

WEBINAR

# How to Successfully Engage ACOs and Affiliate Networks to Unleash Economic Value

TUESDAY JUNE 3 | 1 - 2PM ET

Stellar Health and St. Luke's discuss the journey from fee-for-service arrangements to global risk contracts and use lessons learned to identify best practices to enable clinical transformation and better outcomes for value-based care success.



**Daniel Lithwick**  
Director, Customer  
Strategy & Development

stellarhealth



**Dr. Jon Schott**  
Chief Medical Officer

St. Luke's  
Health Partners

# Poll Question 1

*Which best represents your organization?*













- a) ACO
- b) CIN
- c) Payor
- d) Vendor
- e) Other

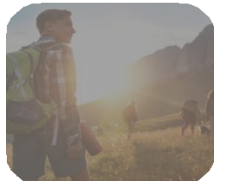
## Poll Question 2

*If you are an ACO or CIN, how much of your network make-up is made up of affiliates (vs. employed)? Use attributed value-based lives in the network as the metric to guide you.*

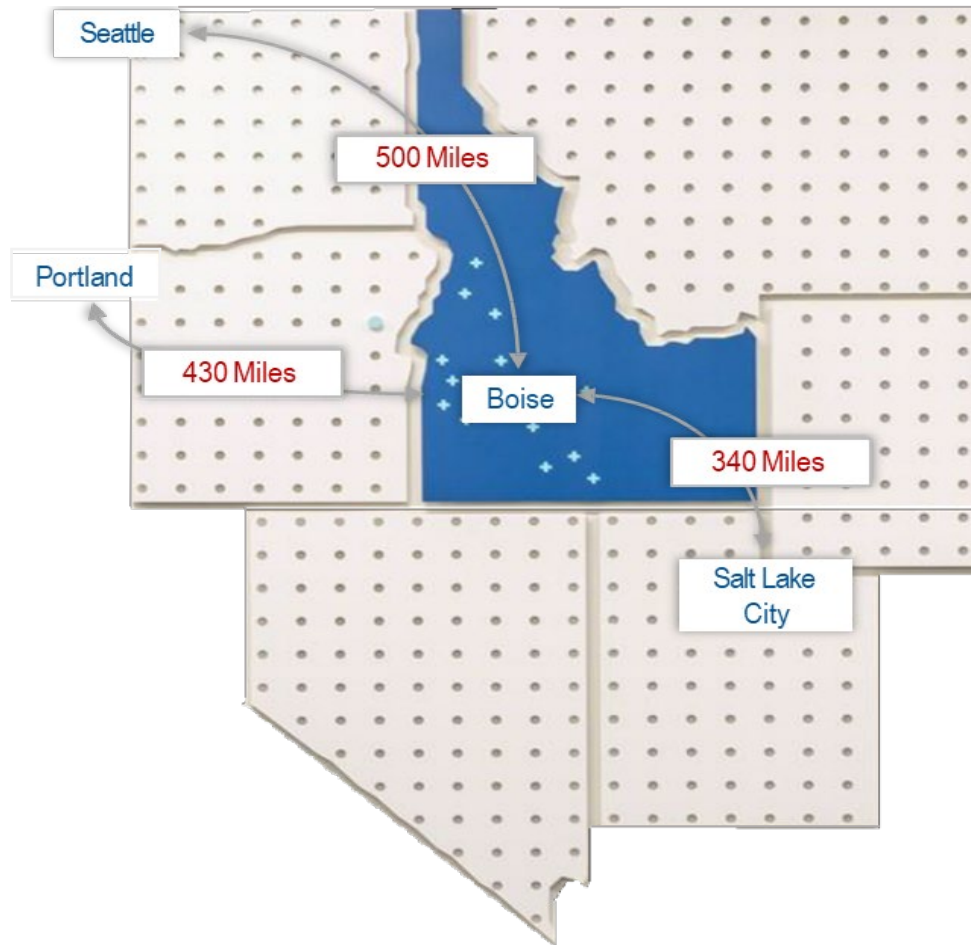
- a) <25%
- b) >25%
- c) >50%
- d) >75%

# About St. Luke's

	 <b>National Recognition</b> 8 years Truven Top 15 among other awards	 <b>250,000+</b> Value-Based Members	
 <b>Integrated Network</b> 3,900+ Participating Providers in St. Luke's Health Partners (SLHP)	 <b>810+</b> Contracted Preferred Physician Partners	 <b>15,700+</b> Employees	 <b>330+</b> Clinics
