

Health Partners Quarterly

Issue 5 | Winter 2024

CHI Saint Joseph Health Partners Recognized by Federal Government for Delivering High-quality, Low-cost Care in 2022

CHI Saint Joseph Health Partners announced that it delivered improved quality scores and enhanced care outcomes for 6,686 Medicare patients, while realizing \$2.3 million in savings for Medicare for the 2022 performance year of the Medicare Shared Savings Program (MSSP). Created by the Centers for Medicare and Medicaid Services (CMS) in 2012, MSSP was designed to improve care for patients while making health care more affordable.



"The work that we do is more than closing quality care gaps," said Dorothy Lockhart, market vice president. "It is about doing our very best to ensure that the right care is delivered at the right time and at the right place. It includes a promise to communicate clearly and to coordinate services correctly and proactively for our patients. It is a challenging time in health care and I have never been more proud of the work our team does to bring the healing presence of God to those in our community."

The program encourages patients to take responsibility for their own health care, which creates opportunities for better compliance with health directives. A Health Partners registered nurse recently worked with a patient who had a history of noncompliance for follow-up orders. Months later, the patient reached out to the nurse following another hospitalization, stating, "You have been a help to me in the past, I decided I should reach out again." She assisted the patient and praised him for seeking help with a heart monitor issue instead of removing

the monitor and not dealing with the problem, as he might have in the past.

Learn more about the recognition [here](#).

Health Partners Website Launches New Look

CHI Saint Joseph Health Partners recently launched a newly updated website last year. The site features improved ways to find resources and information for patients and providers, as well as helps our team find in-network providers in a single click. Visit CHISaintJosephHealthPartners.org to see the improvements.

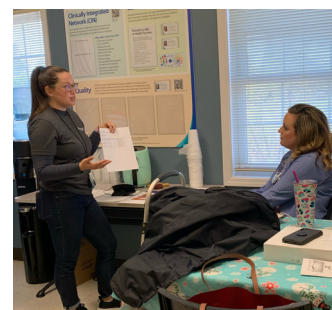
2022 Humana MA PCP Quality Rewards

The 2022 Humana MA PCP Quality Rewards checks were presented to CHI Saint Joseph Medical Group executive leaders in November. The rewards consist of quality measures that increase preventative care and adherence of medical treatment. The CHI Saint Joseph Health Partners clinical team assists the Primary Care Providers on these quality initiatives by ensuring patients have access to care and services. CHI Saint Joseph Medical Group received \$243,254 for their performance.



Serving as an Extension for Medical Group Clinics

CHI Saint Joseph Health Partners continues its work to support CHI Saint Joseph Medical Group clinics by calling and setting annual wellness visits for Medicare patients and completing pre-visit planning and preventive checklists for clinic caregivers prior to their annual wellness visits.





Kristen Brown, director of operations, said the work is part of the team's intensive with primary care clinics in the ministry. The intensive involves helping primary care clinics schedule patients due for Annual Wellness visits which in turn helps fill current gaps in care, and referring patients to social workers and care management teams for chronic illness management.

"We've enjoyed getting to better know our colleagues in the primary care clinics," Kristen said. "Our goal is to serve as an extension of the clinic for our patients."

Kristen said the intensive has been successful, and completion of pre-visit administrative work allowed clinics more time to see patients. The results also allowed Health Partners to support quality coding needs.

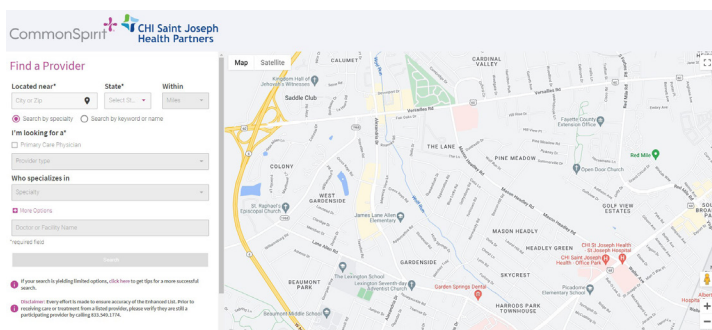
Kristen said this idea was inspired by the time Health Partners spent in the clinics to help them input data collected during last year's electronic health record downtime.

Find a Provider in One Click

It has never been easier to find an enhanced-network or in-network provider.

Bookmark the [Find a Provider search tool](#) to be one click away from connecting with providers who are covered at the highest benefit level as part of the CHI Saint Joseph Health Medical Plan.

Referral specialists can also benefit from using the [Find a Provider tool](#); quickly connect patients to an enhanced-network specialist with the advanced search function that narrows down providers by specialty and location.



All CHI Saint Joseph Medical Group providers are included in the Find a Provider tool. Out-of-network providers are not included in the search function.

