

MEMBER NEWSLETTER

Quarterly Newsletter from Hawai'i Health Partners

1st Quarter 2021

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Coming Soon...

- **2021 Board of Managers Election**
 - ▷ By now you should have received an electronic ballot via email from invitations@mail.electionbuddy.com. Voting ends tomorrow, **Friday, May 7, 2021**. For assistance with the electronic ballot, call (808) 522-4893.
- **Annual Member Satisfaction Survey**
 - ▷ Coming next week Monday, May 10th! The results of this survey, have led to the development of services such as HHP Central Support, HHP Clinical Decision Support, expansion of HHP webinars...etc. We positively want your feedback.
- **The HPH Long COVID-19 Care Program (LCCP)**
 - ▷ This program supports the management of patients experiencing persistent symptoms 3-4 weeks following an acute COVID-19 infection. In Epic, you may order "LONG COVID CARE PROGRAM Referral" or contact Dr. Bennett Loui at bloui@hphmg.org.

New & Noteworthy

Now Live! HHP Clinical Decision Support Launched to Improve Prior Authorization Experiences

On March 30, 2021, the Epic-based tool for high intensity, advanced diagnostic imaging, called HHP Clinical Decision Support, was launched for all Hawai'i Health Partners provider members. The vision for this tool is to help promote appropriate utilization, improve providers' workflows, and positively impact their patients' experience of care by alleviating some of the administrative burden and inefficiencies associated with prior authorization.

Provider frustration and challenges with prior authorization have long been recognized, and Hawai'i Health Partners sought an innovative solution in collaboration with the Hawai'i Pacific Health Medical Informatics team, Stanson Health, NIA Magellan, and HMSA. Additionally, with capitation by 2022 on the horizon, HHP Clinical Decision Support is designed to reinforce the pathway for provider success. With providers holding the responsibility for utilization and clinical appropriateness in capitation, it is critical to have efficient tools that empower clinical cost-effective decision making. HHP Clinical Decision Support improves ordering convenience and efficiency, allowing more time and attention to focus on the patient.

Next Steps...

1. Complete the learning module titled "2021 HHP Learning Module: Appropriate Ordering of High Intensity Diagnostic Imaging"
 - This learning module has been automatically assigned to you.
 - To access the learning module, visit the HHP Learning Center: www.healthstream.com/hlc/hph
Or copy and paste the link into your web browser
2. Read the HHP Clinical Decision Support Tip Sheet [here](#).
3. For FAQs, [click here](#).

If you have questions or would like more information, contact us:

- **HHP Clinical Decision Support:**
 - ▷ Janelle Papin, Project Manager
 - Janelle.papin@hawaiihealthpartners.org
- **Epic Issues:**
 - ▷ HealthAdvantage Connect (HAC) providers:
 - Contact HAC Service Desk**
 - ServiceDesk@healthadvantageconnect.com
 - (808) 522-4343
 - ▷ HPH Medical Group (HPHMG) providers:
 - Contact IT Service Desk**
 - ITServiceDesk@kapiolani.org
 - (808) 522-2688

Prior authorization diagnostic imaging studies addressed by the HHP Clinical Decision Support tool in Epic*

CT	MRI
1. CT Head/Brain	1. MRI Brain
2. CT Maxillofacial/Sinus	2. MRI Angiography Head/Brain
3. CT Soft Tissue Neck	3. MRI Orbit Face Neck
4. CT Chest	4. MRI Cervical Spine
5. CT Lumbar Spine	5. MRI Thoracic Spine
6. CT Abdomen	6. MRI Lumbar Spine
7. CT Abdomen and Pelvis	7. MRI Abdomen
	8. MRI Pelvis (coming soon)
	9. MRI Lower Extremity (coming soon)
	10. MRI Upper Extremity (coming soon)

*Subject to change

New and Noteworthy continued

Do you know your HHP website and HPH Learning Center Login?

In 2020, to promote public health and to do our part to slow the spread of COVID-19, Hawaii Health Partners transitioned the hard-copy form of the 2020 Program Guide to electronic only. We are continuing to plan on expanding ways to convert our provider member workflows into paperless processes, a must-have in a post-2020, COVID-19 present world via a provider portal and/or specialist dashboard. We will keep you informed as more information becomes available.

