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#VegasStrong



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Experian Adds Desert View Hospital (Pahrump)

Silver State ACO continues to drive savings by following patients, innovating approaches to doing so, and helping our Participant practices improve their services which, in turn, benefits everyone. Such is the case with Desert View Hospital, a Universal Health System affiliate in Pahrump.

Silver State ACO contracts with Experian to be notified when a beneficiary is registered in the ED, admitted to or – perhaps most importantly - discharged from the hospital. Having the information gives us and our Participant practices the ability to reach out to patients. This benefits CMS, our Participants and, most importantly, the patients. Experian contracts with hospitals, skilled nursing facilities, and other health related organizations. Although Silver State ACO does not directly interact with the facilities, the value of additional facilities contracting with Experian is beneficial to us. In the past, Silver State ACO has been instrumental in having Carson Tahoe Regional Medical Center added to the Experian roster. We are proud to say that we recently also contributed to having Desert View Hospital added. Silver State ACO Participants will now be notified if one of their attributed patients is discharged from Desert View Hospital. Because of its proximity to Las Vegas, we believe that this is a valuable addition.

Behavioral Health Services

Silver State ACO has a Preferred Provider Network, consisting of carefully selected specialists who are willing and able to assist Silver State ACO in its objective of assisting Participant practices to deliver excellent care while also reducing overall costs.

There are two separate networks – one for Southern Nevada, one for Northern Nevada - based on location of the specialists. That being said, there are a few providers who provide services in both parts of the state. One of these practices is HealthLinkNow, which provides behavioral health services telephonically. These services have proven tremendously valuable, especially during the pandemic and for those

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patients who find it difficult to get to an office for a visit. Attached to the newsletter email is a one page overview of their services. Please be sure to consider HealthLinkNow for your patients with behavioral issues. Their number is 888-880-8443.

Cardiology ED Program

When CMS (Centers for Medicare and Medicaid Services) developed the concept of a Medicare Shared Savings Program Accountable Care Organization (MSSP ACO), the focus was on identifying and solidifying the relationship between patients and their PCP (Primary Care Physician). CMS allows only primary care practices to participate in an ACO. There are very few exceptions. Cardiology is one of the exceptions because CMS realized that there are many patients who see their cardiologist on a regular basis and who, therefore, (erroneously) believe that they don't have to see another doctor. In fact, three of Silver State ACO's Participants are cardiology practices.



As mentioned, above, Silver State ACO continually searches for ways to innovate systems and programs to improve outcomes. For the past several months, there has been a program in place to improve results for Silver State ACO beneficiaries who are registered in an Emergency Room.

The program is a simple and straightforward one, yet very effective. Using the Experian notification system, every time an SSACO patient is registered in the ED, an email is sent to a dedicated "cardio" inbox. The cardiologists (who share responsibility on a rotating basis) have committed to see the patient within four hours. This program was designed based on the knowledge that, far too often, a cardio consult would be ordered by the ED provider, but no cardiologist would arrive until many, many hours later. And, also far too often, a patient would simply be admitted because he/she had to be moved from the ED and, without a cardiologist seeing the patient, the ED would not send the patient home.

Since its initiation in September, there have been over 400 patients seen by a Silver State ACO Cardiologist within four hours of arriving at the ED. This has reduced unnecessary admissions to the benefit of the patient as well as Silver State ACO.

EXPERIAN – Portal Update

Since Experian's transition to their new Community Partner Encounters (CPE) portal last November, a number of users have experienced issues with logging in or, more often, having difficulty

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seeing additional details on the patients who have been discharged from the hospital.

Silver State ACO management has been working with Experian and these users to correct the issues and/or errors they are encountering. Experian has advised us that in order to correct these issues they will be rebuilding certain aspects the system. They have let us know that



there is a likelihood that there will be duplicate messages sent during the transition. No specific date has yet been set to begin the transition, but we did want to give users a

“heads up” that this may happen.

That being said, we’d like to again stress how important your input is. We could not have gotten this far in identifying what the issue was, nor how widespread it might be, if not for those users who reached out to us. Please accept this as a “thank you” to those users and an “if you don’t mind” reminder to everyone to communicate with us so that we can help you.

Don’t Miss It - Women’s Leadership Summit

Mark your calendars. It’s back. The Southern Nevada Women’s Leadership Summit will take place on Friday, March 25, 2022 from 7:30 to noon. Breakfast will be served.