 <b>8</b> Hospitals	 <b>520,000+</b> People Served by St. Luke's and its partners	 <b>Growing Region</b> Strong Economy	 <b>2.6+ Million</b> Patient Encounters
	 <b>1,097</b> Staffed Beds	 <b>Idaho's Only Children's Hospital</b>	



# Market



Geographic Isolation

Locally Owned

Well-Positioned in the Market



**340 Miles**

From Major Metropolitan Area



# Strategy



## POPULATION HEALTH

The way in which St. Luke's improves the health of people in the communities we serve by taking accountability for health outcomes and total cost of care.

## COMMUNITY HEALTH

The way in which St. Luke's, working in partnership with others, improves the health of people in the communities we serve by addressing social determinants of health.



## QUALITY

Advancing our position as the go-to provider for consumers by delivering safe, effective care and an exceptional patient experience.



## ACCESS

Evolving the way we deliver care to best meet the health needs of the people we serve when, where and how they desire.



## AFFORDABILITY

Ensuring the cost of high-quality health care is reasonable in the communities we serve, that it is understandable, and that it creates certainty for health care consumers.

# Driving Quality, Access, and Affordability

St. Luke's Health Partners

**20** Counties of southwest & southcentral Idaho

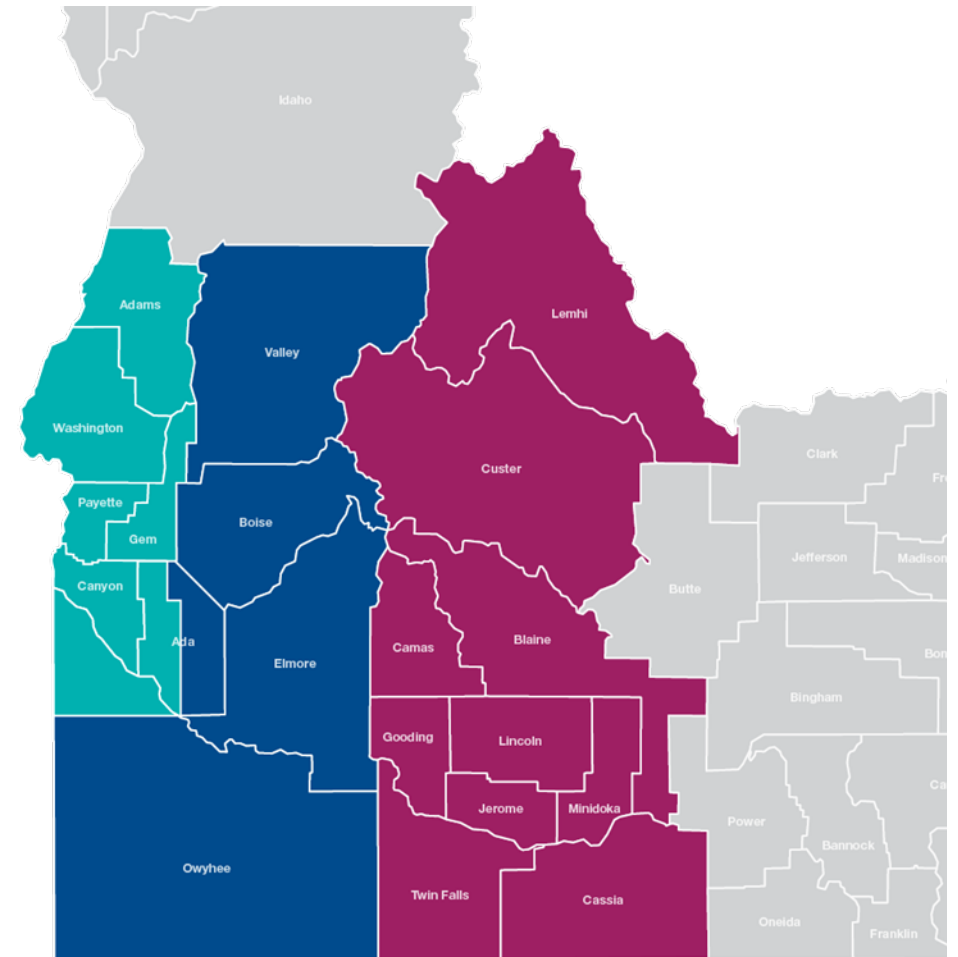
**3,900+** Participating Providers (1,520 St. Luke's; 2,380 Independent)