How to Login

To access the 2021 HHP Program Guide.

- [Hawai'i Health Partners Website "Physician Login" area](#)
 - o Forgot your username?
Email Info@hawaiihealthpartners.org

- o Forgot your password?
Click on the FORGOT YOUR PASSWORD? button
- o To change your password, once you log in, click on the EDIT PROFILE button.

To access the [HHP learning modules](#):

- Log into [Hawaii Pacific Health Learning Center](#)
 - o Forgot your username?
Email Info@hawaiihealthpartners.org
 - o First time logging in? Your password is 'train'
 - o Forgot your password?
Click on the FORGOT YOUR PASSWORD? button or the PASSWORD REMINDER button

What you need to know about the 2021 Program Guide: Quality Performance and Shared Savings Programs (QPP/SSP)

The following information is intended for both new provider members and those who have been with us since HHP's founding in 2014. Start reading now or click the topic below to jump to the topic of your choice.

- Overview
- [Methodology](#)
- [2020 & 2021 Program Guide Comparison](#)
- [Discontinued 2020 measures](#)
- [Next Steps](#)
- [How to Access the Program Guide](#)

Overview

The HHP Quality Performance Program and Shared Savings

Program (QPP/SSP) promote improved quality and cost of care. The programs are also monetary performance incentive opportunities. Providers are eligible for bonus payouts when quality performance thresholds for the measures are met. Both programs run for the duration of the calendar year and payouts are distributed during the second half of the following calendar year.

The QPP/SSP & Recredentialing

Engagement in the QPP/SSP is reflected by provider participation and performance. To assist members with gauging performance progress, quarterly interim reports are distributed via an email from Info@hawaiihealthpartners.org. It is important to remember provider engagement and quality performance in the HHP QPP/SSP are continuously monitored as part of consideration for recredentialing as a member of HHP.

Methodology

All QPP/SSP measures are created, selected, and approved by a metrics committee made up of HHP provider members:

clinical leaders who are part of the HHP Board of Managers and the Quality & Clinical Integration Committee. Your input is critical to the success of this program; each year, members are given the opportunity to provide additional comments on the measures proposed for 2021 QPP/SSP. Below is a table summarizing this year's program changes.

A Note for Providers

Hawai'i Health Partners is making considered adjustments to the 2020 HHP QPP/SSP. These changes will be made available to you and shared with you via email when they have been finalized.

New & Noteworthy continued

2020 vs 2021 Program Guide Comparison

		2020 QPP/SSP	2021 QPP/SSP
Eligible Providers	Measures in both QPP/SSP (Changes in red)		
All HHP providers	Changes: Attendance at HHP Annual Membership Meeting	<p>Performance target: Arrival and registration by the designated time.</p> <p>An exception will be made for those providers with late attendance or absence due to unavoidable clinical duties.</p> <p>Prior notification to Info@Hawaiihealthpartners.org is required for late attendance or absence due to unavoidable clinical duties.</p>	<p>Performance target: Arrival and registration by designated time and/or attendance for a minimum period of time, to be determined by HHP.</p> <p>An exception will be made for those providers with late attendance or absence due to unavoidable clinical duties.</p> <p>Prior notification to Info@Hawaiihealthpartners.org by the provider is required for late attendance or absence due to unavoidable clinical duties. Notification by proxy will not be accepted.</p>
All HHP providers	New! Attendance at HHP Webinars	N/A	<p>Attend 10 live webinars: 0.5 point</p> <p>Attend 15 live webinars: 1 point</p> <p>Providers must register via the pre-survey form and view at least <u>10 live webinars</u> during the measurement year. Credit will not be given for watching the recording.</p>
All HHP providers	Changes: HHP Learning Modules	<p>LM Completion: 0.5 point</p> <ul style="list-style-type: none"> • 0.25 point QPP • 0.25 point SSP • Max 4 points (2 QPP, 2 SSP) <p>LM Creation: 2 points Providers can create up to 2 learning modules</p> <ul style="list-style-type: none"> • 1 point QPP • 1 point SSP • Max 4 points (2 QPP, 2 SSP) <p>» 8 total max points possible</p>	<p>LM Completion: 0.25 point</p> <ul style="list-style-type: none"> • 0.125 point QPP • 0.125 point SSP • Max 2 points (1 QPP, 1 SSP) <p>LM Creation: 2 points Providers can create up to 2 learning modules</p> <ul style="list-style-type: none"> • 1 point QPP • 1 point SSP • Max 4 points (2 QPP, 2 SSP) <p>» 6 total max points possible » HHP can publish up to 8 learning modules</p>

New & Noteworthy continued

2020 vs 2021 Program Guide Comparison continued..

