



75%

80%

Greenway Care Coordination Services

Tim McLaughlin

Senior Solution Consultant, Greenway Health

05/31/17

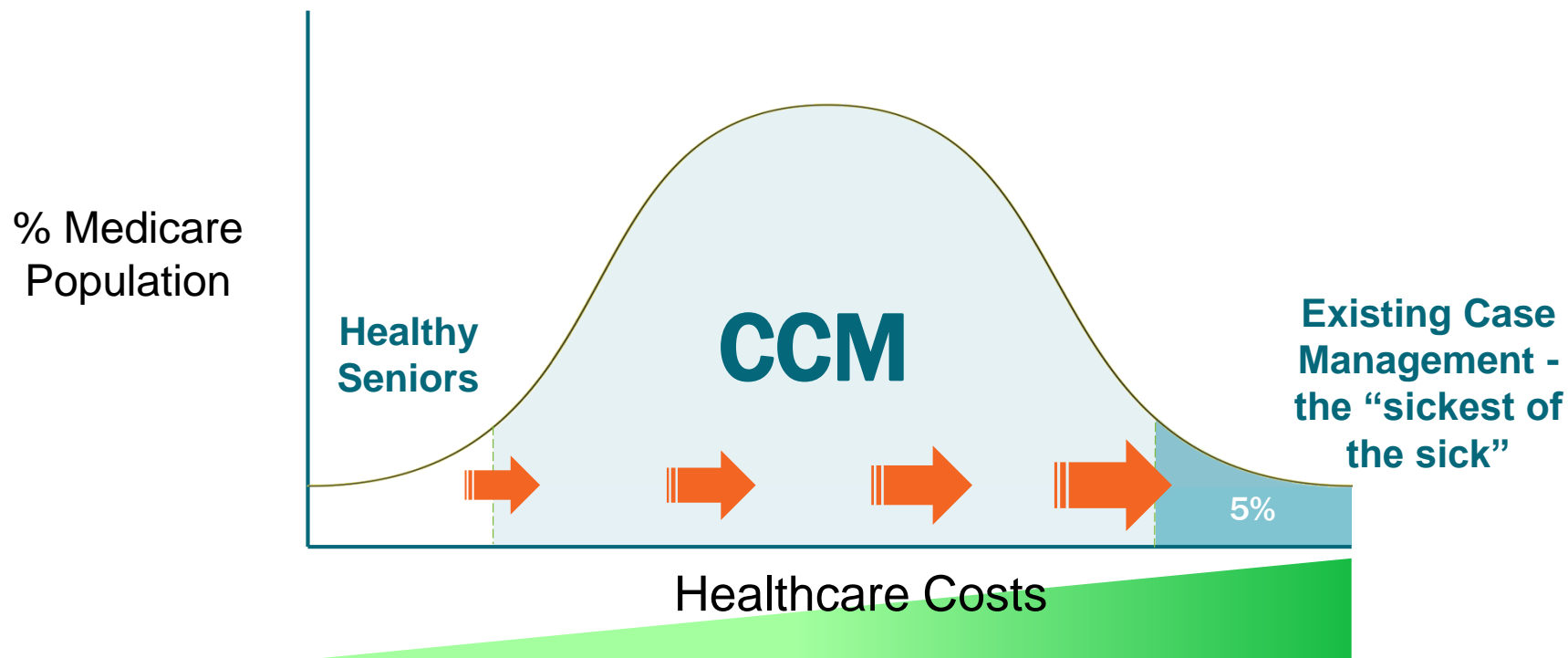
How familiar are you with Medicaid's code 99490?

- Very familiar
- I know of it
- Never heard of it before

CCM Code 99490 Benefits

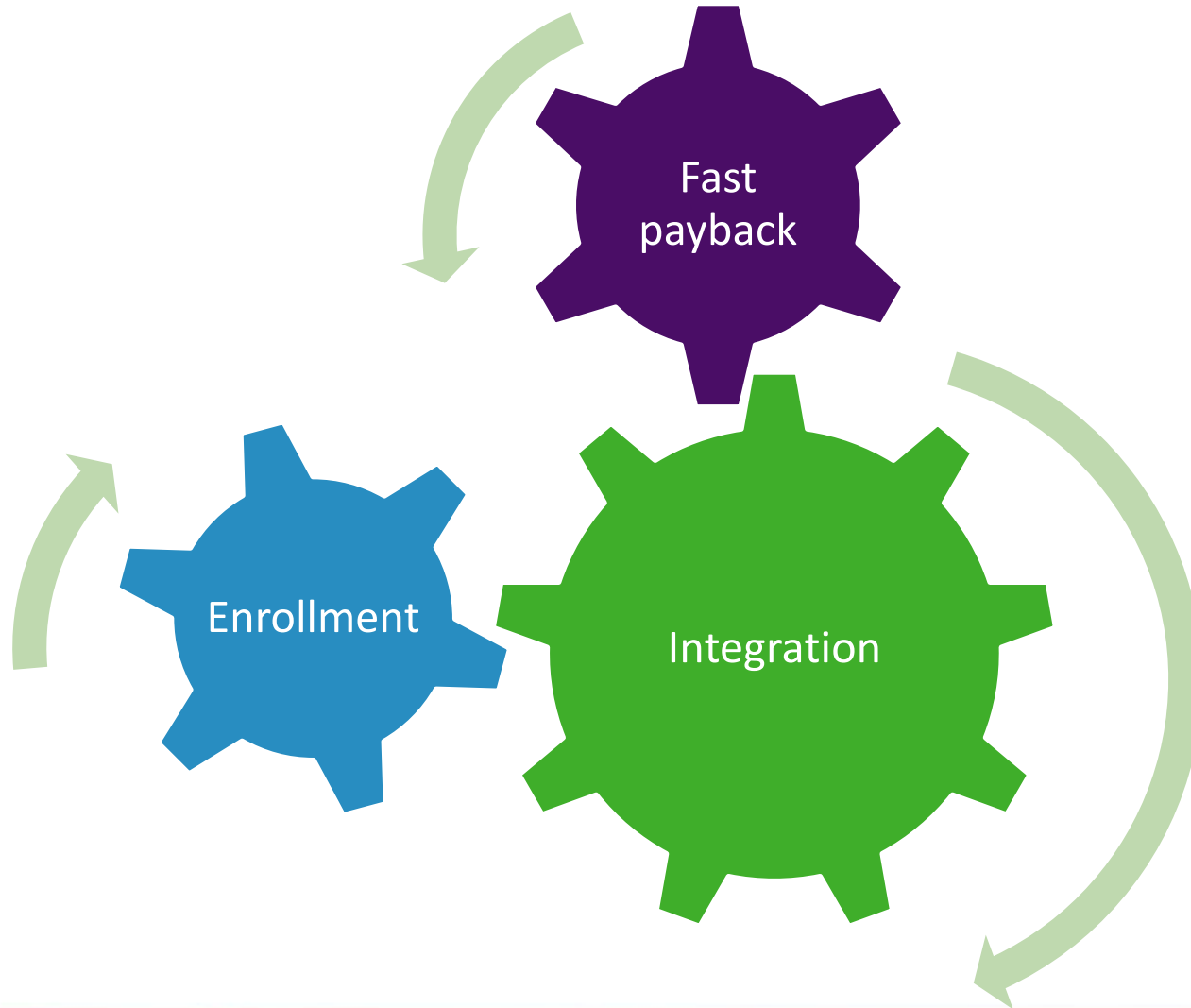
- Clinical:
 - Increased Access to Care
 - Extension of the practice
 - Greater patient engagement
 - Improved outcomes
- Financial
 - Represents a reimbursement bridge for providers as they move from fee-for-service towards value-based medicine & payments (new meaningful use)
 - \$42K / provider / year bottom line net income
 - First of many population health reimbursement codes