**250,000+** Accountable Lives

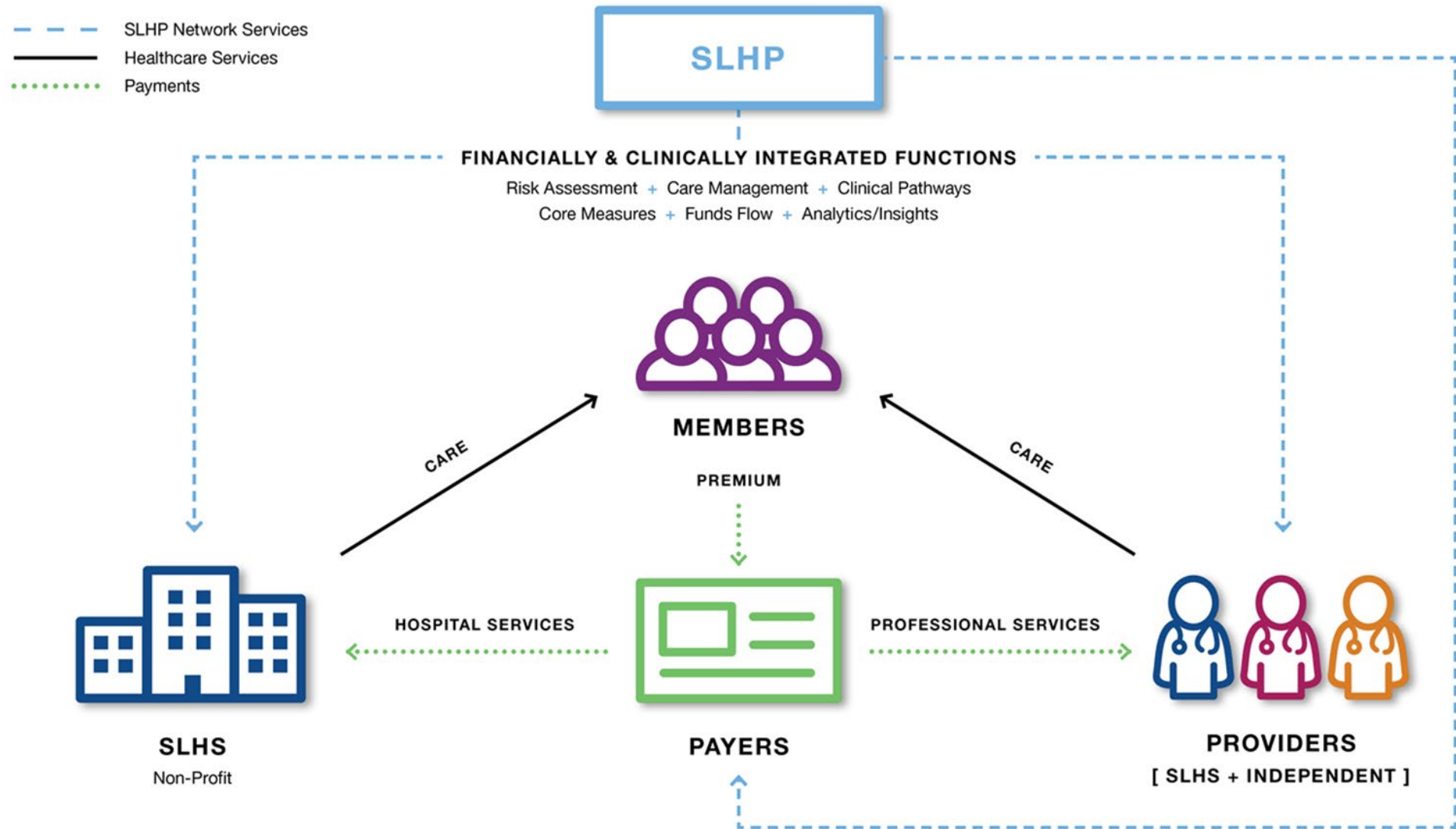
**11** Payer Partners Across All Lines of Business