	2020 QPP/SSP	2021 QPP/SSP
Eligible Providers	Measures in both QPP (Changes in red)	
<p>Primary Care: Family Medicine, General Practice, Internal Medicine, Pediatrics, and APRNs carrying a primary care panel of attributed lives.</p> <p>Specialists: Specialties engaging in face-to-face patient care.</p> <p>Excludes Diagnostic Radiology, Medical Genetics, Neuroradiology, Nuclear Medicine, and Pathology.</p>	<p>Changes: Avoidable ED Utilization</p> <p>Percentage of ED visits by HMSA Commercial attributed patients that are “avoidable” according to adapted NYU criteria. Includes first and second diagnoses.</p> <p>Points: 1</p> <p><i>Performance Target:</i></p> <ul style="list-style-type: none"> Primary Care: Individual performance scored at or below 15% in HHP Dashboard Specialists: Overall HHP aggregate score at or below 15% 	<p>Percentage of ED visits by HMSA Commercial attributed patients that are “avoidable” according to adapted NYU criteria. Includes first and second diagnoses</p> <p>Points: 1</p> <p><i>Performance Target:</i></p> <ul style="list-style-type: none"> Primary Care: Individual performance scored at or below 25% in HHP Dashboard Specialists: Overall HHP aggregate score at or below 25%
<p>Primary Care: Family Medicine, General Practice, Internal Medicine, and APRNs carrying a primary care panel</p>	<p>New! Medication Reconciliation Post Discharge</p>	<p>N/A</p> <p>Percentage of discharges from July 1 - December 1 of the measurement year for patients age 65 years or older for whom medications were reconciled the date of discharge through 30 days after discharge (31 days total). Includes first and second diagnoses</p> <p>Points: 1</p> <p>Performance Target: Primary Care: Overall HHP aggregate score at or above 50%</p>

Next Steps

- Download the 2021 Program Guide and your specialty specific pocket guide detailing the QPP/SSP measures
- Complete the HHP learning module titled 2021 HHP Quality Performance and Shared Savings Program (QPP/SSP) - Measures for Group #.
- This group number is unique to your specialty and covers QPP/SSP measures specific to your specialty for the 2021 year.
- Deadline for completion is **May 20, 2021**¹

¹Per the 2021 HHP Learning Module measure, learning modules will be available for no less than 90 days and must be completed on or before the deadline determined at the time of publication.

New & Noteworthy continued

2020 vs 2021 Program Guide Comparison continued...

		2020 QPP/SSP	2021 QPP/SSP
Eligible Providers	Measures in both SPP (Changes in red)		
Diagnostic Radiology	<p>Changes:</p> <p>Mammogram Imaging Callback Rates</p>	<p>Number of mammograms identified as needing additional imaging evaluation vs. Total number of mammograms performed</p> <p><i>Eligible members:</i> Radiology</p> <p><i>Performance Target:</i> ≤14% Specialists - aggregate score by facility at or below 14%</p>	<p>Number of mammograms identified as needing additional imaging evaluation vs. Total number of mammograms performed</p> <p>Eligible members: Radiology</p> <p>Performance Target: Aggregate score by facility between 5% and 14%</p>
Hematology/Oncology, Hospice and Palliative Medicine	<p>New! Palliative Care for Cancer Patients</p>	N/A	<p>Patients with stage 4 cancer who received end of life supportive services and/or advanced care planning during the measurement period</p> <p><i>Eligible Members:</i> Hematology/Oncology, Hospice and Palliative Medicine</p> <p><i>Performance Target:</i> Overall HHP aggregate score at or above 90%</p>
All HHP providers	<p>New! Provider Use of Epic E-Referrals & E-Consults</p>	N/A	<p>Total number of referrals completed via Epic E-referral in the measurement year</p> <p><i>Performance Target:</i></p> <ul style="list-style-type: none"> Primary Care: 50 referrals sent via Epic E-referral Specialists: 50 Epic E-referrals responded to via electronic consult <p><i>Eligible Members:</i> All participating providers</p>
All HHP providers with direct patient interaction	<p>New! Telehealth Usage</p>	N/A	<p>Total number of patient encounters completed via telehealth visits and coded in the measurement year using one of the designated telehealth codes (see page 47 in the Program Guide for codes).</p> <p>Performance Target: 100 HMSA Commercial patient encounters completed and coded</p> <p>Eligible Members: All HHP providers with direct patient interaction</p>

