



# Don't Leave Money On The Table:

How The Right Technology Can Improve Your VBR Success



**Kim Bond, MS, LMFT**  
Executive Vice President  
*OPEN MINDS*



**Karla Lee Muzik**  
Director of Business  
Development, Capital Area  
Human Services



**John Nosacka,**  
**LCSW-BACS, MSHCM**  
Director, Emergency Preparedness &  
Training, Capital Area Human Services

# Find Your Path to Value in the VBCforBH Community

*Learn, collaborate and discover resources about value-based care and reimbursement.*

**JOIN FREE TODAY!**  
[vbcforbh.com](http://vbcforbh.com)



**Value Based Care  
for Behavioral Health**  
Powered by *carelogic*  
by qualitas



# Agenda

- I. The Current State Of Value-Based Reimbursement
- II. Technology As A Foundation For VBR Success
- III. Case Study: Capital Area Human Services
- IV. Questions & Discussion



# I. The Current State Of Value-Based Reimbursement (VBR)

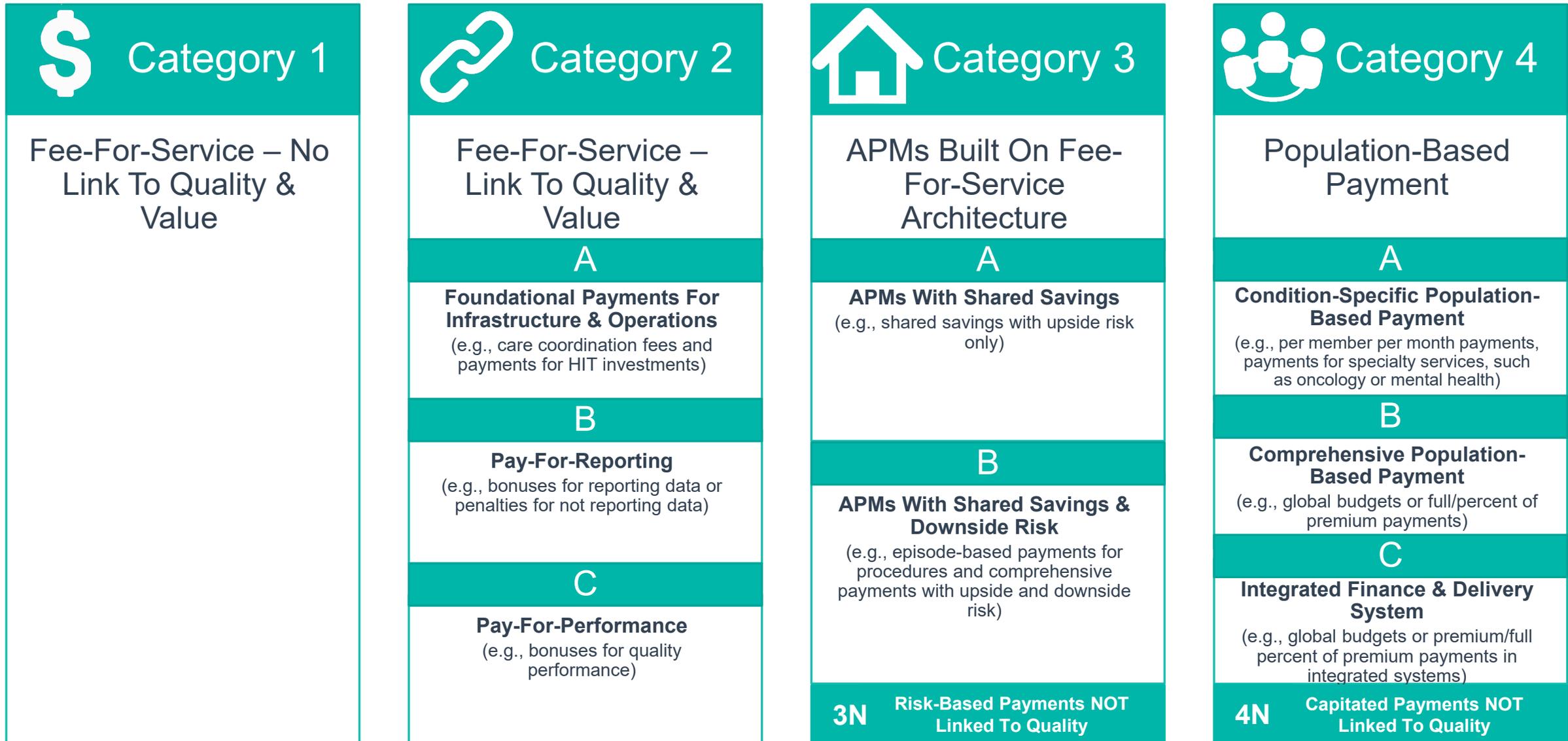


# Increasing Movement To VBR

1. Of the 38 states with Medicaid managed care, 22 require the Medicaid health plans to implement VBR with provider organizations:
  - At least **11** states have Medicaid ACOs
  - **81%** of Medicaid health plans have P4P FFS payments for behavioral health organizations
  - **47%** of Medicaid health plans have bundled payments for specific acute episodes
2. The impact of COVID-19 on state budgets is increasing the movement to VBR to address shrinking revenues and address the increased need for behavioral health services.
3. Integration of physical, behavioral health, and social services is recognized as providing better “whole health” results, and VBR facilitates better alignment between integrated services and reimbursement.

