



PAYER CONTRACTING COMMITTEE ANNUAL REPORT 2019 - 2020

<i>Initiative</i>	<i>Next Steps</i>
<p>Committee Goals:</p> <ol style="list-style-type: none"> 1) Support members and payers in developing sustainable, collaborative relationships. 2) Increase member awareness of key considerations relative to our state's payer contracting landscape. 3) Serve as a resource for members in addressing overarching payer contracting issues. <p>Members:</p> <p>Doral Jacobsen, Prosper Beyond Melissa Klingberg, NC MGMA Kristen Spaduzzi, NC Medical Society David Greene, Eagle Physicians & Associates, PA Julia Everhart, Gastroenterology Associates of the Piedmont, PA Michael Buncher, Hendersonville Pediatrics, PA Melissa Boyce, Vidant Health</p>	<p>Next Steps:</p> <p>Continue to focus on serving NCMGMA members based on stated goals with an eye toward flexibility.</p>
<p>Communication Accomplishments:</p> <ol style="list-style-type: none"> 1) Surveyed NCMGMA members to better understand key concerns relative to payer contracting 2) Advocacy Days – assisted with preparing questions for payer panel (June 9, 2020 Raleigh) 3) Identified areas for improvement: website landing page need to create list of resources and work with Melissa to update (Payer Contacts, Resources, Links to payer resources). 	<p>Next Steps:</p> <p>Work on updating website to include easy to access resources.</p> <p>Actively gather and provide resources/education and make available to members.</p>
<p>NC Medicaid Reform Accomplishments:</p> <ol style="list-style-type: none"> 1) Created draft survey focused on collecting feedback and specific examples to share with DHHS to improve/simplify program for practices. 2) Worked with PHPs to establish monthly calls and share NCMGMA member concerns/questions on a routine basis. 	<p>Next Steps:</p> <p>Work with Melissa to roll out survey.</p> <p>Evaluate survey results and identify opportunities to support NCMGMA members.</p>