New & Noteworthy continued

Discontinued 2020 Measures

Discontinued QPP Measures			
Eligible Providers		2020	2021
Primary Care: Internal Medicine, General Practice, Family Medicine, and APRNs carrying a primary care panel of attributed lives Specialists: Geriatric Medicine	Advance Care Planning in the Ambulatory Setting	✓	✗
Discontinued SPP Measures			
Eligible Providers		2020	2021
Primary Care Providers	Adolescent HPV Immunization	✓	✗
	Adolescent Immunizations	✓	✗
	Adolescent Well-Care Visit	✓	✗
Primary Care Providers Specialists: Cardiology, Nephrology, Endocrinology	Controlling High Blood Pressure	✓	✗
Primary Care Providers	Diabetes Bundle - Primary Care	✓	✗
Specialists: Endocrinology, Ophthalmology	Diabetes: Eye Exam - Specialists	✓	✗
Specialists: Endocrinology	Diabetes: HbA1c Control - Specialists	✓	✗
Primary Care Providers	Diabetes: HbA1c Lab Completion Rate	✓	✗
Specialists: Hematology/Oncology	End of Life Care for Cancer Patients	✓	✗
All HHP providers	Provider Use of MyChart eVisits	✓	✗
Primary Care Providers	Provider Use of MyChart eVisits	✓	✗
	Referral of High Risk Patients to HHP Complex Care Program	✓	✗
	Use of HHP Dashboard	✓	✗

How to Access the Program Guide

To view the 2021 QPP/SSP Program Guide and/or specialty-specific pocket guides, follow the steps below:

- Go to the [Hawai'i Health Partners website](#), 'Physician Login' area, and log in with your credentials.
 - Forgot your username?
Email Info@hawaiihealthpartners.org
 - Forgot your password? Click on the FORGOT YOUR PASSWORD? button

- To change your password, once you log in, click on the EDIT PROFILE button.

- Click on the 'QPP/SSP' tab. You will see the links for the 2021 Program Guide and specialty-specific pocket guides.

Questions about the HHP QPP/SSP? Contact Janelle Papin, HHP Project Manager, at Janelle.Papin@hawaiihealthpartners.org.

Reminder & Notices

Monthly HHP Webinar Offer CME and QPP/SSP Credit

In 2020, HHP started the HHP/HPH COVID-19 weekly webinars. Due to its success and by popular demand, we have expanded our webinar offerings.

The following HHP webinars have been approved for both CME and 2021 Quality Performance and Shared Savings Programs (QPP/SSP) credit. For complete information, [click here](#).

HHP/HPH Community Webinar Series

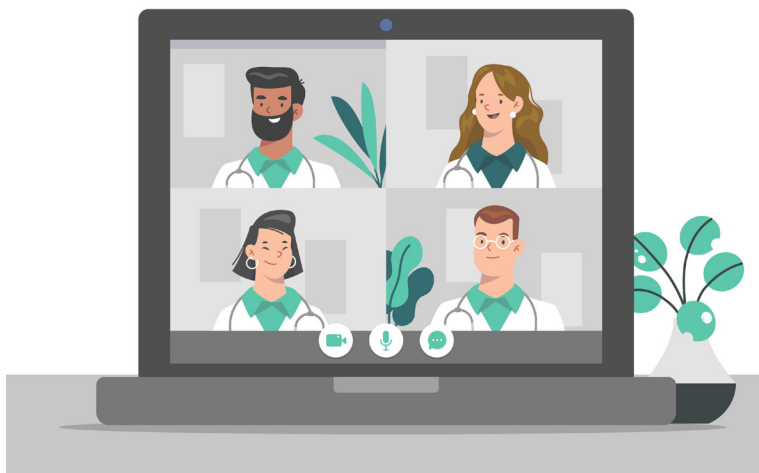
Every third Thursday of the month from 5:30 to 6:30 p.m. with time divided between clinical presentation and Q&A.