See attached information for additional details and be sure to register for this outstanding meeting which, before COVID, was an annual “must do” for women in the healthcare industry in Southern Nevada.



REMINDERS

DISPATCH HEALTH

Dispatch Health offers same day, in-home medical care. Each DispatchHealth team that visits a patient in the home is made up of either a Nurse Practitioner or Physician Assistant, as well a medical assistant. An Emergency Medicine physician is always available for consult.

Because Dispatch Health has entered into an agreement with Silver State ACO and the Valley Health System, a special phone number has been set up for referrals for patients whose PCP is a Participant provider for Silver State ACO. Referrals can be done by the practice or by the patient him/herself. Please post this number so that your patients can get the prompt and focused service they deserve.



dispatch
HEALTH

725-246-1973

Using this number will allow DispatchHealth to automatically know that the patient is a Silver State ACO beneficiary. In addition to getting prompt service, this will allow Silver State ACO to monitor the progress and success of the program.

Free Standing Emergency Rooms

There are times that a patient does need the care that only an emergency room can provide. Our partner, the Valley Health System, has four free standing (not attached to a hospital) EDs in the Las Vegas Valley. The recently opened facility at Valley Vista, an extension of Centennial Hills Hospital, joins the ED at Green Valley Ranch, the ED at Blue Diamond and the Elite Medical Center to make quality ED services more easily accessible across the city.



The Valley  *Health System*

Centennial Hills Hospital • Desert Springs Hospital • Henderson Hospital (2016)
Spring Valley Hospital • Summerlin Hospital • Valley Hospital

QUALITY MEASURES SPOTLIGHT

Preventive Care: Influenza Immunization

The Centers for Medicare and Medicaid Services (CMS) requires the ACO to report several Quality Measures on behalf of our participant practices. This month we are focusing on the Influenza Immunization measure.

CMS requires patients to receive an influenza immunization between August and March each flu season. As we are currently between the dates of the 2022 performance year, we would like to remind practices to document accurately in order to improve performance scores. The dates associated with this flu season are:

August 1, 2021 through March 31, 2022

If your practice did not give the vaccination, you do still need to document in the patient chart if the patient reported receiving a flu shot from another provider between the dates noted above. Patient reported documentation of a flu shot **must** include **BOTH** the month and year the immunization was administered and can be notated during a telehealth visit.

CMS will make exceptions for this measure, but these **must** be documented in a dated encounter during the influenza season (August 1 through March 31) **every year**. The most common exceptions are:



SPOTLIGHT

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- Patient allergy
- Patient had a prior adverse reaction
- Other medical reason that the patient cannot receive the immunization
- Patient refuses the immunization

If you have any questions about exceptions for the measure or if you are having trouble meeting this measure, please reach out to your Quality Coordinator.

Spring Cleaning

Spring has sprung. Time to do some spring cleaning in the office. Where are those laptops that were replaced? Which staff members have left the practice or been reassigned? Who has taken responsibility to review whether their access to all systems – particularly those containing PHI – has been disabled or deactivated?

We don't have the answers. We ask the questions as a way to remind you that somebody should! And, somebody should act on them!



2022 Practice Meetings



Practice meetings are an opportunity to be educated about new programs, or updated about existing ones, established by Silver State ACO and/or required by CMS. There's often a presentation by a Preferred Provider who outlines new and/or unique services being offered.

Having the opportunity to ask questions and to learn from other's questions is a bonus. The meetings make it possible to meet additional members of the Silver State ACO team and staff from other practices. (And, there are almost always prizes to be won just for attending!) Please do your best to join us. You'll learn something and have fun, too.

Practice Meeting Schedule for 2022:

Watch emails for changes to schedule or venue (in person/ virtual)

SOUTHERN NEVADA

Meetings are scheduled to be held at 11:30 a.m. on the day and at the hospital listed:

Wednesday, May 4, 2022 - at Summerlin Hospital
Wednesday, August 3, 2022 - at Desert Springs Hospital
Wednesday, November 2, 2022 - at Summerlin Hospital

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NORTHERN NEVADA

Meetings are scheduled to be held at NNMC Sparks Medical Building,
Suite 201.

Meet and greet begins at 5 p.m., program begins at 5:30.

Thursday, May 5, 2022

Thursday, August 4, 2022

Thursday, November 3, 2022

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702-751-0834

Available for secure reporting of any suspected compliance issues, without fear of retribution.

Here's your clue for entering the contest for prizes: Silver State ACO – *SPRING* into action.

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*Stay Safe
and
Healthy*