



## In this Issue:

- And the Winners are...
- Thank you
- Quality Measures Spotlight
- 2024 Practice Meetings Calendar
- Security
- Message from NIA
- Reminders

#VegasStrong



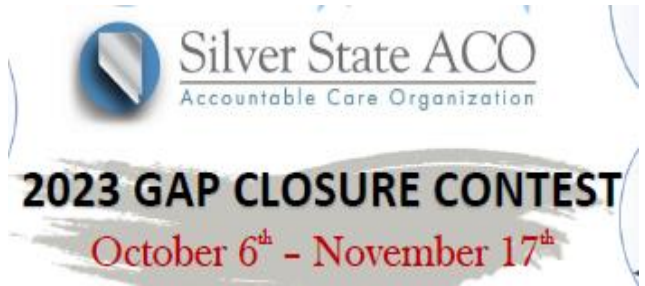
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## AND THE WINNERS ARE...

In October, Silver State ACO announced its 2023 Gap Closure Contest to incentivize practices to close gaps in care before year end. Quality Coordinators provided each practice with a gaps-in-care list, asking the practice to reach out to patients and research all possibilities to get answers and enter and scan them into the EHR. Practices were given the opportunity to win money based on the total number of gaps closed or on highest percentage of gaps closed in a particular category, giving both big and small groups the opportunity to win.



The contest was very successful. **Over 6,100 gaps were closed.** Accomplishing this should help to significantly improve overall quality scores for the ACO which, in turn, increases the probability of earning Shared Savings.

## WINNERS of the 2023 GAP CLOSURE CONTEST

### Breast Cancer Screening

- By percentage: **Vista Family Medicine, LLC**
- By total gaps closed: **Carson Medical Group**

### Colorectal Cancer Screening

- By percentage: **Ferdowsian Global Services, PLLC**
- By total gaps closed: **Carson Tahoe Physician Clinics**



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**Tobacco Use & Cessation**

- By percentage: TIED with the same score:
  - B Bottenberg, DO Professional Corporation
  - Calaguas LTD
  - Diane M. Thomas, M.D., P.C.
  - Jeaniene A Talley MD
  - Joseph E. Johnson, M.D. & Assoc
  - Reno Family Physicians
  - Sundance Medical Center
  - Syed F. Hussain MD, PC
  - Thomas T Chen, MD, Ltd.
- By total gaps closed: Carson Tahoe Physician Clinics

**Influenza Immunizations**

- By percentage: Ferdowsian Global Services, PLLC
- By total gaps closed: Reno Family Physicians

**Fall Risk Screenings**

- By percentage:
  - B Bottenberg DO Professional Corp
  - Curry PLLC
  - Ricardo Gonzalez MD Family Practice
- By total gaps closed: Carson Medical Group

**Controlling High Blood Pressure**

- By percentage: Curry, PLLC
- By total gaps closed: Carson Tahoe Physician Clinics

**Depression Screening**

- By percentage: Curry, PLLC
- By total gaps closed: Carson Medical Group



Every gap closed counts, contributing to increased quality scores for Silver State ACO, as a whole. *Thanks to all the groups that participated. Congratulations to the winners and a special BRAVO to those practices that won in multiple categories: B. Bottenberg, DO; Carson Medical Group; Carson Tahoe Physician Clinics; Curry PLLC; Ferdowsian Global Service; Reno Family Physicians.*

## 'TIS THE SEASON TO BE GRATEFUL

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As 2023 draws to a close, shareholders, management and staff of Silver State ACO would like to express appreciation for the hard work and commitment exhibited by our Participant practices. Working together as a team has allowed us to be successful for the past eight years. We are proud of our success and honored to partner with our Participant practices.

Thank You!

## QUALITY MEASURES SPOTLIGHT

### 2024 Quality Program Changes

On November 16<sup>th</sup>, The Center for Medicare and Medicaid Services (CMS) released the **2024 Medicare Physician Fee Schedule Final Rule**. The Schedule is published every year and includes policy changes for Medicare and Medicaid programs, including the Medicare Shared Savings Program (MSSP) under which Silver State ACO is organized and regulated. As we approach the new year, we think it appropriate to provide updates on some changes that will affect all MSSP Accountable Care Organizations, including Silver State ACO.



**SPOTLIGHT**

- Quality Measure Reporting:

Previously, CMS required that data be reported for **ALL** patients and **ALL** payers on the electronic based measures that are populated and pulled directly from a practice's EHR (Electronic Health Record) and uploaded via a QRDA Category 1 file. This included reporting for patients who were not beneficiaries of, or in any way related to, the ACO.

