Agenda

• The Affordable Care Act
• The American Healthcare Act
• The Chronic Care Act & Telemedicine
Poll question

What’s your role?

a) Physician
b) Mid-level
c) Practice Administrator/Office Manager
d) Data Analyst/IT
e) Other
Poll question

What’s your specialty?

a) Primary care  
b) OB/GYN  
c) Community Health  
d) Multispecialty  
e) Other
ACA patient protections

- Pre-existing conditions
- Cost-sharing subsidies
- Premium standardization
- Young adults
- Preventive care
- Benefit limits
Mandates
Medicaid expansion

Expanded eligibility
Expands eligibility to 133% of federal poverty guidelines.

Federal matching
The federal government defrays the increased cost of newly eligibly beneficiaries.

State waivers
States may apply for waivers to charge more than the federal premium limits, structure the program as premium assistance, add healthy behavior incentives (such as reduced copays), and more.

State conditions on funding
Some states have provisions that terminate Medicaid expansion in the event of losing federal funding.
Medicaid expansion
Republican Senators will probably keep Medicaid expansion safe
Patient responsibility

HDHP
- Minimum deductibles ($1,300/$2,600)
- Out of pocket expenses ($6,550/$13,100)

HSA
- Tax free
- Often tied to employee benefit programs
- Plans also available on the marketplace
- Preferred Republican policy tool
Patient: agree or disagree on the cost of healthcare

Healthcare cost continue to stump patients as they know little and want more transparency in pricing in order to become a smarter consumer.

Please select how strongly you agree or disagree with the following statements. Patient

I feel as though I have a good grasp on how much common medical treatments cost.

Cost has affected my decision to visit the doctor.

I would like to know how much my doctor receives from government payers and/or pharmaceutical companies.

I would be interested in being able to use a comparative pricing model (similar to Kayak.com for travel) that shows you what different providers cost.

I wish there was more consistency and transparency in pricing for healthcare.
Inhibitors to care plan adherence

We see some major differences between physicians and patients related to their perceptions of care plan adherence. Unwillingness to change, despite a decrease this year, is still the largest gap.

Which of the following do you think inhibits you/your patients from following your instructions (select all that apply)?

- Unwillingness to change: 46% (MDs), 37% (Patients)
- Lack of money: 12% (MDs), 16% (Patients)
- Lack of time: 28% (MDs), 27% (Patients)
- Unsupportive environment at home: 23% (MDs), 9% (Patients)
- Lack of information/education on their condition: 18% (MDs), 12% (Patients)
- Lack of routine checkups/healthcare visits: 1% (MDs), 1% (Patients)
- None: 37% (MDs)
- Other: 2% (MDs)

MDs, n = 478
Patients, n = 1044
Barriers to good healthcare

When it comes to barriers to healthcare, patients cite the financial pinch as the leading problem. Physicians note this is an issue but still believe that patients don’t want to change.

Please select which of the following is the largest barrier to good healthcare for your patients/you.

- Unwillingness to change: 47%
- Lack of money: 29%
- Lack of information/education on their condition: 16%
- Lack of routine checkups/healthcare visits: 10%
- Lack of time: 10%
- Unsupportive environment at home: 6%
- Other: 5%

Please select which of the following is the largest barrier to good healthcare for your patients.

n = 478

Please select which of the following is the largest barrier to good healthcare.

n = 1044
Health insurance changes

We saw a 6%pt decrease from last year in patients who thought that employers will continue to offer insurance coverage to employees.

How do you think healthcare insurance will change in the next five years (select all that apply)?

- Employers will continue to offer insurance coverage to employees but it will include higher deductibles: 64% (Medical: 41%) (Patient: 42%)
- More patients will be responsible for finding their own insurance: 49% (Medical: 42%) (Patient: 41%)
- Providers will begin offering insurance plans backed by payers: 15% (Medical: 15%) (Patient: 15%)
- The U.S. will move to a single-payer system: 19% (Medical: 18%) (Patient: 2%)
- Other: 2% (Medical: 2%) (Patient: 2%)
- None of these: 14% (Medical: 14%) (Patient: None of the above)

n = 481
n = 1044

Greenway Health
Healthcare reform

With the election completed when 2017 respondents started the survey we saw a 24%pt increase in support of the Supreme Court weakening the ACA by medical professionals and an 11%pt increase from patients. Patients also increased their support that it would be repealed by 11%pts.

What impact do you think the 2016 presidential election year will have on the Affordable Care Act?

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<th>Impact</th>
<th>Medical</th>
<th>Patient</th>
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<td>It will be repealed</td>
<td>41%</td>
<td>46%</td>
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<tr>
<td>It will be weakened by the Supreme Court</td>
<td>40%</td>
<td>28%</td>
</tr>
<tr>
<td>It will be strengthened</td>
<td>10%</td>
<td>14%</td>
</tr>
<tr>
<td>No change</td>
<td>9%</td>
<td>11%</td>
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n = 476  n = 1044
THE AMERICAN HEALTHCARE ACT
Poll question

How familiar are you with the American Healthcare Act?

a) I’m an expert
b) I know a good deal about it
c) Just what I hear or read in the news
d) I know its name
e) Not at all
Four Republican factions and four sets of interests

It’s hard to get things done, but when they do it’s big.

Traditional House Republicans  The Freedom Caucus  Traditional Senate Republicans  The White House
The American Healthcare Act

Expect future elements of reform to focus on patient responsibility and scaling back coverage

**Fundamentals**
- CMMI still intact
- Deep cuts to Medicaid
- Continuous Coverage replaces mandates, minimum insurance requirements to the states
- Tax credits

**Delegation to the States**
- Minimum benefits definitions
- Focus on premium stabilization in application
- Presumption of approval
- $138 billion in subsidies

**Bottom line**
- MACRA, MIPS, APMs are not going away
- The Consumer has arrived
- Community Health will need to innovate

The Consumer has arrived
Community Health will need to innovate
MACRA, MIPS, APMs are not going away
The Consumer has arrived
Community Health will need to innovate
What’s next?