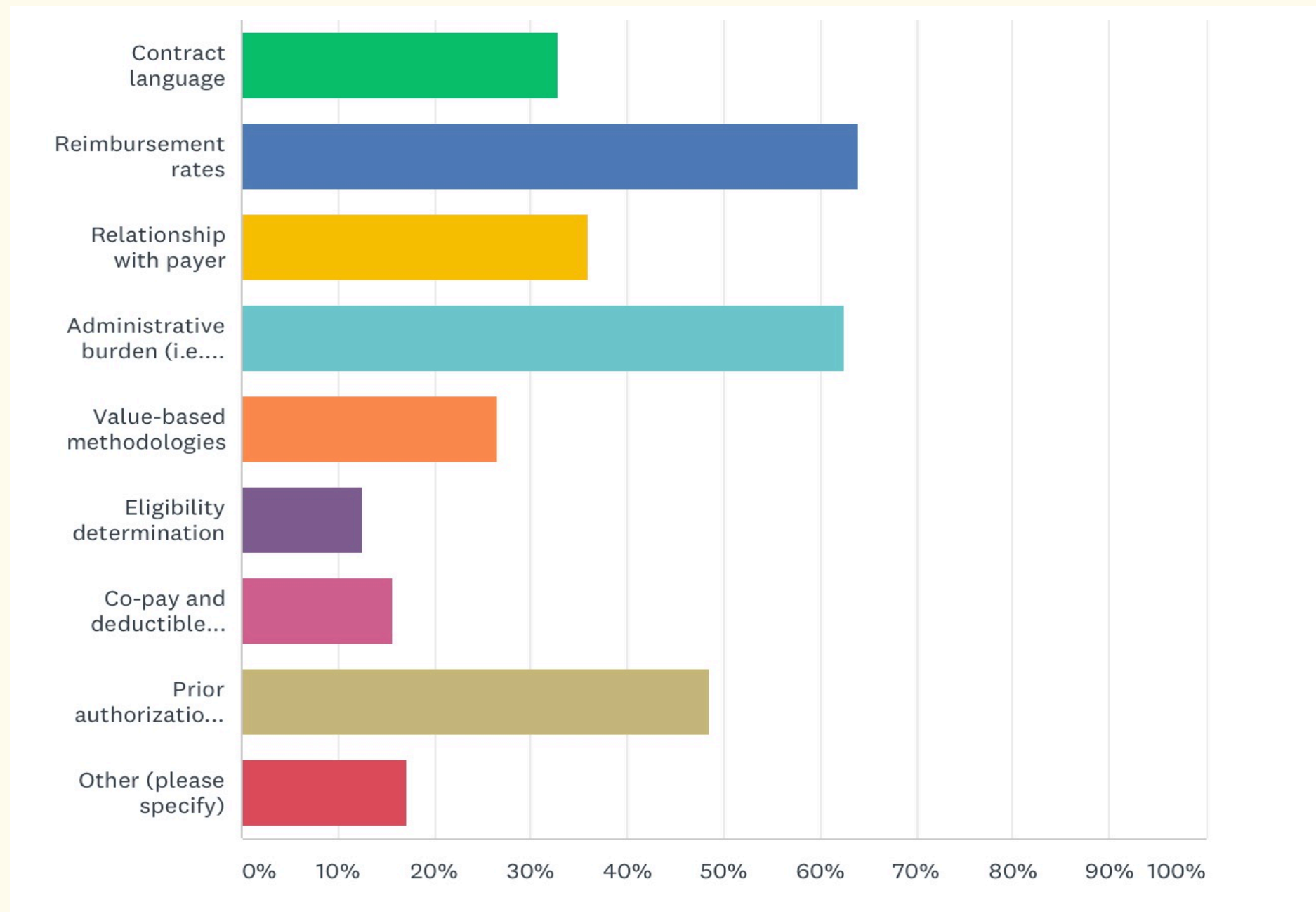
PREPARE TO THRIVE

NCMGMA Survey Results

NCMGMA MANAGED CARE SURVEY

- Understand top pain points with managed care relationships/agreements.
- Identify ways to support NCMGMA Members.
- Confirm preferred method of communication.
- Next steps