**1** Uniform interim payment structure across providers and facilities

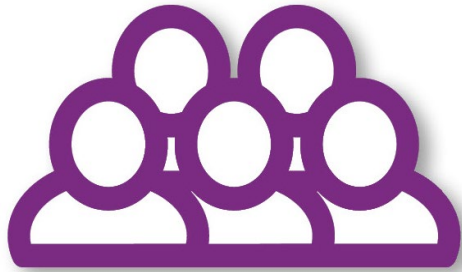
**85** Team members (Care Management, Population Health, Credentialing, etc.)



# Health System & Health Partners



# Value-Based Care Levers



## KNOW THE POPULATION & THEIR NEEDS

- Accurately reflect illness
- Annual wellness visits
- Condition capture and recapture
- Accessibility

## CLOSE GAPS IN THEIR CARE

- Sustain minimum 4 Star rating on all Medicare Advantage plans
- Maintain top decile quality performance as a Direct Contracting Organization (CMS Medicare program)

## ENSURE APPROPRIATE UTILIZATION

- Manage inpatient admissions and emergency department visits to achieve *well-managed* benchmarks
  - ED Visits / 1,000
  - Admits / 1,000
  - SNF Days / 1,000



# The Stellar Health Platform

We offer a suite of services that includes the Stellar Application (the “App”), the Stellar Incentive Payment Program, provider practice engagement and performance through business intelligence and analytics, and on-the-ground implementation and practice activation.

## The Stellar Application

A web-based, point-of-care tool that is simple and easy to use. With an incentive structure that promotes completion of granular actions, as well as a seamless user interface, practices are motivated to use the App to manage their patients.

## The Stellar Provider Performance Team

We provide all clients with a smooth onboarding and implementation process, regular check-ins for practice adoption, and ongoing support for value-based performance improvement.



## The Stellar Incentive Payment Program

The financial reporting and accountability, real-time payments, and value-based fee schedule that comes with our platform.

## The Stellar BI and Analytics Insights

Our platform can track practice performance in real time and takes a deep dive into key metrics that drive success in value-based care. The Stellar Application usage creates new data and allows our team to run analytics on provider engagement, workflow, and performance management.

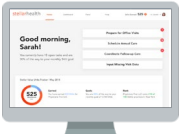
**750K+** managed lives on the Stellar Application

Growing and expanding with payors and providers in **all states**

**50+** collaborations across **20+ states**

# The Last Puzzle Piece

Stellar fits seamlessly into the vision of VB success at SLHP



Stellar is a preferred technology partner to SLHP – internal (system) and external (provider) web portal user interface



The Stellar platform will help SLHP advance engagement with providers in their value-based arrangements as well as advance payments to their providers

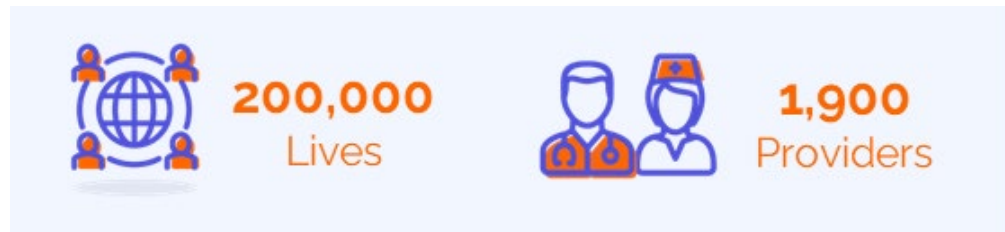


Enables internal and provider communication, education, and performance reporting across the network