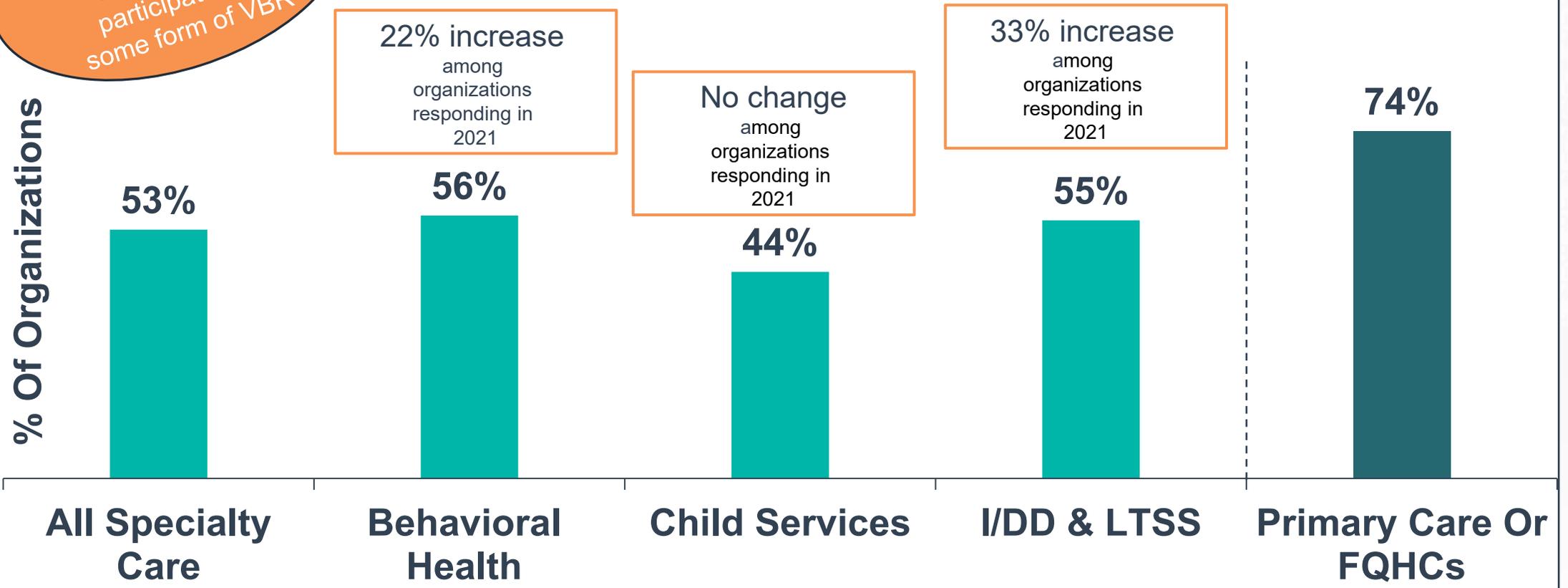


# HCP-LAN Model Of Value-Based Reimbursement



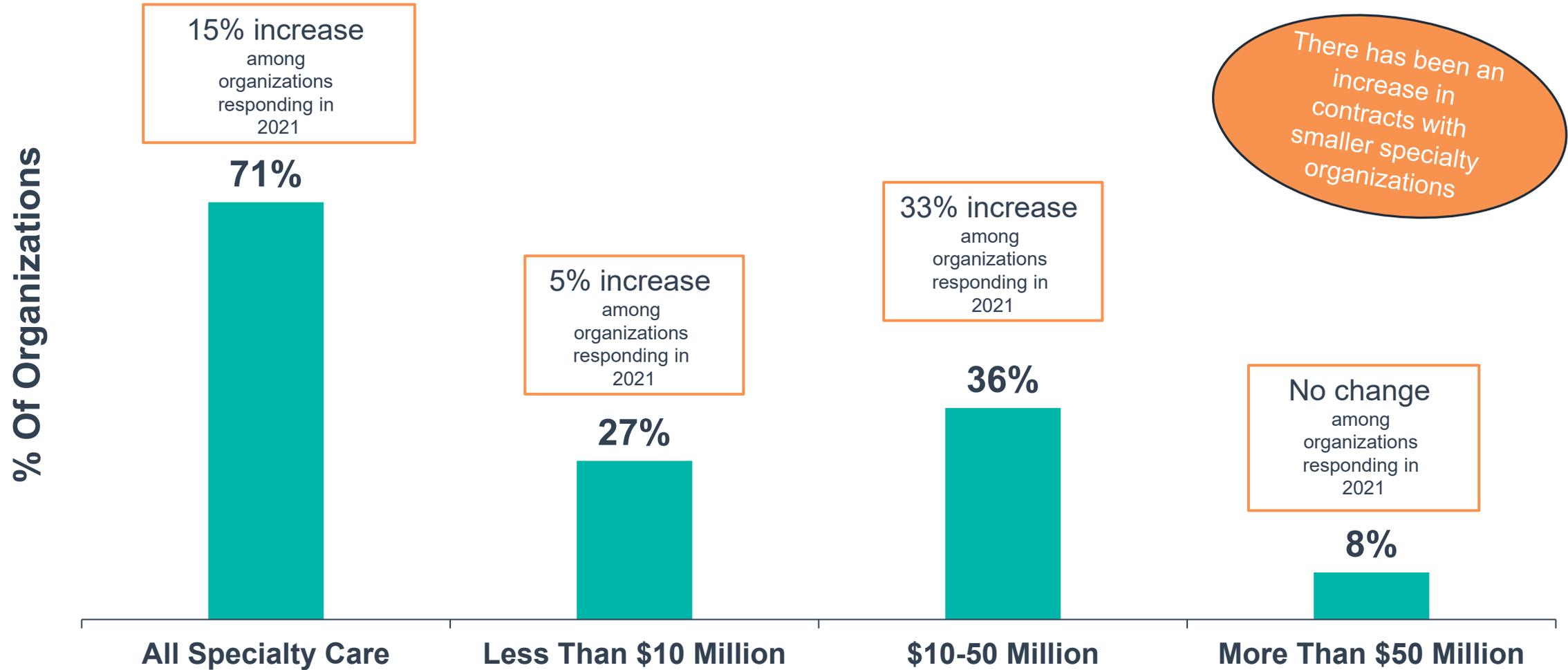
# Specialty & Primary Care Provider Organizations Participating In VBR Arrangements, By Market, %, 