Along with the latest COVID-19 news, this webinar series offers practical knowledge and actionable insights towards daily clinical processes and workflows during the pandemic, along with a state of affairs address from the ACO, system, state and federal levels; consolidated and presented by Hawaii Pacific Health and Hawaii Health Partners clinical leaders.

HHP Care Model and Disease Management Webinar Series

[Click here](#) for the current 2021 schedule of topics and presenters.

Every 2nd and last Thursday of the month from 5:30 to 6:30 p.m. with the first 30 minutes for clinical presentation, and the last 30 minutes dedicated to live discussion and Q&A.



Created by the Hawai'i Health Partners Care Model Steering Committee, the goal of this webinar is to promote integration across the network and awareness of network expertise to improve population level outcomes; featuring a Primary Care Physician and Specialist from the related clinical practice areas, to share their knowledge and experience to standardize best practices addressing clinical effectiveness, efficiency, appropriateness and patient experience.

How to Attend Webinars

Attendees can access these webinars several different ways:

1. For all HHP providers:
 - Visit the [HHP website "Events Calendar"](#) section
 - Weekly agenda and access instructions emailed via Info@hawaiihealthpartners.org
 - » Not receiving our emails? We may have a different email listed as your primary and preferred contact information. Let us know at Info@hawaiihealthpartners.org.
2. For HPHMG: Visit the [HHP intranet page](#) "Announcements" or "Calendar" sections

All webinars are recorded and posted [here](#) on the HHP website.

Resources

- [CME credit and QPP/SSP point information](#)
- [Recorded HHP webinars](#)

CME and QPP/SSP credit

- If you attended the live webinar, you will receive an email to the email address you registered, with a link to your evaluation/CE certificate.
- If you did not attend the live webinar and want to earn credit, email hphcontinuingeduc@hawaiipacifichealth.org.

HHP At-A-Glance

HHP Central Support Expansion to Clinics and Specialists

While [HHP Central Support](#) continues to provide continue to support providers in Behavioral Health care coordination, DME/Supply Orders & HHP Network Access. As of April 1, 2021 – HHP Central Support services have been expanded to include the First Insurance Center, Family Medicine Clinic at Kapi’olani Women’s Center located at Artesian Plaza, and Ward Clinics, with plans to include the downtown Honolulu clinic on Bishop Street in the near future.

More than Primary Care

Additionally, we are conducting a pilot program with urologists at Pali Momi Medical Center, assisting with scheduling their patients for urgent Emergency Department follow up. Other expansion plans include assisting providers with patient transition from their pediatricians to adult medicine.

How to Access the Program Guide

Hours of Operation: Monday to Friday | 8:00 a.m. - 4:00 p.m.

Contact us via:

- EPIC
 - Clinical Support Request via EPIC order “HHP Central Support”
- Phone: (808) 462-5104

HHP Learning Modules Due

The following learning modules are available for your completion on the [Hawai’i Pacific Health Learning Center \(HLC\) website](#).

Due May 20, 2021

1. 2021 HHP 3rd Annual Webinar
2. 2021 HHP Quality Performance and Shared Savings Program (QPP/SSP) - Measures for Group #*
 - *This group number is unique to your specialty and covers QPP/SSP measures specific to your specialty for the 2021 year.

Due June 21, 2021

3. Appropriate Ordering of High Intensity Diagnostic Imaging

As members of Hawai’i Health Partners, you are eligible to earn points under the 2021 Quality Performance and Shared Savings Programs (QPP/SSP) measure of [‘HHP Learning Modules,’ \(p.15 in the 2021 Program Guide\)](#).

Completion of the HHP Learning Modules measure is optional and not required. There is no penalty for uncompleted learning modules. These learning modules should automatically be assigned to your account. If they are not assigned to you, please contact Hawai’i Health Partners at Info@hawaiihealthpartners.org, or (808) 535-0965.

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CREATING A HEALTHIER HAWAI'I

Questions? Contact us at Info@hawaiihealthpartners.org

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