Population Health — Where CCM Fits



Manage disease in ~90% of Medicare patients who are at moderate risk
Prevent the progression of chronic disease
Avoid unnecessary ED visits/hospital admissions

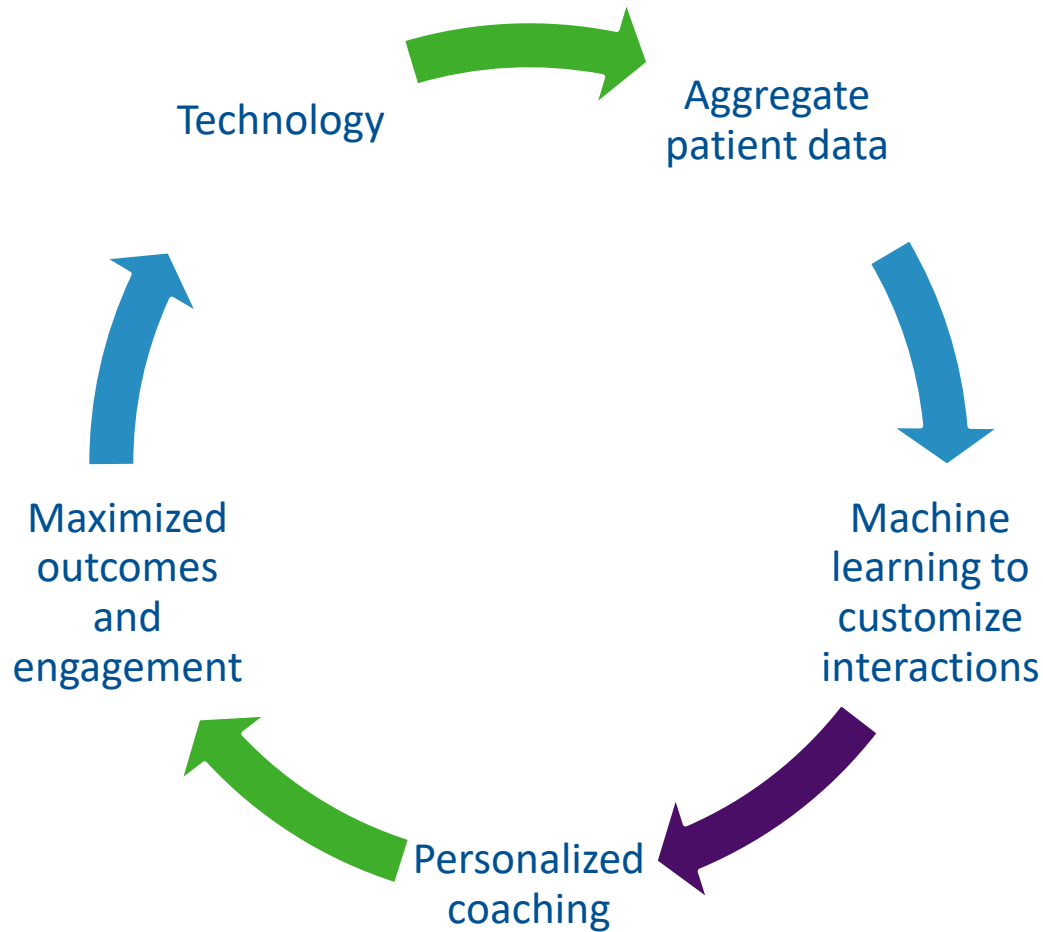
Integration makes getting started easy



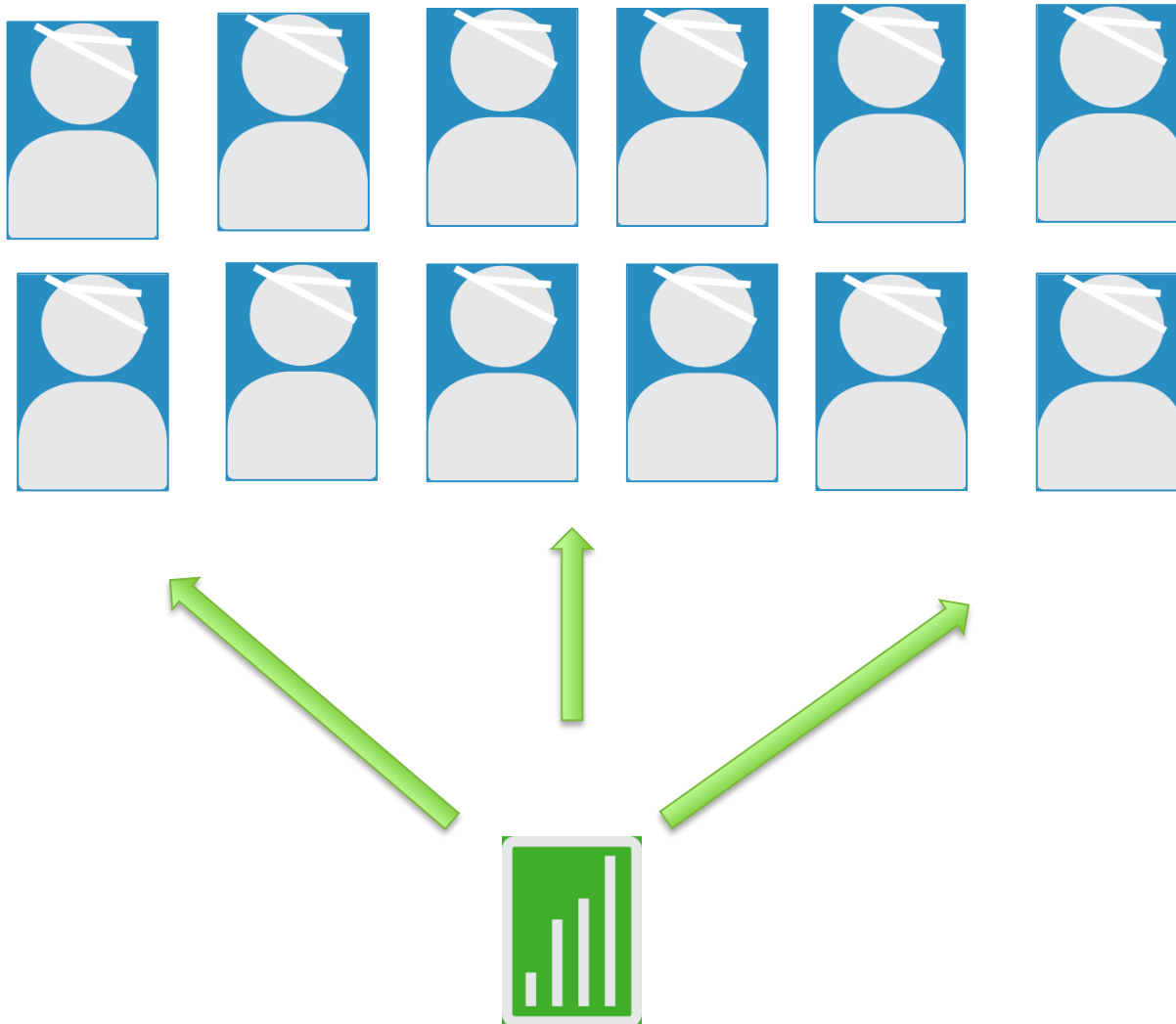
A decorative graphic featuring a horizontal blue band across the middle of the page. On the left side, there are several overlapping purple circles of various sizes. Some circles are connected by thin lines, and one larger circle has a smaller one attached to its top edge. The background of the blue band has a subtle geometric pattern of triangles.