2021

Over half of specialty provider organizations participating in some form of VBR



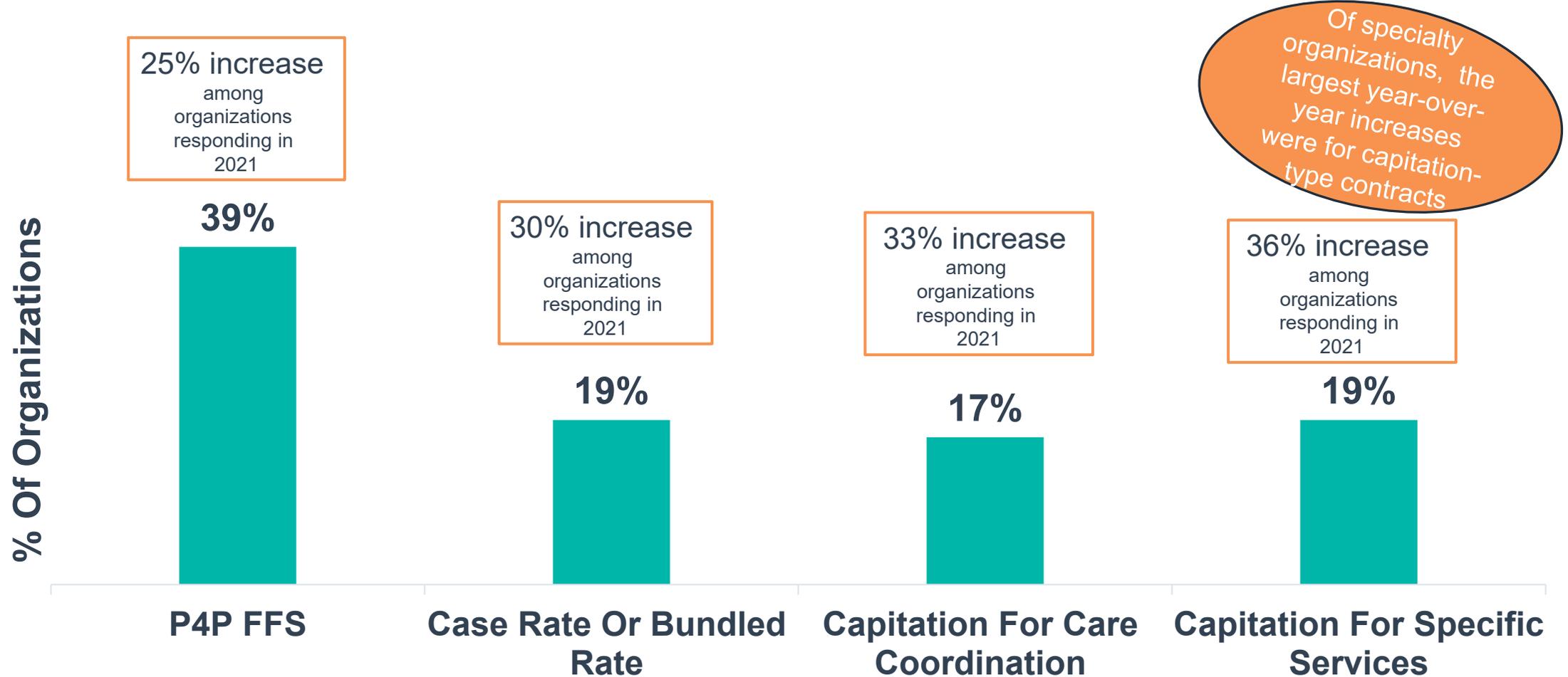
Health plan includes commercial health plans, Medicaid managed care plans, and Medicare Advantage plans