This is complex and moves rapidly.

The AHCA was moving through budget reconciliation, the same procedural tool used to pass the ACA. Items that relate only the budget and are neutral over a ten year period require only a simple majority. The Freedom Caucus killed the bill over concerns on new entitlements.

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<th>House</th>
<th>Senate</th>
<th>Conf. Committee</th>
<th>Administration</th>
<th>Legislation</th>
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<tr>
<td>AHCA passes the house</td>
<td>Bill must pass the senate by simple majority. GOP can only lose two votes based on party lines</td>
<td>If Senate and House bills are not identical, Conference Committee would have formed Version reconciliation, then another vote before both chambers</td>
<td>President Trump signs the bill, it becomes law</td>
<td>Additional reform requires eight Democrats to pass the filibuster</td>
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<td>Competing interests on Medicaid, creation of new entitlements, continuous coverage</td>
<td>McConnell reportedly unsatisfied with the bill</td>
<td>Further repeal through administrative action and implementing regulations</td>
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Regulatory repeal

State requirements
Impose state options on items like Medicaid expansion, for example, allowing work requirements for eligibility.

Shoring up the market
Entice ensurers back into the market with tighter enrollment periods, crackdown on those who miss payments.

Undermine the individual market through administrative action, force compromise
End cost sharing subsidies. Stop enforcing the mandate. Bring Democrats to the table after the market implodes.
Medicaid expansion
Republican Senators will probably keep Medicaid expansion safe
Poll question

How familiar are you with the Chronic Care Act?

a) I’m an expert
b) I know a good deal about it
c) Just what I hear or read in the news
d) I know its name
e) Not at all
Today MA plans must compensate themselves out of their rebate dollars to pay for telehealth as a supplemental benefit. The Chronic Care Act would allow them to include it in their bid amount.

Next Generation ACO telehealth waiver would be applied to other risk bearing ACOs such as Track 2 and Track 3. This would allow these ACOs to offer telehealth services regardless of a patient’s location.

Starting in 2019, Medicare will pay physicians for consulting with a patient who has acute stroke symptoms through telehealth if the originating hospital is in a rural HPSA or outside an MSA.
Miscellaneous

• Expands Independence at Home (IAH) demonstration
• Monthly assessment with nephrologist on dialysis outside of HPSA or MSA
• Expands testing of CMMI Value-Based Insurance Design to MA plans by 2020
• MSSP and the option of prospective assignment
• Allows ACOs to incent patients to join
• GAO studies
Telemedicine participation

While 15% of practices are conducting telemedicine appointments – most patients still haven’t had the opportunity to participate in one.

Have you ever participated as a patient in a telemedicine appointment?

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<th>Patient</th>
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<tr>
<td>Yes</td>
<td>10%</td>
<td>7%</td>
</tr>
<tr>
<td>No</td>
<td>89%</td>
<td>91%</td>
</tr>
<tr>
<td>Don't know</td>
<td>1%</td>
<td>2%</td>
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Has your practice ever conducted a telemedicine appointment?

- Yes: 15%
- No: 82%
- Don't know: 2%

n = 482
Telemedicine services of the future

We see the divide again between convince for patients and medical professionals wanting to provide better care. The access to specialist that are separated by geography ranks highest for medical professionals, while diagnosis for minor illnesses and injuries is what patients want (increased 6%pts this year).

What services would you like to see offered via telemedicine (select all that apply)?

- Specialty care from doctors/clinicians who may be located geographically far away
- Diagnosis and treatment of minor illnesses and injuries
- Treatment for ongoing chronic care needs (such as diabetes, arthritis, etc.)
- Wellness and preventive visits
- None
- Diagnosis and treatment of major illnesses and injuries
- Other

Medical

Patient

n = 482

n = 1044
Telemedicine benefits

Medical professionals overall still want better care for their patients but might be starting to see what patients want with a 12% pt increase in rating more convenient access to care over last year as a benefit.

What benefits do you believe could be achieved with telemedicine (select all that apply)?

- Better, more convenient access to care for patients in rural and underserved areas
- Better, more convenient access to care for the average patient
- Less time in the waiting room
- More cost-effective care
- Easier for doctors to monitor adherence to treatment plans
- Easier for patients to follow treatment plans
- None
- Other

Medical Professional Patient

n = 482 n = 1044
Partnering to address the Consumer

The client

Consumerism

Greenway Health

Implement front office **best practices** to educate patients on their financial responsibility and collect upfront.

Deliver a **superior customer service experience** from the front office to the back office.

**Learn** about what patients want from your practice through patient advisory boards, surveys, and interviews.

**Market and reach out proactively** to patients and potential patients to build your client-base, improve retention, and capture unrecognized revenue.

**Greenway Revenue Services** offers best practices training and a patient A/R center staffed with patient advocates who take inbound calls to discuss patient responsibility.

**Patient engagement tools** like automated messaging, a portal, and care coordination services to give your practice a modern feel, and make it more convenient.

**Practice management** systems that run benefits & eligibility checks, claim validation against eligibility verification, .

**Continued innovation** in patient-facing tools like our patient portal, patient messaging, and care coordination Services.
Poll question

Would you like to be contacted by a Greenway Health sales representative?

a) Yes
b) No
QUESTIONS
Resources

- http://www.milliman.com/mmi/
- About the ACA
- Medicaid Expansion Waivers
- The Chronic Care Act of 2017
- CBO Scoring of the Chronic Care Act