HOW WE DRIVE OUTCOMES

Technology and engagement driving outcomes



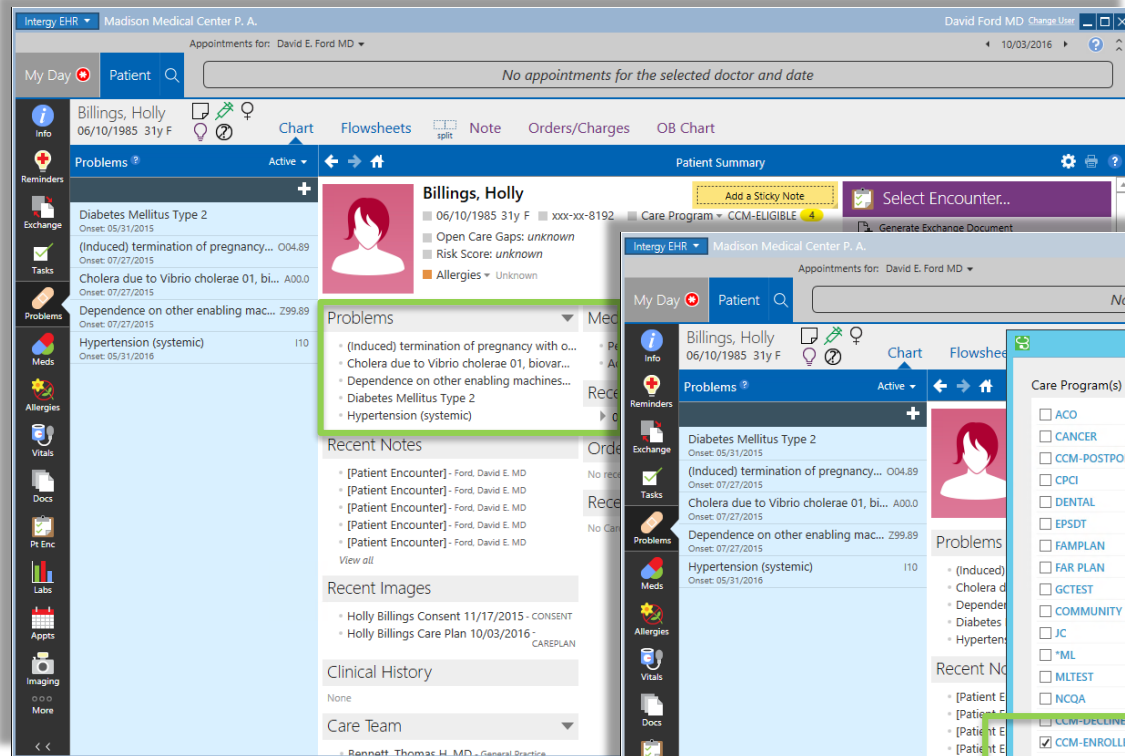
More care in twenty minutes



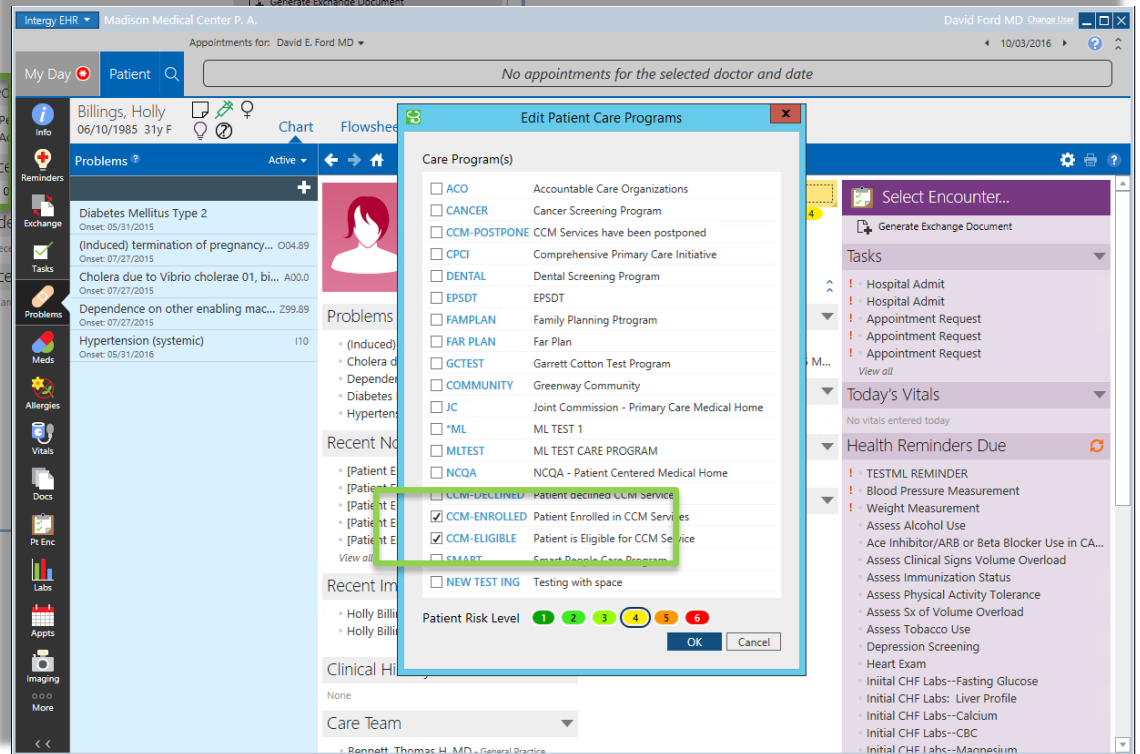
A decorative graphic consisting of a horizontal blue band across the middle of the page. On the left side, there are several overlapping purple circles of various sizes. Some circles are connected to each other by thin black lines, forming a network-like structure. The background of the blue band has a subtle, light-colored geometric pattern of triangles and squares.

INTERGY INTEGRATION

Identify & Enroll



Discuss CCM with patient during office visit



Enroll patient in CCM services

CCM services model

Practice

Enroll patients:

- 2+ chronic conditions
- Eligible payer
- Consent form signed
- Assign Care Program of CCM-Enrolled



Service

Patient enrollment validated

CCD extracted for diagnoses and goals



Documents updated

- RevUp care plan
- Evidence of care
- Patient reported vitals

Patient CCM minutes, diagnosis codes, CPT codes aggregated



Patient Imaging:

- Care plan
- Evidence of care
- Patient reported vitals

Billing:

Process claims
Collect patient copayment



Documentation updates

Documents linked to patient chart:

- Evidence of care
- Care plan
- Patient generated vitals

Patient Name : John Doe
 Patient DOB : 1948-07-07
 Patient MRN : 2
 Primary Care Provider : Long, Paul

ICD Codes

ICD	Disease Description
I10	ESSENTIAL (PRIMARY) HYPERTENSION
E78.5	HYPERLIPIDEMIA, UNSPECIFIED
Z68.34	BODY MASS INDEX (BMI) 34.0-34.9, ADULT

CCM Messaging Evidence Report

Sender	Date	RevUp Messages	Duration Minutes
Kerry	11/27/15	I am so glad you posted your first meal into RevUp. Wonderful! This meal has protein and carbohydrates, but maybe consider adding a little more color with fresh fruits or vegetables. It would be a great way to add some more nutrients and fiber. POST DETAILS: Description: fried egg on toast with mayo & onions logged at 11/27/2015 11:10 AM.	5
Kerry	11/27/15		
Kerry	11/27/15		
Kerry	11/28/15		
Kerry	11/28/15		
John	11/29/15		
John	11/29/15		

RevUp

Sidney W.
 123 First Street
 La Jolla, California 92122

Sidney W.

