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#VegasStrong

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SILVER STATE ACO – QUALITY REPORTING AWARDS

Being a successful ACO begins with being a good team. Each Participant practice's results contribute to the ACO's final cost and quality scores which, in turn, determine whether the ACO earns Shared Savings, as calculated by CMS (Centers for Medicare and Medicaid Services). This is why Silver State ACO carefully vets any practice wishing to join.

In appreciation of the hard work each practice demonstrates in working to improve quality scores, we'd like to highlight and underscore particular Participant practices that have positively affected Silver State ACO's scores. Having completed reporting for 2022, Silver State ACO has

identified ten practices that scored 100% on the 2022 CMS Web-Interface Quality Reporting (formerly referred to as GPRO). Although we won't know the final results for 2022 until CMS releases them in late August or early September, 2023, we do know that these practices' efforts have certainly improved Silver State ACO's overall score and, hence, increased the likelihood of earning Shared Savings.



Each of these ten practices was presented with a framed Certificate of Achievement at the May practice meetings. We'd like to thank them, again, and share their accomplishment. In addition to their well-deserved honor, this should also remind other practices that 100% quality scores are achievable!



Congratulations to:

*Andrea K Weed DO Professional Corporation
Curry PLLC
Diane M Thomas MD PC
Ferdowsian, Global Services, PLLC
Jim Chiang, MD Ltd.
Mario Pineiro MD PC
Thomas T Chen, MD, Ltd.
Virginia Family Care Center, Inc.
Vista Family Medicine, LLC
William P Jacks MD Chartered*

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*Southern Nevada
August 2, 2023*

*Northern Nevada:
August 17, 2023*

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Cerena, Dineen, Jacquie,
Jessica A., Jessica S., Jessica
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Rena, Rhonda, Richelle,
Savannah*



Dr. Helen Hong, Vista Family Medicine



Brett Slizeski, SSACO quality coordinator; Anabella Ramirez and Daysi Mayorga, both of Sunset Clinics



*Julia Ortiz, Paragon Medical Associates;
Martha Sutton, SSACO Quality Coordinator*



Linda Casco, SSACO Quality Coordinator; Alexa Rojas, Dr. Thomas Chen's Office



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Dr. Imran Sheriff, Marzia Sheriff and staff with Virginia Family Care Center



Savannah Rittenhouse, SSACO Quality Coordinator; Crystal Smith, Tumbleweed Medical Group



Savannah Rittenhouse, SSACO Quality Coordinator; Gwen Moore, Dr. Diane Thomas' Office



BRAVO!

2024 UP AHEAD....

CMS rules allow new practices to join an ACO each year, with an effective date of January 1st. All Participant Agreements must be signed and accepted by CMS during the summer before the effective year.

We are currently in that period of time when new practices can join Silver State ACO for performance year 2024. As mentioned above, Silver State ACO invites only practices that we believe are “team players”. Collaborative practices can bring benefit to the partnership that exists today between current Participants, ACO staff and management, and CMS. We are seeking providers and clinics that can

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help achieve our mission of delivering high quality care to the patients,



and correctly documenting and reporting that care, while also reducing overall costs. Increased costs are often associated with redundancy and lack of communication. These are some of the issues that Silver State ACO focuses on and offers assistance with

for its Participants, while not interfering with the relationship of the practice to its patients, nor its association with – or billing/payments to – CMS.

If you know of a practice that you believe fits these criteria, and which would benefit from joining us, please let us know. There will be no further work on your part. We will reach out to the practice, explain the ACO, and go forward from there. You will be entered to win a prize at the next practice meeting. Please reach out to your quality coordinator or directly to Rena Kantor, Director of Operations, at 702-751-0945.

QUALITY MEASURES SPOTLIGHT

The Centers for Medicare and Medicaid Services (CMS) requires the ACO to report several Quality Measures on behalf of its participant practices. During our *Quarterly Practice Staff Meeting* held at the

beginning of May, we discussed ways to

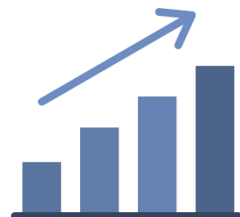
improve CMS Web Interface Quality Measure scores and set goals to achieve for the 2023 performance year. Since the overall Quality Measure score that is utilized in both the Medicare Shared Savings

Program and the Merit-Based Incentive Payment System (MIPS) is an aggregate of **ALL** Silver State ACO participating practices scores, it is extremely important for every participant to focus on opportunities where improvements can be made.

Silver State ACO Quality Coordinators meet with their designated practices monthly and in doing so, have collected improvement strategies that can easily be applied at your very own practice. Listed below are some of the most successful methods we have discovered.



SPOTLIGHT



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Intake Discussions

Create a script that can be utilized by your Medical Assistants when they are processing the vitals for each patient. Have them ask questions pertaining to each of the Web Interface Measures that can then be addressed by the provider during the visit.



Many measures can be closed utilizing this method: Fall Risk Screening, Depression Screening, documentation of past colorectal and breast cancer screenings etc...

