenatal and Postpartem care
- Leverage knowledge of Rx fill gaps to help drive prescription adherence
- Provide physicians with actionable gaps in care support and comparative reports.
- Consider introducing 24/7 crisis response capability and implementing a depression management program



# Tufts RI Key Opportunities

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- Expand all programming in RI
- Consider expanding contractual conditions for hospital acquired conditions (some are included, but could go further)
- Consider expanding “centers of excellence” programming
- Extend functionality of cost estimation tools, link to provider directories and interactive treatment support
- Leverage knowledge of Rx fill gaps to drive prescription adherence
- Consider more proactive identification, engagement and tracking of tobacco users and obese members
- Implement 24/7 Crisis Management with Warm Clinical Transfer and consider implementing a formal depression management program



# Discussion Themes of eValue8 2010 Site Visits

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- 1. ADDRESSING 'WASTE' AND THE MEDICAL COST TREND**
- 2. INFLUENCING MEMBER BEHAVIOR**
- 3. AGGRESSIVELY CLOSING 'GAPS IN CARE'**

# Priority Theme for Discussion

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## 'WASTE' AND THE MEDICAL COST TREND

- Price Transparency – Is your plan willing to supply this type of data and participate in a collaborative, measurement effort that may involve enabling legislation?
- Addressing Variation – What is your health plan doing to measure/identify plan-specific variation in treatment patterns? What specific interventions do you have in place to address the variation?
- Medical Cost Trend – What are your health plan's top 1-2 strategies to address the cost trend in this market? Are there specific ways that purchasers can support your efforts?
- Payment Reform - What are you doing to collaborate with purchasers and with other payors to initiate changes in provider payment that will better align payment with value rather than volume?

# Priority Theme for Discussion

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## INFLUENCING MEMBER BEHAVIOR

- Coordinating with Purchasers – How can the health plan more effectively work with purchasers to coordinate strategies to educate members about available benefits, programs, and tools for informed decision and self-management?
- Price transparency –What are the opportunities and barriers in the use of cost calculators that link member-specific benefits to provider-specific prices/costs in this market? What does the plan have underway to improve price transparency for consumers?
- Value-based Benefit Design – What do you need from purchasers to do a better job of designing and administering value-based benefits?
- Predictive Modeling – Is there a way to use predictive modeling that links together different data sources (e.g., trend, workers comp, HRA, etc.) to identify who is likely to need services and/or intervention?


# Priority Theme for Discussion

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## AGGRESSIVELY CLOSING 'GAPS IN CARE'

Is the health plan fully leveraging its information and programs to improve the health status of its members?

- Involving Members – How effectively and how broadly does the health plan 'push' information out to members to educate and coach them, and remind them (screenings/tests, use of medication)?
- Coordinating with Providers – Specifically, how is the plan linking its disease management programs to provider practices and coordinating efforts with providers to maximize the effect?
- Collaborating with Purchasers – How can purchasers and plans integrate employer data with plan data (from the HRA or 'carved out' programs like pharmacy or behavioral health) to more effectively identify gaps in care?