Care Plan

NAME	Sidney W.
DOB	05-01-1966
CARE PLAN DATE	12-04-2014
AGE	49 years
VISIT TYPE/CARE PLAN TYPE	Care Management
CARE PLAN PROVIDER	Smith, Dr. John

PATIENT PROBLEMS/DIAGNOSIS

DIAGNOSIS
Osteoarthritis generalized involving unspecified site
Other and unspecified hyperlipidemia
Unspecified essential hypertension

Depressive
 Lumbago

Patient Vital Signs Report for Doe, John (MRN: 2, Age: 67)

Prepared December 16, 2015 by MD Revolution

Weight Measurements

2015-05

Blood Pressure Measurements

Billing

Intergy - Madison Medical Center P. A. - David Ford MD

Patient Scheduling Tasks Clinical Referrals Financial Communications Reports Printers Setup Window Options Help Exit

Work Tasks

Inbox CCM Billing Information

Billings, Holly 6/10/1955 61y F FROM: David Ford MD CREATED: 10/03/16 DUE: 10/31/16 PRIORITY: (medium)

CCM BILLING INFORMATION

CCM Billing Information Holly Billings 10/2016

Created by David Ford MD on 10/3/2016 at 3:15 PM

CCM Minutes: 27

Diagnosis Codes: i10, E11.00

Provider: David Ford

Date of Service: 10/03/2016

CPT: 99490

Charge Posting -- Multi

Patient: **Holly Billings** Account: **1745** Sex: F Encounter: 278411 09/26/2016 Voucher: 278411 General - 09/26/2016

Insurance: MEDG Billing: PRIMARY

Referral #: Ailment: Referral #:

Provider: DF Ford, David E MD Service Ctr: MRMC POS: 21

Supervisor: DS Shah, Depak E MD Finance Ctr: MMC Dept: 02

Start Date: 09/26/2016 Procedure: 99490 Mod: Units: 1.00 Charges: 43.00

End Date: CCM Services

Encounter Diags Diags: E11.00 Type 2 diab w hyprosm w/o nonket hyprgly-hypros coma (NKHHC)

I10 Essential (primary) hypertension TOS: 01

Force Paper Claim: N

Accept Assignment: Y

#	Start Date	Plan	Provider	Procedure	Diag	Units	Amount	Profile	Adjust	
1	09/26/16	MEDG	DF	99490	E11.00	1.00	43.00	43.00	0.00	

Totals: **43.00** 43.00 0.00

Post Charges New Charges

A decorative graphic consisting of a horizontal blue band across the middle of the page. On the left side, there are several overlapping purple circles of various sizes. Some circles are connected by thin lines, and there is a faint gear-like pattern in the background on the left. The text 'PRIME SUITE INTEGRATION' is centered in white on the blue band.

PRIME SUITE INTEGRATION

Identify & Enroll

Discuss CCM with patient during office visit

The screenshot shows the Greenway Patient Charts interface for George Adams, DOB: 5/6/1972, Age: 44 years, Gender: Male. The 'Problem List' is highlighted with a blue box and includes:

Problem Name	Status
Benign Essential Hypertension (PMHx)	Active
Diabetes Mellitus, Type II (PMHx)	Active
Asthma (PMHx)	Active
Morbid Obesity (PMHx)	Active

The 'Vital Signs' section shows a recent visit on 11/14/2016 with a weight of 300lbs and height of 5'11".

The screenshot shows the 'Patient Flags -- Webpage Dialog' for George Adams, Patient ID: 1189. The 'CCM Evidence of Care' flag is highlighted with a green box. The 'Clinical Alerts' section on the right includes:

- Flu Shot Due
- 2+ Chronic Conditions
- 9 A1C >9 (Link)
- A Active CCM**
- ADHD Med
- Asthma Patient (Link)**
- + AWW due- CCM eligible
- BMI > 32
- CCD-A ready to review
- Future Appointment
- Global with no visit
- Global with no visit
- H/O smoking
- Invalid with Medicare
- Needs WC 3-4 yrs
- Order Audiometry
- Orders alert**
- PQRS PAIN (Link)

Enroll patient in CCM services

CCM services model

Practice

Enroll patients:

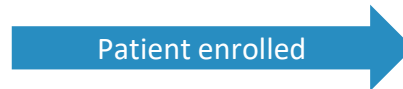
- 2+ chronic conditions
- Eligible payer
- Consent form signed
- Flag as CCM-Enrolled

Patient Documents:

- Care plan
- Evidence of care
- Patient reported vitals

Billing:

- Process claims
- Check patient out for visit
- Collect patient copayment



Service

Patient enrollment validated

CCD extracted for diagnoses and goals



Documents updated

- RevUp care plan
- Evidence of care
- Patient reported vitals

Patient CCM minutes, diagnosis codes, CPT codes aggregated

Documentation updates

The screenshot shows the Greenway Patient Charts interface. The top navigation bar includes options like A/R Management, Chart, Registration, Reporting, Schedule, System, Help, and Admin. The main area displays 'Patient Charts' for 'Duck, Dafney (31630)' on 'Wednesday, September 28, 2016'. A sidebar on the left lists document folders: All Documents (8), CCM Care Plan (1), CCM Consent (1), CCM Evidence of Care (1), History and Physical (1), Lab Flowsheet (1), Orders Note (1), and Prenatal Flowsheet (2). The 'CCM Evidence of Care (1)' folder is highlighted with a green box. At the bottom, a patient list shows 'Taylor111-14-13 Duck, Dafney' selected.

Documents linked to patient chart:

- Evidence of care
- Care plan
- Patient generated vitals

This composite image displays various patient data and reports. At the top, patient information includes: Patient Name: John Doe, Patient DOB: 1948-07-07, Patient MRN: 2, and Primary Care Provider: Long, Paul. Below this is a table of ICD Codes:

ICD	Disease Description
I10	ESSENTIAL (PRIMARY) HYPERTENSION
E78.5	HYPERLIPIDEMIA, UNSPECIFIED
Z68.34	BODY MASS INDEX (BMI) 34.0-34.9, ADULT

Next is a 'CCM Messaging Evidence Report' table:

Sender	Date	RevUp Messages	Duration Minutes
Kerry	11/27/15	I am so glad you posted your first meal into RevUp. Wonderful! This meal has protein and carbohydrates, but maybe consider adding a little more color with fresh fruits or vegetables. It would be a great way to add some more nutrients and fiber. POST DETAILS: Description: fried egg on toast with mayo & onions logged at 11/27/2015 11:10 AM.	5
Kerry	11/27/15		
Kerry	11/27/15		
Kerry	11/28/15		
Kerry	11/28/15		
John	11/29/15		
John	11/29/15		

