Why payment transformation?
Hawaii’s health care system could provide even greater value to patients, providers, and other key stakeholders if primary care providers (PCPs) had the tools they need to engage patients in their health and well-being. One of these tools is the payment transformation (PT) reimbursement model. Developed with the feedback and advice of providers, this payment model seeks to:

- Move from volume-based reimbursement to value-based payment.
- Reward PCPs for high-quality, high-value care.
- Emphasize improved access to care.
- Encourage management of cost of care.
- Give PCPs the flexibility and resources to care for a whole population of patients with an increased focus on preventive care and well-being.
- Provide a predictable revenue stream so PCPs can spend more time with patients who need extra care, invest in their practice’s infrastructure, and practice medicine they way they believe is best.
Payment Transformation Reimbursement Model

PCPs in the payment transformation program will be reimbursed four ways:

1. **Monthly Global Payment**

   Advance per member per month (PMPM) payments that provide reliable, steady revenue to PCPs will:
   
   - Pay for the majority of patient services.
   - Be paid consistently around the 15th day of each month.
   - Be based on the number of attributed patients.

   For more information on how the PMPM amount is calculated and a list of services included in the calculation, refer to the PMPM band calculation worksheet or 2017 Payment Transformation Guide.

2. **Engagement (required of all PCPs in 2017)**

   These are simple foundational measures to keep PCPs engaged and help them succeed.
   
   - Log in to and use Cozeva® at least once a month to know patients’ gaps in care.
   - Check on the well-being of all your patients at an office visit; over the phone; through emails, text messages, or online care; or with mailed materials. Let them know you care about them.
   - Refer patients to community health programs as appropriate.
   - Build your profile on Sharecare® (details to come).
   - Submit EPSDT forms for QUEST Integration children.

   When these measures are met, the engagement dollars are included in the PMPM payment.

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Cozeva is a registered trademark of Applied Research Works, Inc.

Applied Research Works® is an independent company that provides COVEVA®, an online tool for HMSA providers to engage members on behalf of HMSA.

Sharecare, Inc., is an independent company that provides well-being programs to engage members on behalf of HMSA.
3. Performance (quality)

Performance measures build on pay-for-quality measures and include measures to encourage greater focus on prevention and population health. Services are reported for the calendar year. Providers can earn more dollars for improvement on measures compared to the pay-for-quality program and can also earn additional dollars for surpassing target thresholds.

See our tips in this tool kit and get your staff involved.

New measures for adult medicine:
- Use a four-question screener to check for symptoms of anxiety and depression.
- Ask patients whether they smoke. Then follow up.
- Encourage patients to take the Sharecare online health assessment.
- Flu shots.

New measures for pediatrics:
- Developmental screenings before ages 1, 2, and 3.
- Adolescent well-care visits.
- Screen teenagers for depression.
- Administer Children with Special Health Care Needs screener (physician organization measure).

4. Total Cost of Care

A group measure to encourage PCPs and their physician organizations (POs) to manage the health care costs of their patients.

If PCPs in your PO collectively score above 50 percent on performance and keep the increase in health care costs below a target, we’ll share savings with you. This shared savings bonus is new for 2017.
Resources

HMSA Provider Resource Center (PRC) (hmsa.com/portal/provider/zav_pel_aa.PAY.100.htm).
Complete code sets for reporting performance measures, request for reconsideration forms, and other
documents are available.

PRC Training (hmsa.com/portal/provider/edu_index.htm or click Training on the home page of the PRC and
scroll down to Payment Transformation).
Recorded learning modules and PDFs on key topics in payment transformation.

Payment transformation learning modules:
1: Understanding the PMPM Band (11 minutes).
2: A Quick Intro to Payment Transformation (10 minutes).
3: Overview of the Primary Care Model (27 minutes).
4: Patient Attribution (11 minutes).
5: Reporting Performance Measures (14 minutes).
6: Monthly Payment and Claims (9 minutes).

More Help

• Contact your PO, your payment transformation leader. Your PO is your primary resource for all
  payment transformation questions.
• Call Cozeva at 1 (888) 448-5879 toll-free if you have questions about Cozeva.
• Call HMSA at 948-6820 on Oahu or 1 (877) 304-4672 toll-free on the Neighbor Islands. Or email
  PSInquiries@hmsa.com if you have questions about global payment, engagement or performance
  measures, or need training or support from HMSA’s Training Unit.