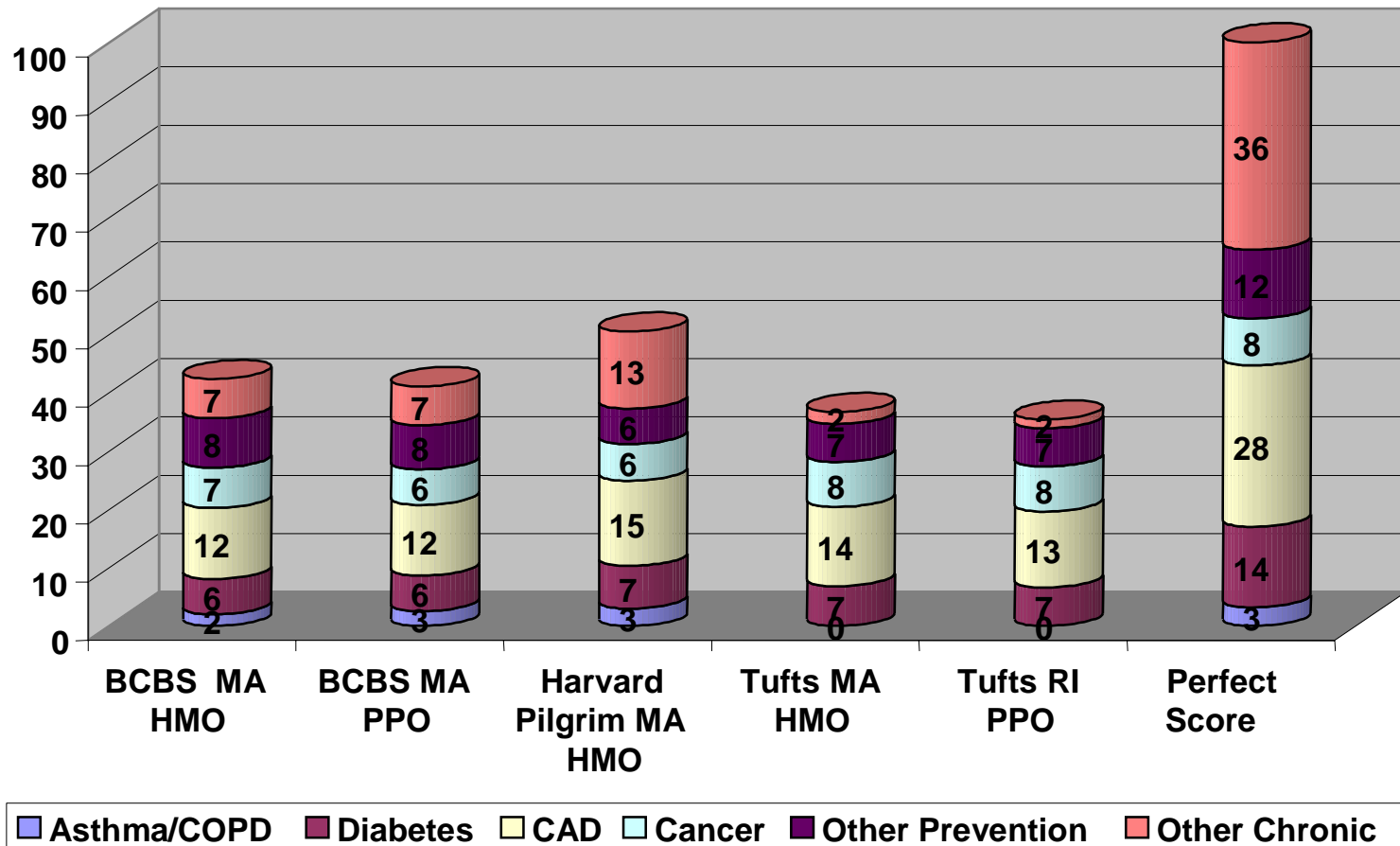


# How well do New England insurers “close the gap?”