Below the table is a 'RevUp' logo and patient address: Sidney W., 123 First Street, La Jolla, California 92122. A 'Care Plan' table follows:

NAME	Sidney W.
DOB	05-01-1966
CARE PLAN DATE	12-04-2014
AGE	49 years
VISIT TYPE/CARE PLAN TYPE	Care Management
CARE PLAN PROVIDER	Smith, Dr. John

Next is a 'PATIENT PROBLEMS/DIAGNOSIS' section with a 'DIAGNOSIS' table:

Clincian	Date	Diagnosis
Kerry	11/28/15	Osteoarthritis generalized involving unspecified site
		Other and unspecified hyperlipidemia
		Unspecified essential hypertension
		Depressive
		Lumbago

Finally, a 'Patient Vital Signs Report for Doe, John (MRN: 2, Age: 67)' is shown, prepared on December 16, 2015. It includes two line graphs: 'Patient Weight Over Past 90 Days' and 'Patient Blood Pressure Over Past 90 Days'. The weight graph shows fluctuations between approximately 170 and 180 lbs. The blood pressure graph shows systolic pressure between 120 and 150 mmHg and diastolic pressure between 80 and 100 mmHg.

Billing

Greenway Prime Suite | A/R Management | Chart | Registration | Reporting | Schedule | System | Help | Admin

Wednesday, September 21, 2016
Duck, Dafney (31630)

Claims Processing

Through Date: 09/20/2016 | Create Claims | Create In Background

Patient | | [Care Provider](#) ALL | [Location](#) ALL

Claim Information -- Webpage Dialog

P FC DM Patient \$8.00 Insurance \$328.00 Credit \$0.00 Total \$336.00 Collections \$0.00 Pay Plan []

Account Summary Details

Information	Notes	Actions	Patient: Duck, Dafney (ClaimID: 21838)	
Claim ID: 21838		Patient: Duck, Dafney (ID: 31630)	Visit ID: 30830	
Priority: Primary		Status (State): New/No EOB (Open)	Created: 09/21/2016	
Company: Medicare Part B - Georgia		Plan Class: Medicare	Last Submission Date:	
Plan Name (Number): Medicare-Part B (.)		Plan Billing Phone (Contact): 877 567 7271 ()	Balance Due: \$26.22	
Total Charges: \$43.00		Payment Recvd: \$0.00	Payment Expected: \$26.22	
Contractual Exp: \$2.22		Other Payment Recvd: \$0.00	Other Contractual Posted: \$0.00	
Care Provider: Ace, Jack		Contractual Posted: \$0.00	Other Adjustments: \$0.00	
Service Location: Greenway Clinic		Follow-Up Reason (Date): Not Set (Not Set)	Risk Adjustment: \$0.00	

GCS

DOS	Proc	Charge	Contract Exp.	Contract Posted	Oth Contr. Posted	Deduct	Co-Pay	Co-Ins	Risk	Oth Adj. Posted	Expected	Paid	Other Paid	Bal Due	Status	Resp.	Other Filed Claims?	Changed?	Next
08/02/2016	99490	\$43.00	\$2.22	\$0.00	\$0.00	\$0.00	\$8.00	80%	\$0.00	\$0.00	\$26.22	\$0.00	\$0.00	\$26.22	N	B	No	No	No

Amount	Action
\$250.00	EDITS
\$43.00	EDITS
\$43.00	

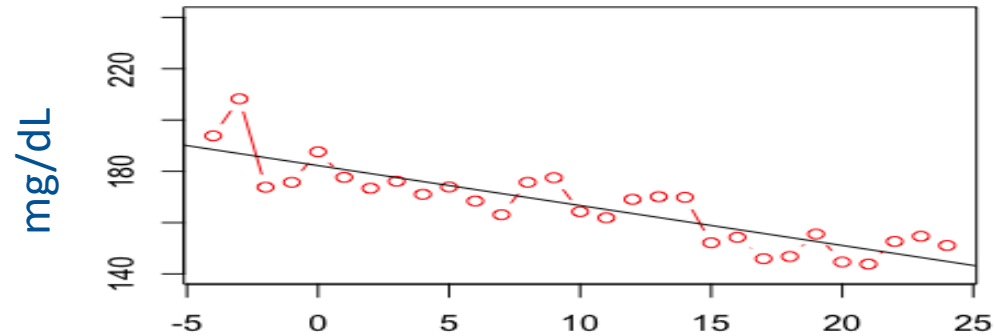
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HELPING PATIENTS GET HEALTHIER

Trends over time support the role of engagement in generating clinical outcomes

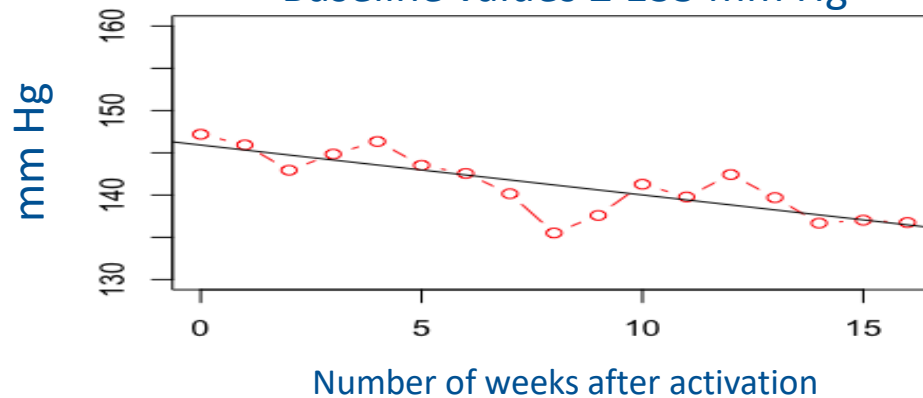
Blood Glucose

Baseline values ≥ 140 mg/dL



Systolic Blood Pressure

Baseline values ≥ 135 mm Hg



Medicare unplanned re-admission rate: RevUp CCM patients vs. all Medicare

Specific Readmission Measures: Acute Myocardial Infarction, Chronic Obstructive Pulmonary Disease, Heart Failure, Pneumonia, Stroke, Coronary Artery Bypass Graft, Total Hip and/or Total Knee Surgery