These reporting options, referred to as the Merit-Based Incentive Payment System Clinical Quality Measures (MIPS CQM) or Electronic Clinical Quality Measures (eCQMs), include the following three measures:

- Diabetes: Hemoglobin A1c Poor Control
- Screening for Depression and Follow-Up Plan
- Controlling High Blood Pressure

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For 2024, CMS has added another option for reporting, called **Medicare CQMs**. Silver State ACO will still be required to submit quality data on the three measures, above. However, SSACO will only be asked to report this data for ACO patients, eliminating the **ALL patients/ALL payers** requirement.

On a quarterly basis CMS will supply a list of eligible ACO patients to Silver State ACO. This should not require any adjustments to the practice workflow.

Practices will still be expected to submit monthly QRDA Cat 1 files to Clinigence, who will then filter the data to include only those beneficiaries identified by CMS.

- Promoting Interoperability (PI):

CMS has increased the minimum reporting period for Promoting Interoperability from 90 consecutive days to **180 consecutive days**.

The High Priority Practices questionnaire from the SAFER Guides is now a **required** “YES” attestation. This means that, if a practice does not complete this questionnaire and selects “No” for the 2024 year, it will result in a score of “0” for the PI category, regardless of how well the other measures scored. **This is extremely critical to note as what each practices does, or doesn't do, affects every single participating practice within Silver State ACO.**

- Advanced APM Bonus:

For the current year (2023), Qualifying Participants (QP) will receive a 3.5% Advanced APM bonus, which will be paid in year 2025. Beginning in 2024, CMS will end this Advance APM Bonus. Instead, QPs will receive a higher Fee-For-Service conversion factor of 0.75%. Providers who do *not* meet QP Status will receive only 0.25%.

SSACO Quality Coordinators (QC) will provide more in-depth education at their next monthly meetings. In the meantime, practices are urged to reach out to their QC if they require assistance or have questions about these upcoming changes.

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**PRACTICE MEETINGS**

Attendance at practice meetings is highly encouraged. Attendees benefit from reviewing rules, guidelines and protocols, learning new systems, hearing from specialists, and sharing ideas with others. It provides attendees the opportunity to ask questions and to meet other members of the “team” and, often, to win prizes.

Practice managers are encouraged to bring other involved staff members with them. Expanding the general knowledge base, about the ACO, within the clinic can help to engage more staff members, making it easier for all. There will be quarterly meetings for both Northern and Southern Nevada practices.

**2024 Quarterly Practice Meeting Schedule**

**SOUTHERN NEVADA**

*Wednesday, February 7, 2024*  
*Wednesday, May 1, 2024*  
*Wednesday, July 31, 2024*  
*Wednesday, November 6, 2024*



All Southern Nevada Practice meetings will be held at Summerlin Hospital and begin at 11:30 a.m. Lunch will be served.

**NORTHERN NEVADA**

*Thursday, February 8, 2023*  
*Thursday, May 2, 2024*  
*Thursday, August 1, 2024*  
*Thursday, November 7, 2024*



All Northern Nevada Practice Meetings will be held at Northern Nevada Sparks Medical Building, Suite 201. Meet & Greet begins at 5 pm; Meeting begins at 5:30.

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## SECURITY

Celebrating another successful year, as well as holiday cheer, staff must still be alert to phishing messages. A phishing message is an email or text that appears to be from a legitimate source but is actually sent by a threat actor with malicious intent. Phishing attacks often target healthcare organizations



because of the vast amounts of Protected Health Information (PHI) which is extremely valuable to “the bad guys.” When phishing succeeds within a healthcare organization, the result is often unauthorized access to PHI. Each occurrence is a breach and is considered a violation of HIPAA (Health Insurance Portability and Accountability Act) rules. Above all, actual harm can come to patients whose PHI has been tampered with.

This holiday season, please be sure that all staff are reminded to double-check emails before opening them. Although sometimes difficult to detect, the following are five warning signs that the correspondence could be a phishing attempt:

1. Email demanding urgent action
2. Email with an unfamiliar greeting or salutation
3. Inconsistencies in email address (i.e. @gmale.com)
4. Suspicious attachments
5. Messages that seem “Too good to be true.” They probably are.



We all must keep eyes and ears open; be alert and on the lookout so that this holiday season can be merry and bright for all.



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## MESSAGE FROM THE NIH

The National Institute on Aging (NIA), a division of the National Institutes of Health (NIH), has shared the following easy to read graph in connection with its educating providers and patients about recommended vaccinations.