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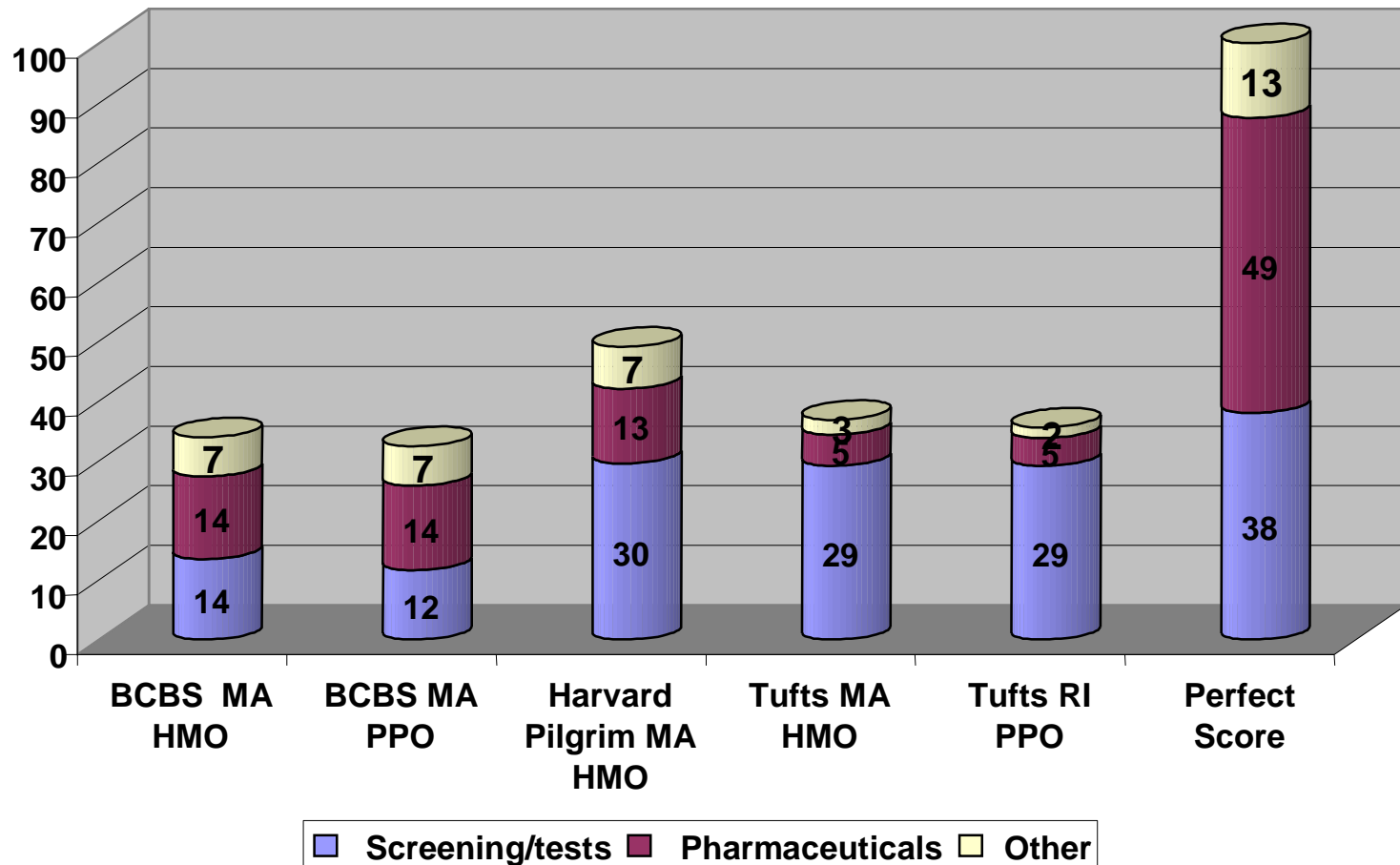
# Gap for What Condition: Preventive, Chronic