Memorial Hospital at Gulfport

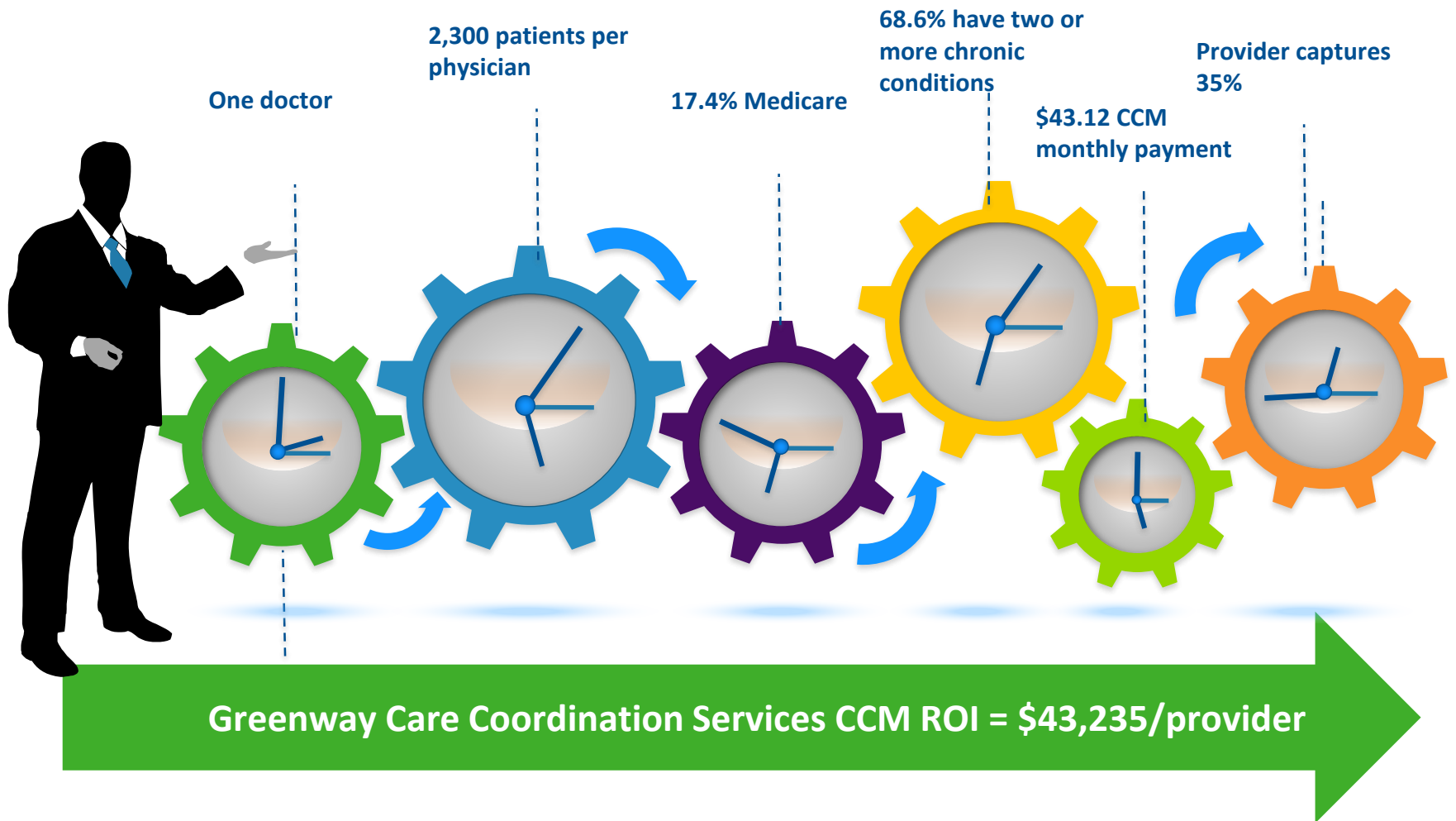
	<u>CCM Patients</u>	<u>All Medicare</u>
# of Patients	3529	~12,000
# of Admissions	444	3080
%	12.60%	25.70%
# Re-Admissions	34	468
%	7.66%	15.19%

