

SBWC Finance And Sustainability Implementation Workgroup

February 9, 2021

Agenda

- I. WELCOME AND INTRODUCTIONS
- II. EXPECTATIONS FOR WORKGROUP
- III. WORKGROUP IMPLEMENTATION PLAN
- IV. OVERVIEW OF FINANCE AND SUSTAINABILITY RECOMMENDATIONS
- V. OVERVIEW OF PROCESS
- VI. NEXT STEPS



Welcome and Introductions

Finance and Sustainability Implementation Workgroup Members

<u>NAME</u>	<u>TITLE</u>	<u>ORGANIZATION</u>	<u>EMAIL ADDRESS</u>
Yvette Santiago	Director of Operations	Delaware Valley Govt. Relations Nemours	Yvette.Santiago@nemours.org
Deanna Rigby	Senior Director	OP Services Centers - Bayhealth Medical Center	Deanna_Rigby@bayhealth.org
Sandra Fox	Supervisor	Coding & Credentialing, Bayhealth Occupational Health	sandy_fox@bayhealth.org
Kathryn Fiddler, DNP, MBA, RN	VP of Population Health	Peninsula Regional Health System	Kathryn.Fiddler@peninsula.org
Denise Watson	COO	The Life Health Center	dwatson@lifehealthcenterde.org
Connie Feeley	Supervisor	ChristianaCare	CFeeley@Christianacare.org
Tyneisha Jabbar-Bey (Josh Aidala as backup)	Chief of Financial Management	DMMA	Tyneisha.Jabbar-Bey@delaware.gov Joshua.Aidala@delaware.gov
Rosa Rivera	Operation Officer	La Red Health	rrivera@laredhealthcenter.org
Jonathan Miller	Pediatrician	Nemours	jonathan.miller@nemours.org
Waiting to hear from Marcy Bradly, Joann Economos		Beebe	

Subject Matter Experts

<u>NAME</u>	<u>TITLE</u>	<u>ORGANIZATION</u>	<u>EMAIL ADDRESS</u>	<u>MEETINGS TO ATTEND</u>	<u>NOTES/DISCUSSION INVOLVEMENT</u>
Tanisha Merced	Deputy Cabinet Secretary	DHSS	tanisha.merced@delaware.gov		Commercial Payors
Christina Haas		DOI	Christina.Haas@delaware.gov		Commercial Payors, Was interviewed
Kathleen Dougherty	Director of Managed Care	DMMA	kathleen.dougherty@delaware.gov		MCOs, Was interviewed
Dwayne Parker	Director of Medicaid Programs	Highmark Health	Dwayne.parker@highmark.com		MCOs, Was in Finance & Sustainability Workgroup
Gary Kirchof	Director of Commerical Provider Contracts	Highmark Health	gary.kirchhof@highmark.com		Commercial Payors, Was interviewed
Karyn Scout	Director of Provider Network Management	AmeriHealth Caritas	kscout@amerihealthcaritasde.com		MCOs, Was interviewed
Margaret DeFeo	COO	AmeriHealth Caritas	mdefeo@amerihealthcaritasde.com		MCOs, Was in Finance & Sustainability Workgroup
Kim Robinson	Regional Director	Cigna	Kimberly.robinson@cigna.com		Commercial Payors, Was in Finance & Sustainability Workgroup
Cathy Marinucci	Senior Manager	Aetna	marinucciCA@aetna.com		Commercial Payors, Was in Finance & Sustainability Workgroup

Expectations

- ▶ This workgroup will focus on implementation and will not discuss merits of the recommendations.
- ▶ Each member agrees to participate and provide feedback as this will be a working group.



Ground Rules

- We WILL NOT change the recommendations
- We WILL NOT discuss or assess the value of the recommendations
- We WILL focus our discussions on operationalizing the recommendations
- We WILL discuss the changes/actions needed to implement the recommendation through:
 - Policy
 - Practices
 - Staffing structure
 - Financial Infrastructure
 - Financial Capacity

TEMPLATE

Recommendation 1:

Objective 1:

Strategy:

Activity	Target Date	Key Implementers	Milestones	Process Measures	Outcomes Measures

Resources Needed:

Foreseen Challenges:

Overview of Finance and Sustainability Recommendations

Recommendation 10



Increase access to discretionary funding to cover the cost of non-billable services and children who are uninsured at the time of services, at an adequate annual amount.

Time Horizon: Medium-term

Classification:
Policy/Regulation
Financial/Resource
Investment

Cluster: Finance & Sustainability

Originating Workgroup	Original Recommendation
Finance & Sustainability	Increase access to discretionary funding to cover the cost of non-billable services and children who are uninsured at the time of services, at an adequate annual amount.

Recommendation 11



Increase efficiencies in credentialing and contracting with payors so that SBWCs can be credentialed as a practice rather than individual providers.

Time Horizon: Medium-term
Classification: Policy/Regulation
Cluster: Finance & Sustainability

Originating Workgroup	Original Recommendation
Finance & Sustainability	Increase efficiencies in credentialing and contracting with insurance companies

Recommendation 12



Work with Commercial Payors to:

- *Suppress Explanation of Benefits (EOBs) for all service provided at SBWCs*
- *Provide or create an all-inclusive code for SBWC services (similar to Medicaid)*
- *Waive cost-sharing responsibilities and co-payments for SBWC services*

Time Horizon: Medium-term

Classification:
Practice/Workflow
Resource/Financial
Investment

**Cluster: Finance &
Sustainability**

Originating Workgroup	Original Recommendation
Finance & Sustainability	Commercial payers should be required to suppress all Explanation of Benefits (EOB)s for services provided at SBWCs
Finance & Sustainability	Commercial Payers should provide or create an all-inclusive code for SBWCs services.
Finance & Sustainability	Patient cost sharing or out of pocket responsibilities should not apply to covered SBWCs services. “Deductibles, co-insurance or co-pays should be waived by insurance companies for SBWCs covered services”.

Recommendation 13



Maximize third party billing and certified coders in SBWCs.

Time Horizon: Short-term

Classification:
Practice/Workflow
Financial/Resource Investment

Cluster: Finance & Sustainability

Originating Workgroup	Original Recommendation
Finance & Sustainability	Maximize third party billing and certified coders in SBWCs.

Implementation Workgroup Plan

1. The Finance and sustainability implementation workgroup will meet 9 times from February 9, 2021 to April 27, 2021.
2. The plan is to work on 1 recommendation during 2 meetings



During First Meeting: we will split into two breakout rooms and each team will work on one recommendation. Please note will focus the work and discussion on completing our recommendation Template. 15 minutes before the meeting ends each breakout room will come back and discuss and present the work done.

Second Meeting: We will review recommendation final implementation template and vote to go forward.

Next Steps



Prepare and come to meeting



Brainstorm and work on Recommendation



Next meeting February 23, 2021
from 9:30am to 11:00am