**GAPS IN CARE**  
by Disease Category Reported



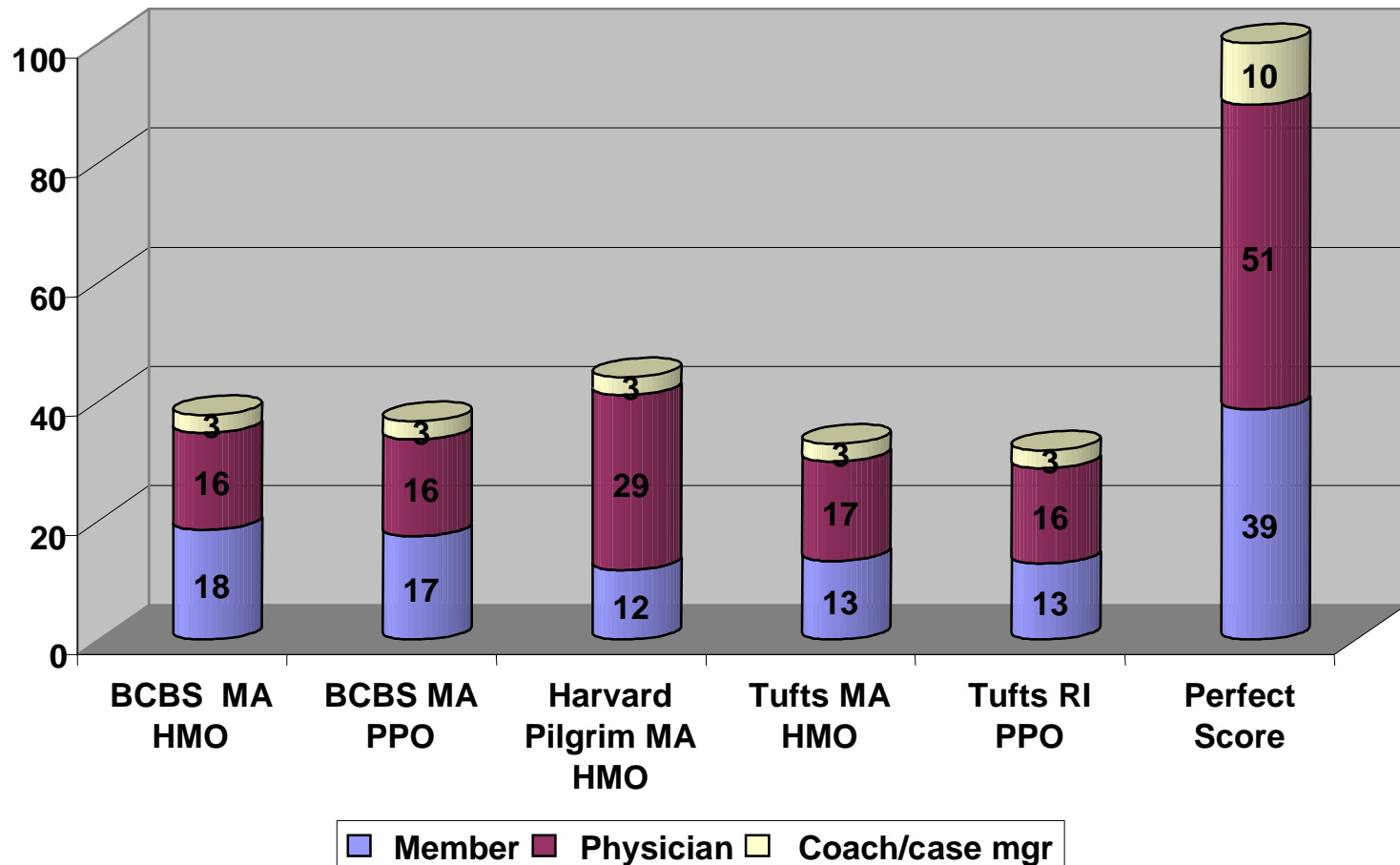
# Type of Gap: Screening, Rx, Other

**GAPS IN CARE**  
by Type of Gap



# Recipient of Gap Reminder

## GAPS IN CARE by Person Notified



# eValue8 2011 – Next Steps

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- RIBGH intends to support eValue8 in 2011 as well
  - RIBGH members will receive access to summary results for participating RI insurers in 2011 (*since BCBSRI will be in Year 2, their results will be available going forward*)
  - Companies who specifically support eValue8 within RIBGH will have access to substantial detailed report results
- Goals
  - Improving quality and cost throughout the RI marketplace