



# Physician Performance LLC

## **Office Managers Meeting**

February 2023



# Agenda

- Structure of PPLLC
- Telehealth update
- BIDCO.org email address
- PPLLC website
- PPLLC and BILHPN provider directories
- What to do when you are starting to hire a new physician
- 2023 PPLLC and BILHPN strategic initiatives
- 2023 Quality and Text Campaign schedules
- 2023 MSSP Quality Performance Program Update

# Structure of PPLLC

- 5 Members
  - Affiliated Physicians Inc (API) – independent community physicians
  - HMFP – faculty practice affiliated with BIDMC (includes BIDHC, JPA and Joslin)
  - Milton PO – independent community physicians affiliated with BID-Milton
  - NEBCIO –multispecialty, independent community physicians specializing in orthopedics and affiliated with NEBH
  - Whittier IPA – IPA affiliated with Anna Jaques Hospital

# Telehealth update for Point32

- Point32 published an update to their telehealth policy that goes into effect on March 1, 2023
- Medical services provided via telehealth to Commercially insured MA, RI and ME members will be reimbursed at 80% of the in-person rate.
- Telehealth services provided to NH members will continue to pay at 100% of the in-person rate
- Behavioral health telehealth services will continue to be reimbursed at 100% of the in-person rate
- No changes will be made to the processing of telehealth services
- Payment policies will be revised to reflect this updated reimbursement in advance of the March 1, 2023 effective date

# Telehealth update for BCBS

- BCBS had announced that payment parity for primary care and chronic care management services would no longer be paid at parity to in-person visits, and would instead be paid at 80%
- This change was scheduled to do into effect on July 1, 2023
- BCBS just announced that the change in payment parity will no longer go into effect
- The payment rates will remain at:

Type of care	% of in-person payment rate
Primary care Chronic disease care Behavioral health	100%
Specialty care	80%

# **BIDCO.org email address**

## BIDCO.org email address

- BIDCO.org email address gives you access to resources on both the PPLLC and BILHPN websites
- Allows you to receive and send files with PHI and PI from PPLLC and BILHPN staff
- Reach out to us via email to fill out an access form [pllcadministration@bidmc.harvard.edu](mailto:pllcadministration@bidmc.harvard.edu)

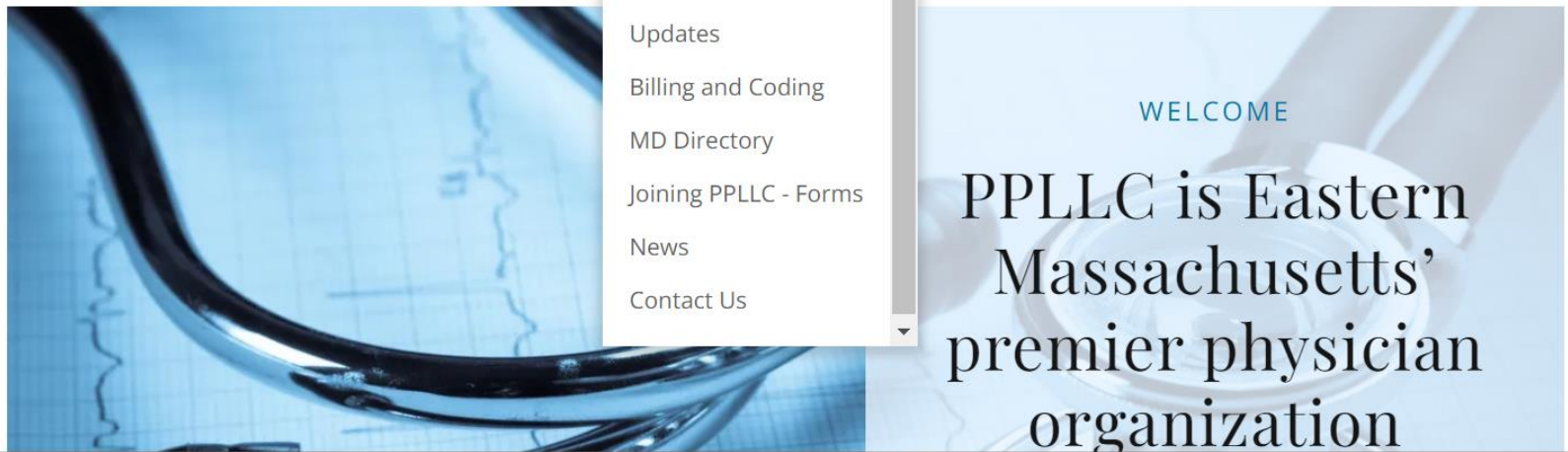
# PPLLC website



<https://physicianperformance.org/>

HOME MENU ▲

- About Us
- Updates
- Billing and Coding
- MD Directory
- Joining PPLLC - Forms
- News
- Contact Us