Note: All Medicare column as filed with Medicare by Gulfport - 2014

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DOLLARS AND CENTS

How you earn by partnering with Greenway Care Coordination Services



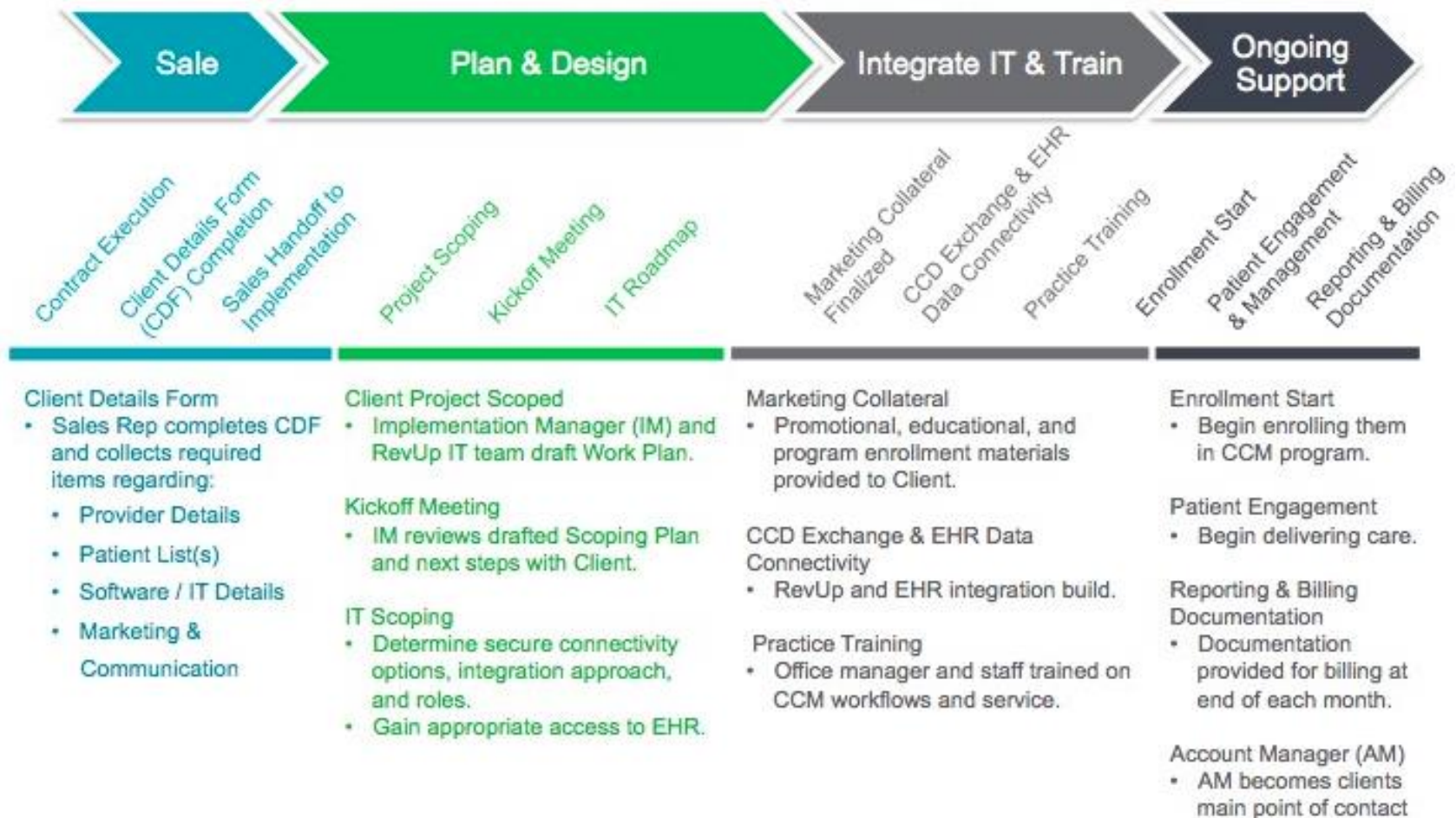
More Than Just 99490

- Many commercial payers are starting to reimburse for 99490
 - Requirements not as stringent
 - Payments are ~ 15-25% higher than Medicare
- 2017 PFS CMS proposes to add two new CCM codes
 - 99487, 99489
 - additional reimbursement for additional time spent to patients with additional condition

Value Proposition


- EHR integration (less work) save \$5-\$12 pppm
 - Increases patient enrollment
 - Billing automation – no manual billing
 - No disruption in office workflow
- Better for your patients
 - Extension of the physician practice
 - Increased patient engagement with personalized messaging
 - Improved outcomes
- Better for the practice
 - Faster enrollment means faster reimbursement
 - Greater patient engagement means the clinical and financial benefit continues over time – instead of tapering off

Implementation Process (4 to 6 Weeks)



Clinical application

RevUp


Marion Werner

Patients


Care Actions
RevUp Actions
Filter Results

<input type="checkbox"/>	First Name	Last Name	MRN	Practice	0	Last Message	Activation	95	56	26	N/A	Care Team	Care Plan Status	Patient Type	12	9
<input type="checkbox"/>	Bruce	Parker	0002	MD Revolution Main	0	8:01 AM 08/02/16	Activated	95	56	26	N/A	Marion Werner Amber Leon Luke Baumgartner	N/A	Digital	12	9
<input type="checkbox"/>	Mustafa	Mayer	N/A	MD Revolution Main	0	N/A	Activated	2	2	1	2	Marion Werner Amber Leon Luke Baumgartner	N/A	Digital	0	0
<input type="checkbox"/>	Bryon	Labadie	N/A	MD Revolution Main	0	N/A	Activated	8	3	2	1	Marion Werner Amber Leon Luke Baumgartner	N/A	Digital	0	0
<input type="checkbox"/>	Freida	Kessler	N/A	MD Revolution Main	0	N/A	Activated	6	1	2	1	Marion Werner Amber Leon Luke Baumgartner	N/A	Digital	0	0
<input type="checkbox"/>	Brandy	Wolf	N/A	MD Revolution Main	0	N/A	Activated	5	2	3	1	Marion Werner Amber Leon Luke Baumgartner	N/A	Digital	0	0
<input type="checkbox"/>	Westley	Grant	N/A	MD Revolution Main	0	N/A	Activated	6	1	3	N/A	Marion Werner Amber Leon Luke Baumgartner	N/A	Digital	0	0


Logout


Patient application


Need help? 858-207-4251 Online Help


RevUp  Settings View Care Plan Sign out

MESSAGES


 Marion Werner Jun 24th, 8:09 am
I noticed that your blood sugar is a little high this morning. Be sure to recheck it and try to fit in some activity today.

Jun 24th, 10:19 am  Bruce Parker
Just finished a walk! Thank you for checking in.

 Marion Werner Jul 25th, 9:13 am
I noticed that your blood pressure is a little high this morning. Can you recheck it?

8:01 am  Bruce Parker
Thank you for checking in. Last week was stressful and I didn't eat very healthy.

Write your message here...

 SEND

BLOOD SUGAR

+ Add Blood Sugar

8/2/2016 12:12pm
130.0 mg/dL




Chart shows: Past week

BLOOD PRESSURE / HEART RATE

+ Add Blood Pressure / Heart Rate

8/2/2016 7:00am
130 Systolic / 77 Diastolic 77 Heart Rate




Chart shows: Past week

Would you like to be contacted by a member of the Greenway Care Coordination Services

- Yes
- No
- Yes, but I may be more interested in hearing about Greenway Community, our other population health management platform