



Multi-State ACOs Chronic Care Management & Ignite

Background

Chronic Care Management (CCM) is an important factor in value-based payment models such as the ACO (Accountable Care Organization) MSSP model. CCM programs are designed to help providers manage select beneficiaries with two or more chronic/ongoing conditions. These programs allow providers to promote quality across the entire care continuum, prevent gaps in treatment, and maintain the health of patients with chronic conditions. CCM is crucial to improving patient outcomes, increasing patient satisfaction, and ultimately helping ACOs achieve shared savings.

Situation

A multi-state ACO customer with nearly 20K attributed Medicare lives perfectly proves the value of CCM and care coordination. Numbers speak louder than words in this case: In 2021, looking at all-cause Inpatient Admission Per 1,000 Person Years rate, the customer consistently trended lower in each quarter than the average rate of all MSSP ACOs and National Assignable FFS Beneficiaries population. Notably, in Q2, the customer achieved an 11% lower rate than all MSSP ACOs and a 20% lower rate than the National Assignable FFS Beneficiaries population. Going back to even 2020, with the ongoing adoption of Garage's care management tools, the customer-generated CMS savings of \$10.1 million while achieving a quality score of 97.5%.

Solution

Critical to this multi-state ACO's successful CCM program is using advanced population health technology that can effectively parse and aggregate immense amounts of clinical data, identify eligible patients, and offer providers the necessary tools to close the gaps in care. Most commercial EMRs do not have the technology or sophistication required to support CCM at scale.

Garage's population health platform, Bridge, automatically identifies patients with chronic conditions across the population. Providers can then use the Ignite app included in Bridge to enroll eligible patients, perform telehealth services, and bill for CCM. Ignite is a one-stop-shop application that allows providers to interact with patients, document medications, create care plans specific to each patient, and generate billing reports with accurate CPT codes based on time spent with the patient for reimbursement.

Outcome

The ACO provides its participating practices with Garage's Bridge platform, enabling them to provide quality care at a lower cost for patients with complex needs. A Care Coordinator at one of the ACO's participant practices states: "I truly believe that CCM has made a difference in the health of our patients enrolled in the program. Regular patient interaction is beneficial on many



levels. Patients have a point of contact in the office who knows their medical needs and medical history. When I call, the patients go right into their updates whether they have anxiety issues, depression issues, or fluctuations in their blood pressure, and I can help them resolve the issue, whether that is to bring them in for an appointment, speaking with their provider, refill medications, whatever the need. Just today, I was on a call reconciling a patient's medications when I realized that they had a new medication. Not only could I add that to the list and ensure that there were no interactions with their current medications, but I also discovered that the specialist who prescribed the medication was not on the list of specialists in the chart. I sent a request for records and then sent them over to the primary care provider so that they were aware of the changes in the patient's health plan." The CCM services described are crucial elements of primary care that drive better patient outcomes, increase patient satisfaction, and decrease overall healthcare costs.

"Bridge makes CCM a simple, scalable program that is a win-win to everyone. Ignite is a great app to identify beneficiaries that qualify for CCM and enables Primary Care Physicians to achieve better health outcomes for their patients through continuous care and management of their chronic conditions. It also helps the provider offices to bill for the services and generate extra income to pay for the CCM resources and overall helps to generate shared savings for the ACO, PCPs, as well as Medicare."

– Vice President of Quality and Risk Management

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