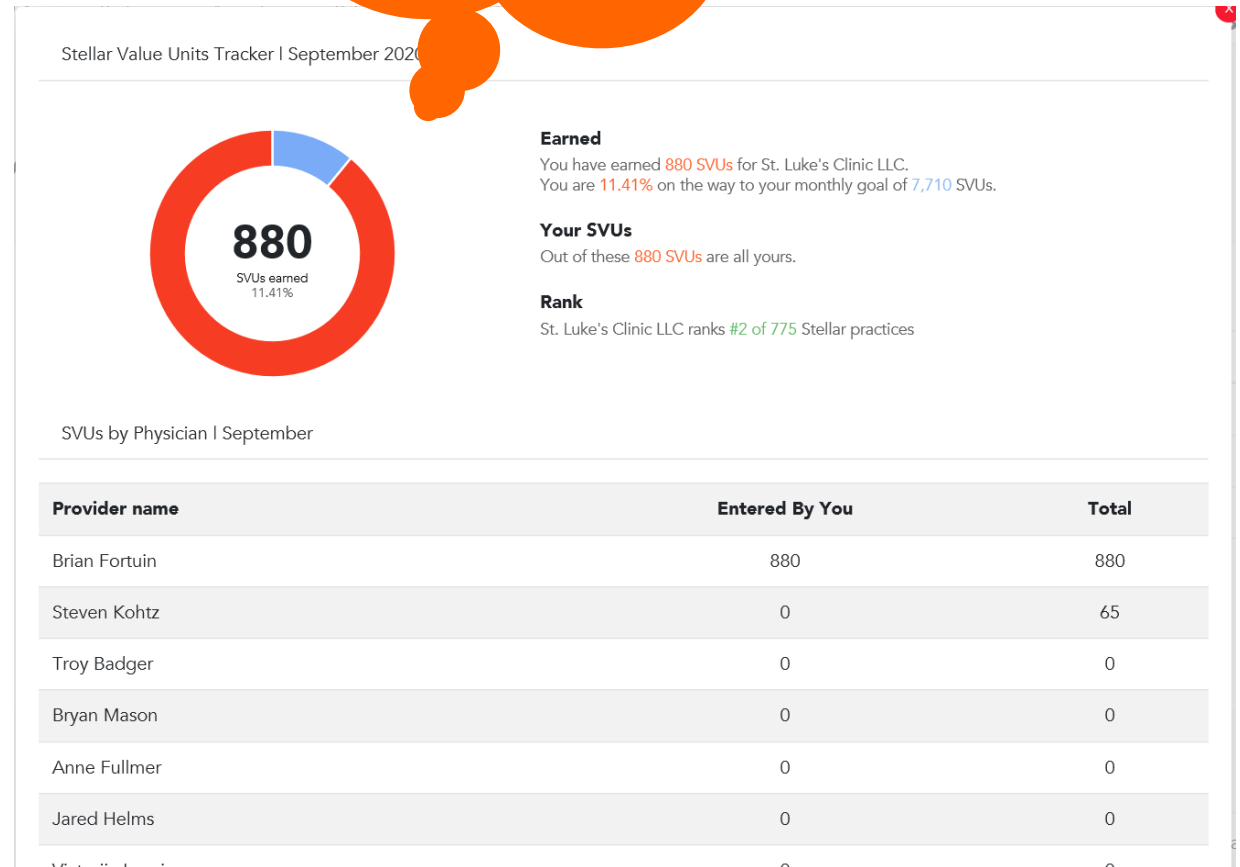


# St. Luke's and Stellar Health

How much is an SVU worth? Today is my first day. Did you say we would get incentive pay every month or every 2 weeks. . .?