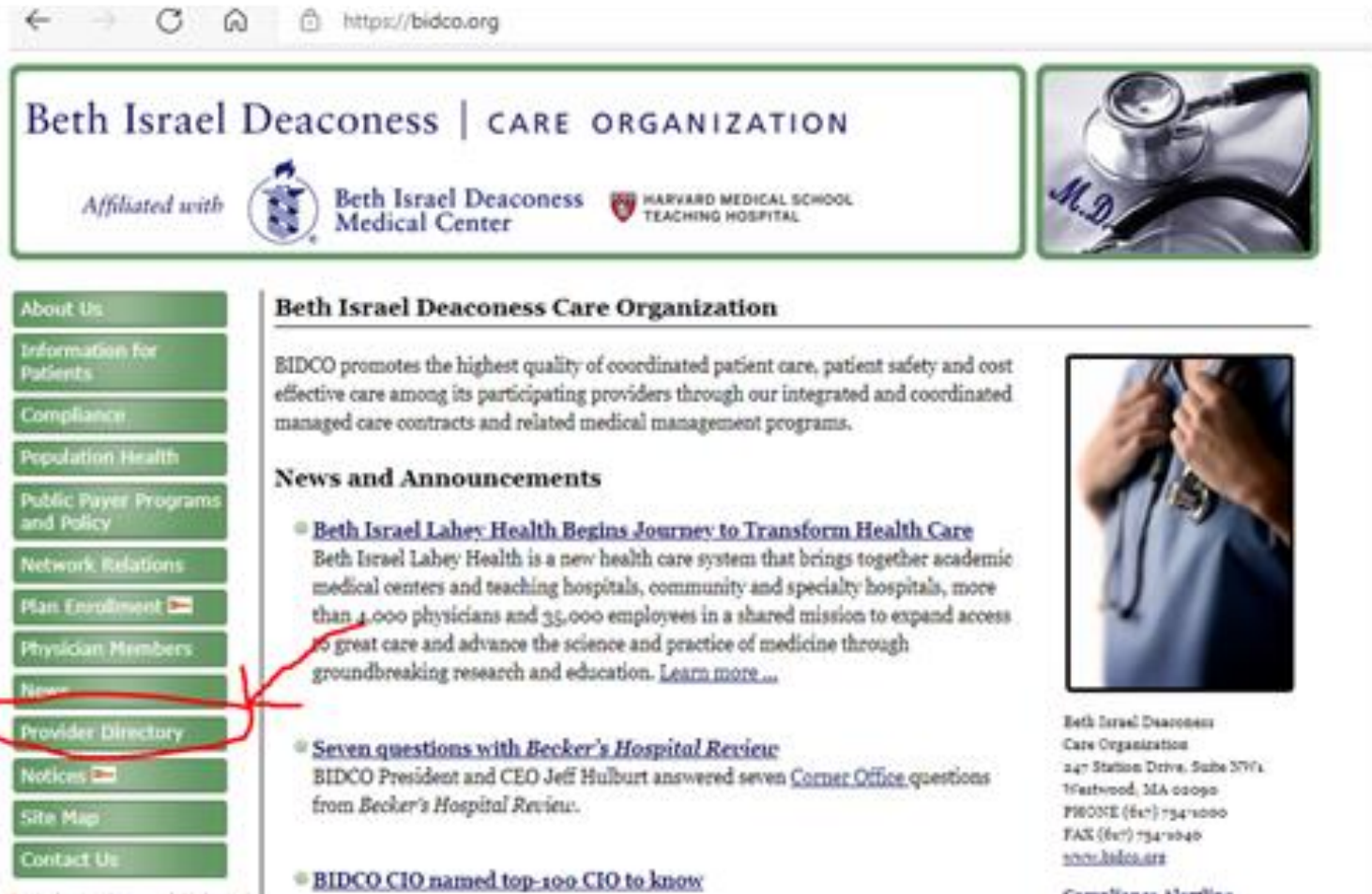
Text Campaign Schedule

# **BIDCO.org provider directory**

## BIDCO.org provider directory



- The BIDCO website has a provider directory section, where you can select a specific specialty and town or distance from a town and you will be presented with options of PPLLC providers, both HMFP and community physicians.
- This is a great tool if there is a longer wait for the specialists you normally use, and want to see other options of providers within the PPLLC network. [Beth Israel Deaconess Care Organization \(bidco.org\)](http://bidco.org)
- BILHPN directory available via PPLLC website on the Provider Directory tab