TOP PAIN POINTS WITH EXISTING MANAGED CARE RELATIONSHIPS/AGREEMENTS



Key Takeaways

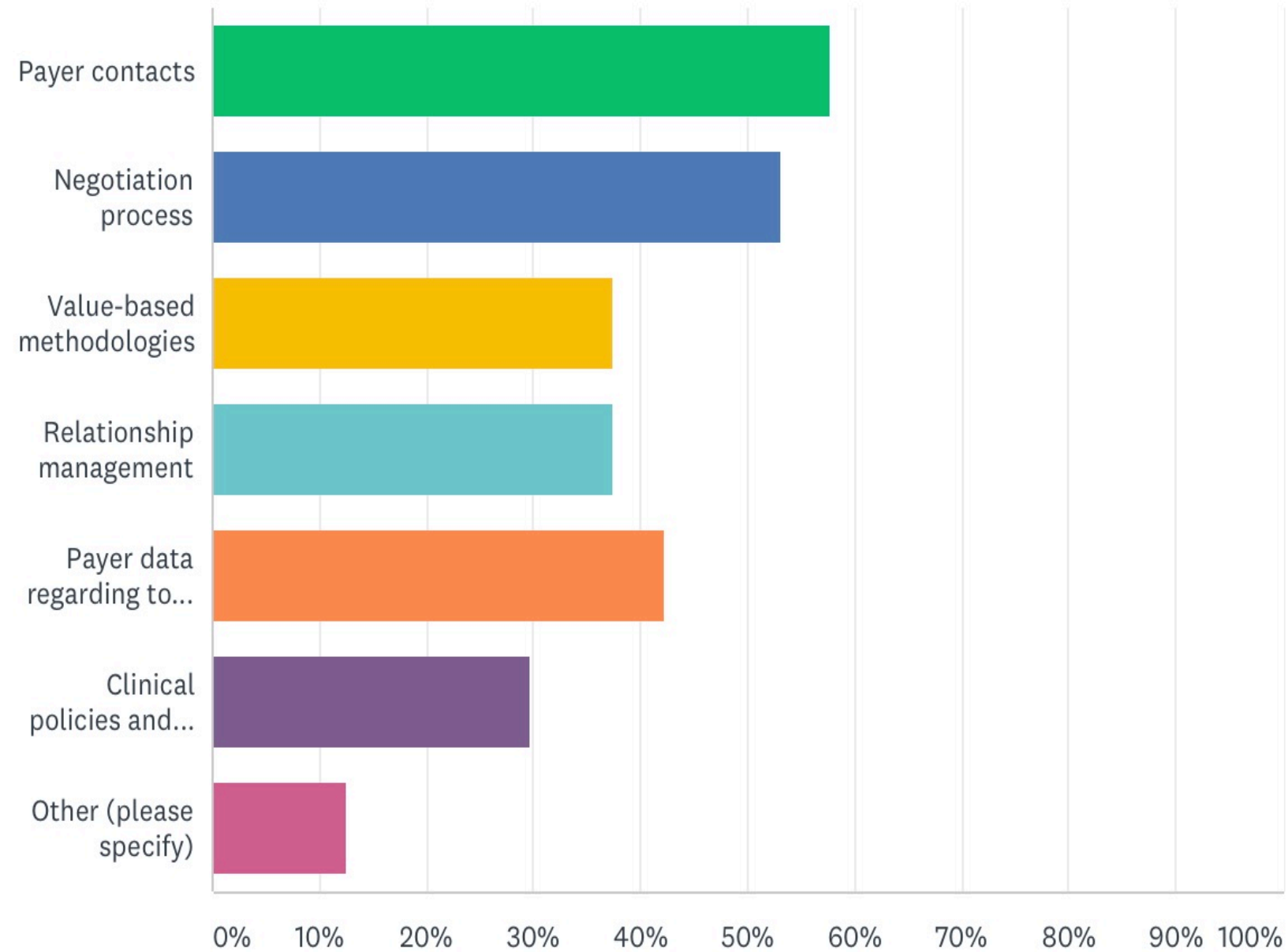
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- Authorization burden (i.e. billing issues)
- Co-pay and deductible determination
- Prior authorizations process