The Health Partners team continues to visit CHI Saint Joseph Medical Group practices to share information about how to use the Find a Provider tool and utilization of our network.

Health Partners Connects with Community

Health Partners participated in several community and ministry events to promote its resources and Premier Program throughout the fall. Health Partners attended the Kentucky Society for Human Resource Management's (KYSHRM) annual conference at Central Bank Center on Aug. 29-30, 2023, to meet with employers about the Premier Program's offerings.



Shannon Nally, market director, employer strategy and relationships, said their group engaged with over 200 attendees at the KYSHRM conference who learned about the direct-to-employer program Health Partners offers.

"We're focusing on our direct-to-employer product as part of our overall strategic plan through 2024," Shannon said. "Our care management program has the potential to make a real difference for employers throughout our ministry footprint. We strive to produce savings for both the employer and its benefit members all while bettering the health of Kentuckians. We look forward to the opportunity to continue to shape this program to better suit the individualized needs of Kentuckians."

Health Partners held booths at Saint Joseph Hospital's Fall Family Festival on Oct. 21, 2023, and the Yes, Mamm! Yes, Cerv! 5K on Oct. 14, 2023, at RJ Corman Railroad Group racecourse in Nicholasville. The team also provided depression screenings during the Sisters of Charity of Nazareth Health Fair on Nov. 2, 2023.

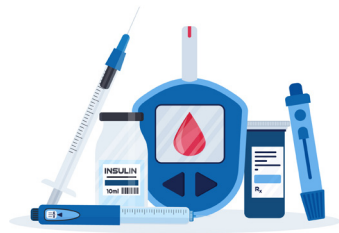
The team was also at Transylvania University recently to connect with employees during their college health fair and for employee biometric screenings. Health Partners currently provides care management services to members on the university's benefit program, including a medication therapy management program.

Update on Statin Therapy for Patients with Diabetes

All patients should be screened for diabetes during their annual wellness visit, and all patients diagnosed with diabetes should be assessed for statin therapy as a way to manage their chronic disease. Statin therapy for patients with diabetes is an important preventive measure for patients with diabetes because they are at higher risk for cardiovascular events. The American Diabetes Association recommends that patients with diabetes who are 40-75 years old should begin statin therapy in combination with lifestyle therapy. This high-risk group also includes:

- Patients who have been diagnosed with atherosclerotic cardiovascular disease (ASCVD) or who have had a procedure related to ASCVD;
- Patients 20 years or older who have ever had a low-density lipoprotein cholesterol level greater than or equal to 190 mg/dL or who have previously been diagnosed with hypercholesterolemia (familial included); and
- Patients aged 40-75 years of age with a diagnosis of diabetes.

There also are patients in the high-risk group who can be excluded or be an exception to having this therapy. Exclusions should be documented on claims each year using the correct ICD-10 code. Exceptions should be documented on claims each year with the ICD-10 code G9781 and the corresponding diagnosis codes.



Some patients who may be **excluded** from this preventive care:

- Patients who are breastfeeding (Use exclusion code G9779)
- Patients who have a diagnosis of rhabdomyolysis at any time during the year (Use code G9780)

Some patients who are **exceptions** from this preventive care (Use code G9781):

- Patients with active Liver or Hepatic Disease or Insufficiency
- Patients with End-Stage Renal Disease
- Patients with Statin-Associated Muscle Symptoms (SAMS) (myalgias, myositis, myopathy or statin-associated muscle symptoms)

The best way to assess and discuss a patient's ongoing care plan is during their annual wellness visit. Studies show statin use reduces all-cause mortality rates and vascular mortality for each 39 mg/dl reduction in low-density lipoprotein cholesterol (LDL-C) and a reduction in ASCVD events in patients with diabetes.

In an effort to assist providers in identifying patients who have care gaps for statin use, our nurses and pharmacist are sending tasks via Epic that include the patients identified as benefiting from statin use, as well as exclusion coding options. This information comes from our contracted payers. If you have further questions about coding statin use in diabetics, please reach out to your billing/coding contact.

For more information please view our [Statin Therapy Coding](#) resource on CHISaintJosephHealthPartners.org.

Evaluating the Auto-assignment of High Risk Patients

Health Partners is evaluating the way high-risk patients are auto-assigned to care coordinators based on several factors related to chronic health concerns. Patients who have multiple comorbidities or high health care spending in the rolling year were noted in the new Innovaccer system this year, and Health Partners' goal is to evaluate how patients are evaluated for a more intentional approach to care management of high-risk patients.

Currently, care coordinators receive 100-300 patients to follow up with regarding their care through the current strategy. The new strategy will focus more on patients with multiple comorbidities and high spend to enhance the level of care provided.

The outreach will focus on pinpoint preventive measures that's personalized for each patient. This plan is in the works for implementation this year in conjunction with the new annual wellness visit quality measure targets.