# Specialty Provider Organizations Only With Health Plan Or ACO Contracts, By Revenue, %, 2021



Health plan includes commercial health plans, Medicaid managed care plans, and Medicare Advantage plans

## Specialty Provider Organizations Only Participating In VBR Arrangements, By VBR Type, %, 2021



\*Note provider organizations could select that they were participating in more than one type of VBR arrangement

## II. Technology As A Foundation For VBR Success

# Technology & Reporting Infrastructure For VBR Success



- Capacity To Collect Data

- Capacity To Analyze Data For Population Health Management

- Ability To Manage Value-Based Contracts

- Ability To Exchange Health Care Information

- Care Management Functionality

- Consumer Portal Functionality



# Capacity To Collect & Analyze Data

1. EHR includes additional functionality areas of population health data analysis, business intelligence, and care management in addition to service documentation and revenue cycle management
2. Data summarized in health registries to stratify consumer populations by diagnosis for risk-adjusted care planning (using diagnoses to identify high-utilizer interventions)
3. Process to identify top 5%-10% of consumers accessing high-cost health care services (ER visits, hospital admissions, etc.) and intervene with care management strategies

**Technology infrastructure to collect and analyze data strategic in identifying health needs of the population of consumers served**

# Technology For Care Management & Performance Management

1. Service utilization prediction model to assess resource needs on financial resources
2. Health information exchange agreements in place for key providers in the community (hospitals, ERs, physicians, specialty providers)
3. Automated technology to notify staff of inpatient or crisis services provided to consumers (ER visit, hospital admission, hospital discharge)
4. Secure infrastructure and protocols in place that meet federal and state requirements, including HIPAA and HITECH
5. IT staff have experience with systems integration, data conversion, and managing expert resources to fill gaps in internal skills

**Ability to track performance metrics, submit invoices, and maximize performance of value-based contracts**

# Consumer Engagement & Satisfaction

1. Comprehensive consumer portal implementation that includes:
  - A. Secure communication
  - B. Prescription refill requests
  - C. Scheduling of appointments
  - D. Access to forms
  - E. Account balance and payment options
2. Monitoring of portal to facilitate communication with consumers

**Ability to provide service data, resources and interaction options with consumers through the EHR**

# III. Case Study: Capital Area Human Services



# Case Study Questions

1. Tell us about your organization – size, service lines, and recent service initiatives.
2. What are some of the VBR opportunities you have had in working with the MCOs in Louisiana?
3. What did you learn from those initial VBR opportunities about changes you needed to make to be more successful?
4. Tell us about your process in deciding on new technology to better manage clinical processes, data, and client outcomes.
5. How do you use technology for population health – identifying the most costly to service consumers and targeting the most appropriate interventions?



# Case Study Questions

6. What are the top consumer outcomes that you track for VBR contracts, and how do your clinical processes and technology help improve them?
7. Two service components for successful VBR are coordination of care and integrated services. How does your EHR provide the basis for doing those coordination of care and integration well?
8. How has your success with VBR improved your financial opportunities?
9. What new VBR opportunities have you considered moving into, and how are you preparing for them?



# IV. Questions & Discussion

# Turning Market Intelligence Into Business Advantage

*OPEN MINDS* market intelligence and technical assistance helps over 550,000+ industry executives tackle business challenges, improve decision-making, and maximize organizational performance every day.