- ✓ Deploying the Stellar platform *to all 200,000 lives across all lines of business*
- ✓ Early wins with smaller provider groups, *providers are having fun and driving performance*



# Provider Feedback

*"The Stellar App is a slam dunk!"*

This app is so cool. So easy.

I made about \$240 in a hour cleaning up what I knew about my Select Health MA patients.

Would it be possible for me to get log ins for my 11 third year resident physicians?

I have a 3 hour session coming up with them in les than 2 weeks and I need to teach them about risk scoring, suspect diagnoses, HCCs, care gaps. etc.

I think a great way to do that would be after some training have them clean up the data of the Select Health MA patients on their teams. And any other insurer you may have available at that time.

*"Is there a way to start payments to my practice sooner rather than later?"*





# SVU Monthly Payments

**stellarhealth**

[DATE]

Dear [Entity [Head First](#)] [Entity Head Last],

Thank you for being part of the Stellar Health family!

[Entity Name] earned \$[Entity SVU total] from SVUs in [Month] [Year]. These earnings are based on the [#] patients your practice entered into Stellar this month, out of [X] total attributed patients available. So far, you're earning an average of [\$] per patient – keep up the good work and be sure to check all of your patients in the App!

The breakout by recipient in your office is included below so you can distribute payments accordingly. For additional information about which actions were completed, please consult the Stellar App ([app.stellar.health](#)).

Name	SVU Total
[Person 1]	\$(Total 1)
[Person 2]	\$(Total 2)
[Person 3]	\$(Total 3)

As always, feel free to reach out to us at any time!

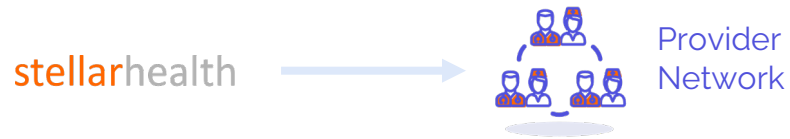
Sincerely,  
The Stellar Health Team  
[support@stellar.health](mailto:support@stellar.health)



# Value-Based Traction in the Market

Stellar is working on multiple VBC strategies with Providers and Risk-Bearing Entities

## Provider Network Growth



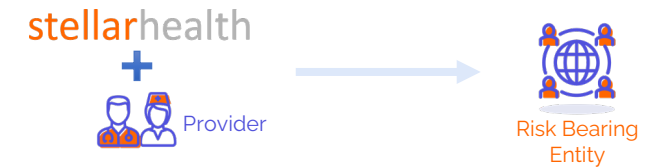
*VBC performance has led to provider network growth (adding practices to ACO; bringing on more providers contracted with payor)*

## Individual Provider Engagement



*Engaging providers at the individual practice level*

## Provider part of G2M Strategy



*Engaged providers getting payors excited about VBC (e.g. MHN)*

Results

**50+ providers** added to existing ACO network



**80+ provider groups** onboarded for a client where unengaged independents were opting out of P4P program



**4.5 - 5**  
★★★★★

Star levels (up from 2.3 star avg.)

Large IPA advocating for Stellar to regional Blues plan



**~40k Lives**

(5% Medicare, 80% Commercial, 15% Medicaid)



**450+ NPIs**

# QUESTIONS?

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# Items for Discussion

- What do you hear most from providers on their struggles in VBC performance?
- What is your north star metric (or two) for value-based care performance for a) Individual Practice and/or b) Across your Network
- If you could have one insight (quantitative or qualitative) on what happens on a day-to-day basis in a primary care office in your network – what would it be?
- What is an example of a program (technology or otherwise) you've championed that has been successful and why?

# Stop by our [VBCExhibitHall.com](http://VBCExhibitHall.com) Virtual Booth



Intuitive Engaging the long tail Monthly Payments  
Behavioral Economics SVUs Simple  
Low cost Scalable  
Gamification Technology

# Thank you.

Engaging the unengaged Proactive  
Innovative  
Activation, Not Analytics Alternative to Aggregation  
Staff Engagement  
For Providers, By Providers