

Aligning Incentives in Commercial Health Insurance and Medi-Cal February 27, 2019

Medi-Cal Chronic Disease Management and Care Coordination Melissa Marshall, MD CEO, CommuniCare Health Centers, Yolo County

Partnership’s Quality Incentive Program (Pay for Performance) allows CommuniCare Health Centers to invest in roles and infrastructure which support improved clinical quality and chronic disease management. There are several positions at CommuniCare which are not directly reimbursable including our Chief Quality Officer, data team, and preventive care coordinators. We also support a position that assists our patients with care transitions from our local hospitals.

Along with our regional consortia, Redwood Community Health Coalition, CommuniCare has invested in a data analytics platform, Relevant, to support the work. This platform allows for real-time, comparative data reporting which allows us to drill down to the patient level. This gives us access to clinical data which supports the work. It allows our staff to be proactive rather than reactive and perform true population health.

Care teams support the work of the provider by identifying care gaps and assist with common preventive health screenings during the visit through standing orders. They also perform outreach to patients. Health center patients are sometimes challenged with regular medical follow-up and need a higher level of engagement.

PHC has worked very hard over the years to support a culture of quality in its member health centers. They offer a number of trainings in quality improvement methodologies. This set a foundation for having quality as an institutional priority. They also provided adequate pay for performance so that health centers could invest in the infrastructure needed to drive improve chronic disease management and rates of screenings. Currently, CommuniCare is a top clinical quality performer in Partnership’s network.