TOP PAIN POINTS WITH EXISTING MANAGED CARE RELATIONSHIPS/AGREEMENTS

- Other comments
 - Knowledgeable staff.
 - Knowing who to contact and getting them to respond.
 - Access to narrow networks.
 - Payers won't speak with us about contracts.
 - If they do speak, it is through email only.
 - Additional costs to process claims through required 3rd party vendors.

AREAS OF FOCUS FOR COMMITTEE TO SUPPORT NCMGMA MEMBERS



Key Takeaways

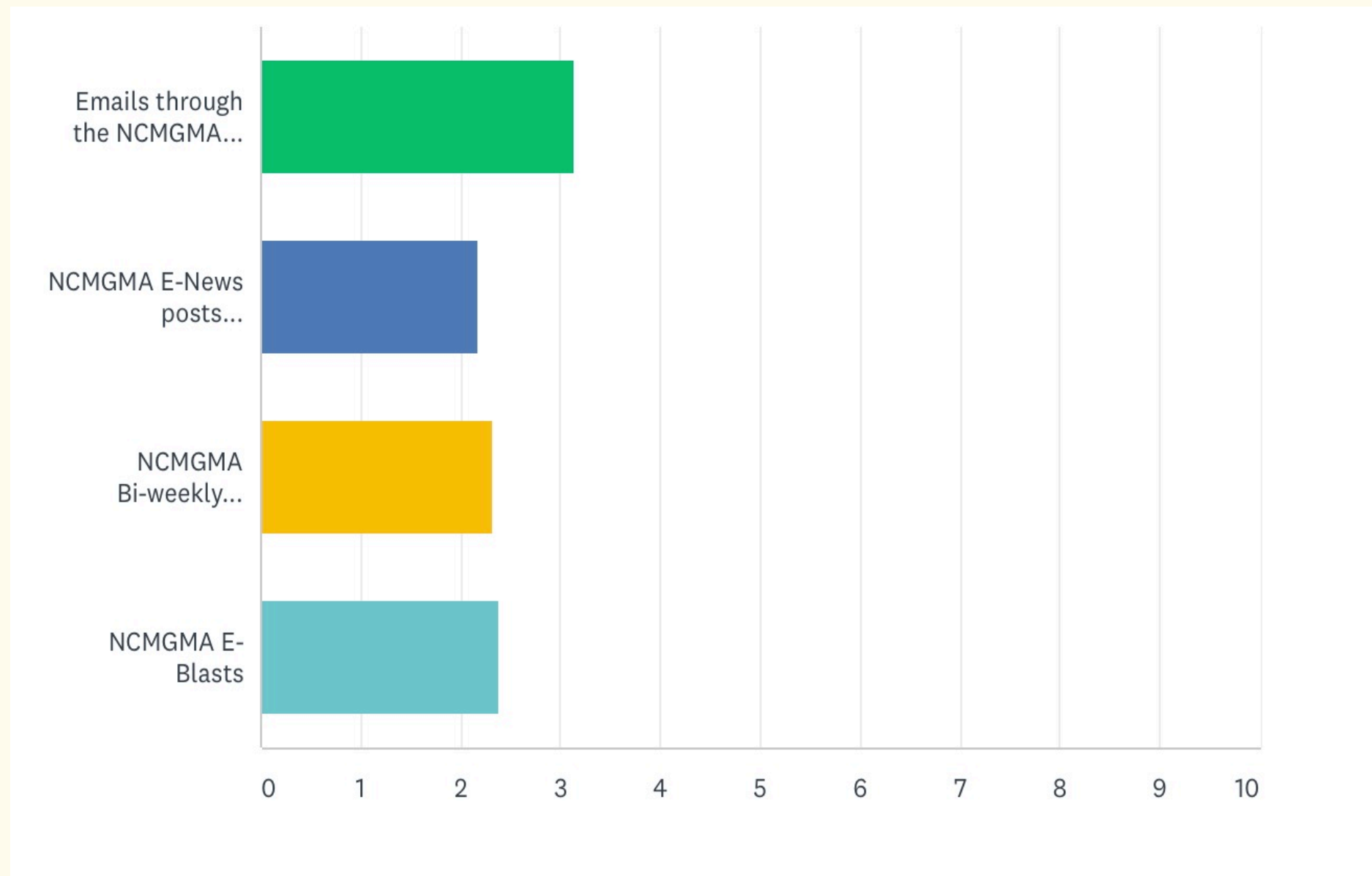
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- Payer data regarding total cost of care specific to practice
- Clinical policies and protocols

AREAS OF FOCUS FOR COMMITTEE TO SUPPORT NCMGMA MEMBERS

- Other comments
 - Metrics that will most impact health plan reimbursement.
 - List of common contract items to negotiate with recommendations and things to avoid.
 - Prior auth processes.
 - Contract requirement/practice rights. (i.e.) payer can assign any patients they want to a practice. This can include excessive volumes and patients that were previously dismissed from our practice.

PREFERENCE FOR UPDATES FROM COMMITTEE



Key Takeaways

- TBD
- TBD
- TBD

- Emails through the NCMGMA ListServ
- NCMGMA E-News posts (subscribers receive notices instantly)
- NCMGMA Bi-weekly Highlights Email



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<p>Population Health Committee Accomplishments:</p> <ol style="list-style-type: none"> 1) Integrate NC Population Health Collaborative focus with committee goals - 'bridging the gap between MD community to community organizations to address health holistically'. 2) Keep apprised of committee activities and work to collaborate as appropriate. 	<p>Next Steps:</p> <p>Committee to consider participation in committee with focus on bolstering physician practice attendance.</p>
<p>Payer Liaison Accomplishments:</p> <p>Established payer liaisons (outlined below) and rhythm for contact on a routine basis.</p> <p>Doral – BCBS Medicaid Contact - tj.dahna@anthem.com</p> <p>Julia – CIGNA Contact - Theresa.Davis@cigna.com</p> <p>Melissa Boyce – BCBS Commercial Contact – standing BCBS Committee</p> <p>David – UHC Contact - michele_d_york@uhc.com</p> <p>Kristen – CCHN PHP, Wellcare Contact - Rebecca.Staggs@wellcare.com Contact - scheduling</p> <p>Michael – Amerihealth Caritas PHP Contact - jkeiper@amerihealthcaritasnc.com</p>	<p>Next Steps:</p> <p>Continue to relationship build with payers exchanging information about member needs/concerns and gathering payer updates and sharing as appropriate.</p>