# Provider directory instructions



The screenshot shows the website for Beth Israel Deaconess Care Organization (BIDCO). The browser address bar displays <https://bidco.org>. The header features the organization's name and logos for its affiliations: Beth Israel Deaconess Medical Center and Harvard Medical School Teaching Hospital. A navigation menu on the left lists various sections, with "Provider Directory" highlighted by a red circle. The main content area includes a mission statement, a "News and Announcements" section with three articles, and contact information for the organization.

**Beth Israel Deaconess | CARE ORGANIZATION**

*Affiliated with*  **Beth Israel Deaconess Medical Center**  **HARVARD MEDICAL SCHOOL TEACHING HOSPITAL**

**Beth Israel Deaconess Care Organization**

BIDCO promotes the highest quality of coordinated patient care, patient safety and cost effective care among its participating providers through our integrated and coordinated managed care contracts and related medical management programs.

**News and Announcements**

- **[Beth Israel Lahey Health Begins Journey to Transform Health Care](#)**  
Beth Israel Lahey Health is a new health care system that brings together academic medical centers and teaching hospitals, community and specialty hospitals, more than 4,000 physicians and 35,000 employees in a shared mission to expand access to great care and advance the science and practice of medicine through groundbreaking research and education. [Learn more...](#)
- **[Seven questions with Becker's Hospital Review](#)**  
BIDCO President and CEO Jeff Hulburt answered seven [Corner Office](#) questions from [Becker's Hospital Review](#).
- **[BIDCO CIO named top-100 CIO to know](#)**

**Beth Israel Deaconess Care Organization**  
247 Station Drive, Suite 307A  
Westwood, MA 02090  
PHONE (617) 734-1000  
FAX (617) 734-0440  
[www.bidco.org](http://www.bidco.org)

*Compliance Hotline*

# Choose options for specialty, location

**Provider Directory**

Use this form to find BIDPO member doctors.

**Specialist or Primary Care Physician:**  
 All  Primary Care Physician  Specialist

**Specialty**  
-- Choose One --


**Location Radius**  
Within: 5 Miles of Zip Code

**City**  
-- Choose One --

**Last Name**  
[Text Input]

**Gender**  
 Any  Male  Female

**Language**  
-- Choose One --



- About Us
- Information for Patients
- Compliance
- Population Health
- MassHealth ACO
- Network Relations
- Plan Enrollment
- Physician Members
- News
- Provider Directory
- Notices
- Site Map
- Contact Us

Indicates Password-Protected Page

Beth Israel Deaconess  
Care Organization  
147 Station Drive, Suite NW1  
Westwood, MA 02090  
TEL (617) 754-1000  
FAX (617) 754-1040  
FAX (617) 754-1050  
[video@careorg.org](mailto:video@careorg.org)  
[www.harvard.edu](http://www.harvard.edu)

# Enrollment

# What to do when you are starting to hire a new physician

- Provider must be on active Medical Staff of a BILH Hospital
  - The physician/practice is responsible to reach out to the Medical Staff office to complete this portion
  - The hospital Medical Staff offices typically only meet 1x/month.
- The office fills out a New Provider Survey and sends this in along with CV and any malpractice cases within the previous 5 years to [plladministration@bidmc.harvard.edu](mailto:plladministration@bidmc.harvard.edu)

# What to do when you are starting to hire a new physician

- BILHPN enrollment will send a health plan enrollment packet to complete.
- All providers are reviewed and voted for approval by PPLLC governance
- Once an approved provider has fulfilled all enrollment requirements including Medical Staff privileges, BILHPN enrollment will release the enrollment packet to the payors which begins the 60-90 day insurance process by the payors.
- The Medical Staff privileging and enrollment paperwork should be done simultaneously to reduce the time for onboarding.



