

INFOMC[®]
ADVANCING THE VALUE OF CARE



How Medicare Advantage Plans and ACOs Can Better Manage Risk in a Value-Based World

June 11, 2020

Today's Topic: How Medicare Advantage Plans and ACOs Can Better Manage Risk in a Value-Based World



- This webinar will be a moderated discussion with Doctors HealthCare Plans executives regarding how the clinical and operations teams collaborated to build its medical management infrastructure
- Topics to be covered include:
 - What guiding principals shaped your medical management strategy?
 - How the clinical and operations teams worked together to develop the plan's Utilization Management and Case Management programs?
 - What is your Health IT strategy for data analytics and interoperability?
 - What were the main concerns in relation to the stakeholder experience?
 - What were the most innovative or unexpected decisions that were critical to their success?
- This webinar is being recorded and will be distributed

Today's Speakers

Francisco Hernandez, M.D., Chief Medical Officer, Doctors HealthCare Plans

- Dr. Hernandez is a frequent lecturer and voluntary faculty member at several Florida universities and has served as the Chairman and Chief of Staff of various hospital committees and has been on multiple national advisory boards. Following his internship and residency training in Internal Medicine at the University of Miami Jackson Memorial Hospital, he completed his Fellowship in Endocrinology, Diabetes and Metabolism at University of Puerto Rico Hospital. Since the 1990's, Dr. Hernandez, has worked in numerous medical centers across the state of Florida in a wide range of roles and capacities. After serving as a Physician in Charge and Endocrinology Consultant for multiple institutions, he opened his own inpatient and ambulatory endocrinology practice in 1996. He has served as the Medical Director for Simply Healthcare Plans, Better Health and Clear Health Alliance from 2013-2018 and currently serves as Chief Medical Officer for Doctors HealthCare Plans.



Susan Griffin, M.S.M., V.P. Administration, Doctors HealthCare Plans

- Ms. Griffin has nearly 30 years of health care experience, including 20 years of executive management in areas such as health plan operations, compliance, accreditation, quality improvement, disease management, credentialing, member services, network development, claims, and patient centered medical homes. Ms. Griffin enjoyed a successful consulting career with several speaking engagements for health plans, ACO's, physicians, and Federally Qualified Health Centers. She is Chair of the Primary Care Expert Council of the Survey Standards Committee for the Accreditation Association for Ambulatory Health Care (AAAHC), where she sets policies for the health care industry. She is one of the founding members of Doctors HealthCare Plans, Inc., the fastest growing Medicare Advantage Plan in Miami-Dade county.



Harm Scherpbier, M.D., M.S., FAMIA, Chief Medical Informatics Officer, InfoMC

- Dr. Scherpbier has worked for a number of health IT firms including, SMS, Aetna, Carescience, and Siemens. He most recently was the Chief Medical Information Officer at Main Line Health where he led the implementation of EMRs in both acute care and ambulatory care. Dr. Scherpbier is adjunct faculty at the Jefferson College of Population Health, where he teaches Health Informatics and Population Health Analytics.



InfoMC Overview

Ignite real-time collaboration and communication among Care Teams and Community Services to address physical, behavioral and social needs.

InfoMC is a leading provider of comprehensive care and population health management solutions, partnering with our clients to serve more than 26 million covered lives nationally.



Doctors HealthCare Plans Overview



Doctors HealthCare Plans is a Medicare Advantage Plan with a Part D contract serving beneficiaries in Miami-Dade county. The Plan began serving its first member on 1/1/19 and it is the fastest growing MA Plan in the area with a dedication to our tag line “Your Health, Our Commitment”. Doctors HealthCare Plans is uniquely situated to provide comprehensive and coordinated care by strategically integrating the operating system with the medical management system.

Today's Topics

- What guiding principles shaped your medical management strategy?
- How the clinical and operations teams worked together to develop the plan's Utilization Management and Case Management programs?
- What is your Health IT strategy for data analytics and interoperability?
- What were the main concerns in relation to the stakeholder experience?
- What were the most innovative or unexpected decisions that were critical to their success?

Q: What were the guiding principles you had in mind as you formed your medical management strategy?

Q: How did you work together to develop your utilization management and case management programs?

Q: How did you build an IT strategy to support data analytics and interoperability?

Q: What were the main concerns in relation to the stakeholder experience?

Q: As you think back on all of the decisions you made together, what was the most innovative or unexpected decision you made that turned out to be crucial to your success?

Lessons Learned

- Single UM/CM platform to support clinical and administrative workflows simplifies operations and improves the user experience
- Data aggregation and interoperability capabilities are crucial
- Supporting teamwork and collaboration for members, providers, health plan staff is critical and obtainable
- Up-to-date line of sight for clinical and financial metrics enables better decisions

Questions and Discussion

Stop By Our ACOExhibitHall.com Virtual Booth



Join Us For a Demo of Incedo!

You are invited to a live demonstration of how Incedo supports utilization and care management using real-world examples.

Date: June 23, 2020

Time: 1 PM ET

Incedo Demo Registration link: <http://d36.co/144qz>





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Thank you to our presenters:

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