Common Symptoms*	Cold	Flu	COVID-19
Fever and/or chills		✓	✓
Headache		✓	✓
Muscle pain or body aches		✓	✓
Feeling tired or weak		✓	✓
Sore throat	✓	✓	✓
Runny or stuffy nose	✓	✓	✓
Sneezing	✓		
Cough	✓	✓	✓
Shortness of breath or difficulty breathing		✓	✓
Vomiting and diarrhea		✓	✓
Change in or loss of taste or smell			✓

### Common Symptoms of a Cold, the Flu, and COVID-19

Learn more at [www.nia.nih.gov/flu](http://www.nia.nih.gov/flu)



\*Symptoms may vary based on new COVID-19 variants and vaccination status.

## REMINDERS

‘Tis the season to consider the past and make resolutions for the future. This should be true at work as much as in our personal lives. Below is a review of some of the programs and resources available to Silver State ACO Participant practices. Please peruse and consider whether there are some that are not being used to their maximum benefit. For additional information on any of the programs or insights as to how to best implement them into a clinic’s workflow, practice staff is encouraged to reach out to its SSACO Quality Coordinator.



- All clinics have patients who call incessantly regarding a small matter. Clinics also have patients who never call or who call when it’s simply too late for the clinic to care for them. That scenario often results in the patient going to the Emergency Department because it is the only option, although not the best one. There is now another option: **DispatchHealth** is the Silver State ACO preferred provider for in-home care.

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Dispatch can perform many of the services available in the ED, but in the comfort of a patient's home.

There is a dedicated phone number for SSACO beneficiaries: **725-246-1973**, giving patients access to in-home care even more quickly. DispatchHealth will send a full report of the visit, with documentation, to the patient's PCP.

The best way to be sure that your patients know about this service is for *you to tell them*. DispatchHealth has flyers and cards that can easily be distributed in your waiting or exam rooms. This service benefits your patients as well as SSACO. An in-home visit is both more convenient and less expensive than a visit to the ED. Please be sure to let your patients know about this service, available to them using their Medicare benefits.

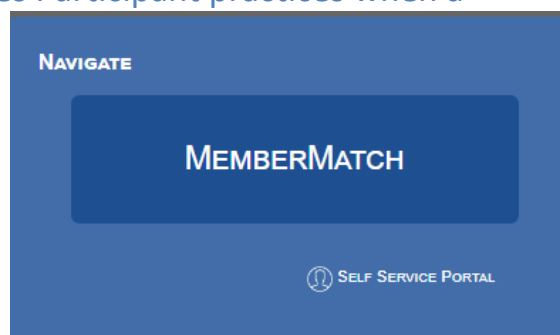
- **Comagine Health**, a Quality Improvement Organization working with CMS, has introduced a new Chronic Kidney Disease (CKD) Screening and Management Learning Collaborative. Their aim is to have primary care providers join the initiative to improve early detection of CKD before it progresses to end-stage renal disease (ESRD).

Quest Diagnostics is working alongside Comagine Health to compile data from in-office lab testing to simplify processes for CKD screening in patients with diabetes and hypertension, who are at high-risk.

Participant practices are urged to reach out to Comagine to discuss the possibility and value of joining the program. Email [partnership@comagine.org](mailto:partnership@comagine.org) to apply for this program. Space is limited and available slots will be filled on a first-come, first-served basis. For additional information, reach out directly to Dr. Bard Coats at [bcoats@comagine.org](mailto:bcoats@comagine.org) with any questions.

- The **Experian Health MemberMatch** program, developed in conjunction with SSACO, notifies Participant practices when a patient has been discharged from the hospital (inpatient or OBS). Knowing this, the practice can reach out to the patient for follow-up. And, if certain simple guidelines are adhered to, the practice may bill CMS for a Transitional

Care Management (TCM) visit, which pays extremely well. CMS has made the guidelines easy and pays so well for the visit because it





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understands the great benefit of a patient seeing his/her PCP as soon as possible after discharge.

Doing so greatly reduces the risk of a readmission, which is beneficial to the practice, SSACO and, above all, the patient.

Please be sure to keep your login for Experian up to date and, when receiving an email from Experian, log in for patient details.

- Silver State ACO has put together a network of specialists. These providers, outstanding in their respective field, deliver excellent care while minimizing redundancy and unnecessary procedures. They have signed Agreements with Silver State ACO and, among other things, have agreed to refer patients to SSACO PCPs if the opportunity arises.

