

Clinigence ACO Registry Lessons Learned PY 2018

Agenda – Lessons Learned

- The ACO Reporting Timeline – a review
- Registry Training
- Using the Registry
- Registry reports vs CMS Reports
- Progress Updates
- Chart Abstraction
- Preparing for PY2019 Reporting

ACO Reporting Timeline – PY 2018

- **December 14, 2018**
 - Customer Test and Training Registries made available.
- **December 14, 2018**
 - Clinigence ACO Registry train-the-trainer sessions.
- **January 7, 2019**
 - Patient ranking files are available for download from the CMS Web Interface.
- **January 10, 2018**
 - Clinigence MSSP Registry end-user training.

ACO Reporting Timeline – PY 2018

- **January 11 - 22, 2019**

- Clinigence ACO Registry application is made available for use.
All Registries were available by Jan. 18 – ahead of schedule.

- **February 1, 2019, February 15, 2019, and March 1, 2019**

- Scheduled extraction and export of Clinigence ACO Registry and to CMS WI. Clinigence will provide ACOs with data entry issues report.

- **March 12, 2018**

- *Target date for ACOs to complete chart abstractions. Most ACOs met the minimum for 14/14 measures by 3/15 – Great job!*

ACO Reporting Timeline – PY 2018

- **March 20-22, 2019**

- Clinigence submitted final CMS WI submissions and provided CMS feedback reports and submission confirmation documents to the ACO.

- **March 23, 2019 – April 2, 2019**

- Clinigence generates and delivers final submission packets: Clinigence registry exports, CMS WI reports, and Anonymous ACO score comparisons.

- **April/May 2018**

- CMS will release the 2019 reporting results.

The Good News

- All ACOs reporting with Clinigence improved their scores compared to their PY 2017 scores. The average score for all the ACOs was up 6.5% from 2017.
- None of the ACOs scored lower than the 30th percentile on any Pay-for-Performance measure. (CARE-1, MH-1, and PREV-13 have no benchmarks in 2018 and are still Pay-for-Reporting.)
- All ACOs finished on time or early. Most reported for all sampled beneficiaries, though at least 2 completed a targeted subset of the sample.
- All Registries were open ahead of schedule.

Not So Good News

- Fewer ACOs had scores in the 90th percentile in PY 2018 as compared to PY 2017. This may be due in part, to the higher benchmark scores for several measures.
- The PREV-10 Tobacco measure scores were much lower than previous years and few groups hit the 90th percentile in 2018 whereas all had hit 90th percentile in 2017. This was certainly due to the change in the measure specification where only Population 2 was scored.

Clinigence Registry Training

- Two sessions – a Train-the-Trainer and End-User training session were offered. Materials available on the support.Clinigence.com website.
- What went well?
- What could be improved?

Using the Registry

- Each ACO had chart abstractors entering and approving data in the Clinigence ACO Registry.
- What went well?
- What could be improved?
- Enhancements to the tool?

Clinigence Registry Reports vs CMS Reports

- The Clinigence Registry reports do not calculate scores exactly the same way as the CMS reports, which caused some confusion.
- What went well?
- What could be improved?
- We're hoping to re-write the Registry Performance Report for PY 2019, what enhancements or changes would you like to see?

Chart Abstraction

- Chart abstraction – many different approaches. Can you share your best practices?
- Received several suggestions for ways to improve the visibility of a patient's rank for those ACOs who wanted to complete a minimum number of patients per measure.
- What went well?
- What could be improved?

Preparing for PY2019 Reporting

- Reporting is complete for 2018, how can you prepare for PY 2019 Reporting?
 - Integrated practices – when the new 2019 program is rolled out, please work with Clinigence Customer Support on measure validations. This can uncover configuration and/or mapping issues. You will also see opportunities for process change in cases where your documentation is not saved as structured data.
 - Integrated practices – use the Performance Dashboard and Dashboard Performance Report to check on the measure scores by practice and provider throughout the year. In most cases, you can identify patients in need of an intervention using the Performance Dashboard patient lists.
 - Non-integrated practices – Review your measure scores for 2018 and identify areas where you may want to implement process changes to meet the measure criteria and/or make it easier for the chart abstractors to locate important data.

Preparing for PY2019 Reporting

- Suggestions?

Questions and Comments