# PPLLC and BILHPN Strategic Priorities for 2023

# PPLLC strategic priorities for 2023

- Improve quality results
  - Earn more quality dollars, better clinical care for patients, improve rating of BILHPN physicians in state-wide reporting
- Improve specialty visit care retention
  - Increased use of in-network providers, increased revenue to our physicians, better coordination of care
- Reduce readmissions by increasing % of patients with Transitional Care Management (TCM) visit
  - patients with TCM have lower readmission rates
- Clinical documentation improvement
  - Payor budgets match acuity of patients, improve opportunity for surplus sharing in contracts

# BILHPN strategic priorities for 2023

Strategic Priority	Goal
<b>Clinical documentation improvement</b>	Improve RAF closure (difference between expected severity score and actual score) on commercial, MSSP and MassHealth patients
<b>Readmissions</b>	Reduce all cause readmissions for MSSP patients
CHF disease state	Reduce heart failure admission rate
SNF utilization	Reduce utilization for MSSP patients
SNF LOS reduction	Reduce SNF LOS in targeted SNFs for MSSP patients
<b>Ambulatory quality</b>	Improve A1c, DM BP, and HTN BP control to 85%
Hospital quality	Achieve increased BCBS AQC gate score

\*Initiatives in bold match PPLLC initiative

# 2023 Quality and Text Campaigns

# Text Campaign Schedule

Month	Campaign	Timeline to Notify RU's	Ages	Sex	New or Established
January	Cervical Cancer Screening	October	21-64yrs	Female	Established
January	Hypertension Patients	October	18-85yrs	All	New
February	All Diabetic Patients	November	18-75yrs	All	Established
March	Colorectal Cancer	December	50-75yrs	All	Established
April	Breast Cancer Screening	January	50-74yrs	Female	Established
April	Open risk > 1.0	January	18+	All	New
May	Hypertension Patients	February	18-85yrs	All	Same as Jan
May	Chlamydia	February	16-24yrs	Female	New
June	All Diabetes Patients	March	18-75yrs	All	Established
July	Child/Adolescent Immunizations	April	7days-2yr/ 9-13yrs	All	Established
July	Open risk > 2.0	April	18+	All	Same as April
August	Cervical Cancer	May	21-64yrs	Female	Established
September	Diabetes A1c	June	18-75yrs	All	New
September	Colorectal Cancer	June	50-75yrs	All	Established
October	Breast Cancer Awareness Month: Breast Cancer Screening	July	50-74yrs	Female	Established
October	Hypertension Patients	July	18-85yrs	All	Same as Jan
November	Chlamydia	August	16-24yrs	Female	Same as May
November	Open risk > 3.0	August	18+	All	Same as April
December	Child/Adolescent Immunizations	September	7days-2yrs/9-13yrs	All	Established



# Quality

# March 2023 Focus

- Quality Focus
  - Colorectal Screening
    - Text Campaign – March 20th
    - Cologuard: 3 year rescreening
      - Work with the practices to reorder a Cologuard Kit for eligible patients
  - Cervical Cancer Screening
    - Work with practices on patient outreach efforts for patients who did not receive a text message or do not have an appointment in 2023
- Specialty Visit Care retention 2022 Q3 performance
- MSSP Readmission 2022 Q3 reports

# 2023 MSSP – Quality Payment Program



# Medicare Shared Savings 2023 Quality Payment Program

- Prior year's programs included opportunity for 5% bonus if visit targets were reached
  - % of patients aligned with PO who had a visit with a PCP in the first two quarters of the year
- Program was legislatively removed for 2023
- Recent Omnibus bill leaves program in place, but at 3.5%
- 2022 performance

2022 results	Target	PPLLC value
% of patients seen	35%	66%
% of revenue	50%	69%

# Medicare Shared Savings - QPP

## Current status through March 2023

Risk Unit	Seen or Scheduled Appointments	Patients without appointment	Total patient population	% of patients scheduled or seen
API	2,191	2,218	4,409	49.7%
BIDHC	10,740	8,409	19,149	56.1%
CHCs	312	290	602	51.8%
HCA	3,051	1,640	4,691	65.0%
PPLLC SPECIALISTS	1,950	1,477	3,427	56.9%
WHITTIER	1,893	1,505	3,398	55.7%
Total	20,137	15,539	35,676	56.4%

### Text Campaign scheduled to begin March 2, 2023:

Beth Israel Lahey Health: Our records indicate you're due for an "Annual Wellness Visit". It is important to visit your physician regularly to review and discuss your medical history, risk factors and critical preventive screenings. Contact your PCP office today to schedule your Annual Wellness Visit at [PRACTICE PHONE]. To stop receiving messages, reply with 'STOP.'