Participants are encouraged to refer to the **Silver State ACO Preferred Provider Network** list when referring patients to a specialist. As

these are location sensitive, there are separate lists for Northern and Southern Nevada. The most current lists are always available on the SSACO website:

[www.silverstateaco.com](http://www.silverstateaco.com).

- Please keep login credentials up to date for all Silver State ACO portals and programs. If you are in a supervisory position, be sure to notify us immediately if a staff member, with log-in rights to any of the portals, leaves the practice or is re-assigned.

Preferred Provider Network		
Southern Nevada		
Silver State ACO Compliance Line (702) 751-0834		
<b>Acute Care Services:</b>		
Valley Health System	702-885-0100	Delaware Medical Facilities
Centennial Health Partners	702-252-8800	Advanced Healthcare of Henderson
Desert Springs Hospital (DISH)	702-260-1000	Advanced Healthcare of Las Vegas
Hooper Hospital	702-260-1000	Advanced Healthcare of North Las Vegas
St. Mary's Hospital	702-474-0100	Advanced Healthcare of Summerlin
Southern Hospital	702-255-3000	Chadwick Family Care
Valley Hospital	702-260-1000	Chadwick Family Care - 2
Desert View Hospital (Pinnacle)	702-794-7000	Chadwick Family Care - 3
<b>Acute Care Services:</b>		
Valley Health Specialty Programs	702-277-7200	Chadwick Family Care - 4
<b>Behavioral Health Services:</b>		
Valley Health System	702-260-1000	Chadwick Family Care - 5
Spring Mountain Treatment Center	702-475-2400	Chadwick Family Care - 6
Valley Hospital Behavioral Health	702-474-0100	Chadwick Family Care - 7
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 8
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 9
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 10
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 11
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<b>Diabetes:</b>		
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<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 76
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 77
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 78
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 79
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 80
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 81
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 82
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 83
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 84
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 85
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 86
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 87
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 88
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 89
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 90
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 91
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 92
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 93
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 94
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 95
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 96
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 97
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 98
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 99
<b>Diabetes:</b>		
Chadwick Family Care	702-794-7000	Chadwick Family Care - 100

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First Practice Meetings for 2024:  
*Southern Nevada*  
*Wednesday, Feb. 7, 2024*

*Northern Nevada:*  
*Thursday, Feb. 8, 2024*

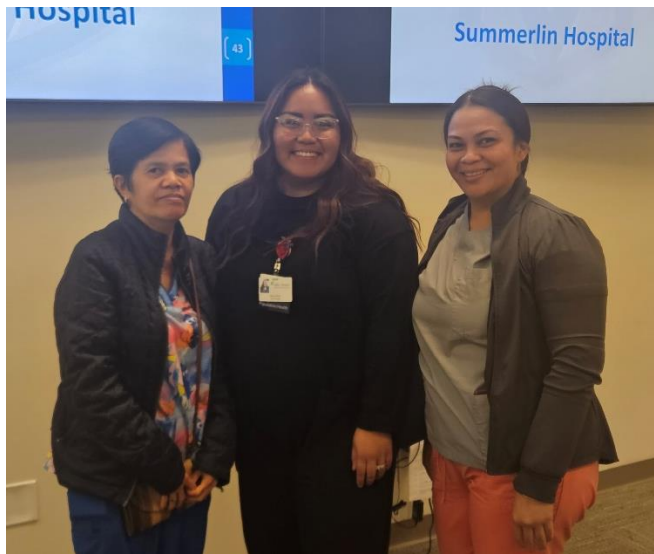
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Alyssa, Amanda, Brett,  
Dineen, Jacquie, Jessica A.,  
Jessica S., Jessica W., Larry,  
Linda, Martha, Rena,  
Rhonda, Richelle, Savannah



Gift Card winners from the Southern Nevada November Quarterly Practice Meeting:  
Clarissa Agoncillo,  
Monica Marx and Sasha Lopez

Quality Coordinators  
Alyssa Reid and  
Martha Sutton at the Southern Nevada November Quarterly Practice Meeting



Dr. Alexandra Spirtos presenting at the Southern Nevada November Quarterly Practice Meeting

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Alyssa, Amanda, Brett,  
Dineen, Jacquie, Jessica A.,  
Jessica S., Jessica W., Larry,  
Linda, Martha, Rena,  
Rhonda, Richelle, Savannah



Gift Card Winners at the Northern Nevada Quarterly Practice Meeting with their ACO Quality Coordinator: Teri Kelly, Molly Golden, Quality Coordinator Savannah Rittenhouse, Amanda Gongaware



Dr. Devang Desai presenting at the Northern NV Quarterly Practice Meeting