Electronic Medical Record Templates

Most, if not all, EMRs already have pre-made templates that practices can adapt to capture data. When used properly, this allows the EMR to track documentation which can be very helpful as we transition to the electronic measures. In some cases, you can also manipulate the templates to fit your needs exactly.



Provider Coordination

Collect records from referring providers and/or specialists that participate in the care of your patient. This can be especially helpful as Quality is not just a component for ACOs – Practices outside of an ACO also have to submit Quality to Medicare and oftentimes they choose similar measures to report.

Also, while Medicare patients are able to see any providers that they choose, when possible refer to providers that are in the ACO Preferred Provider Network (Southern Nevada | Northern Nevada). Silver State ACO Preferred Providers are carefully selected and are aware of the goals set forth by Silver State ACO. This should also ensure that you receive your records in a timely manner.

Preferred Provider Network Southern Nevada		Silver State ACO Accountable Care Organization
Silver State ACO Care Coordination Line (24/7) - 833-208-0588 Silver State ACO Compliance Line - 702-751-0834		
Acute Hospital Services:		Skilled Nursing Facilities:
Valley Health System	702-835-9700	Advanced Healthcare of Henderson
Centennial Hills Hospital	702-733-8000	1285 Cactus Ave., Henderson
Desert Springs Hospital (ER ONLY)	702-963-7000	Advanced Healthcare of Las Vegas
Henderson Hospital	702-853-3000	5840 W. Sunset Rd.
Spring Valley Hospital	702-233-7000	Advanced Healthcare of Summerlin
Summerlin Hospital	702-388-4000	2860 N. Tenaya Way
Valley Hospital	775-751-7500	Canyon Vista Post-Acute
Desert View Hospital (Pahrump)		6352 Medical Center St.
		College Park Rehabilitation Center

ACO Supplied Tools

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Silver State ACO provides a number of tools that every practice can utilize in order to assist with the closure of gaps. Both the monthly **Gap in Care Report** and **IllumiCare Ribbon** have been proven extremely valuable to those practices whose quality reporting ultimately resulted in substantially higher scores.

Education

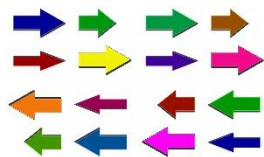
Ensure every staff member who contributes to the care of your patient is aware of the requirements and is informed of his/her role to assist with the capture/closure of each Quality Measure.



Tracking System

Create some type of system that allows your practice to track where a patient has been referred to and for what test. Come up with a time frame to follow up with each patient in order to confirm the recommended event has taken place.

Whether you implement one strategy or all, or if you have your own process in place to meet and close gaps – It is imperative that everyone does their part. As always, please reach out to your Quality Coordinator if you have any questions or need assistance with meeting any measures.



Artificial Intelligence - AI or A o-y-vey?

There are, shall we say, differing opinions on how beneficial – or not – AI will be to the practice of medicine and the business of medical clinics in the future. The ultimate result remains to be seen. However, many threats arising from the use of AI already exist. And, each of us is tasked with doing our best to avoid pitfalls and to remain



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vigilant about protecting PHI and PII – for the benefit of our patients as well as to comply with the law.

There are already reports of AI produced emails that impersonate a staff member’s coworker requesting information. Unfortunately, it is, indeed, very difficult to discern what is real from what is not. That is where, again, *team work* comes in. Communication is vital. Practice staff should be educated to follow up on any “surprise” requests as well as those that seem suspect. If a request for protected information comes via email – without forewarning – the receiver should be urged to call the sender to confirm that the request is real.

Although the sharing of data is what helps coordinate care and reduce costs, the consequences of doing so without appropriate suspicion can be very serious. Therefore, staff should also be directed to report any such phishing attempts. This will allow management to warn the entire staff about the threat, and give the IT department the opportunity to conduct appropriate research into the source.

MAY 2023 PRACTICE MEETINGS



Southern NV practice meeting on May 3rd

Four times a year, Silver State ACO hosts practice meetings in both Northern and Southern Nevada. We strongly recommend that each Participant practice send at least one representative to the meetings. Again, referring back to the importance of acting as a team, it is an opportunity for staff to meet representatives from other practices, share ideas, and feel engaged as part of a group that is working together to accomplish good things. It’s also a chance to get to know other Silver State ACO staff.

At the beginning of May, practice meetings were held in both Southern and Northern Nevada, with excellent attendance at both. There were presentations by Valley Health at Home by Bayada, SSACO’s preferred provider for home health. There was also a presentation by Comagine Health, a Quality Improvement Organization working to identify and

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manage Medicare beneficiaries with chronic kidney disease. Doing so should slow – or prevent - progression to ESRD (end stage renal disease).

Pictured below: Dr. Bard Coats, Clinical Director of Comagine Health



Knowledge of both these programs can help practices and, as a result, Silver State ACO as a whole. Attending the meetings in person gives staff the opportunity to ask questions and to learn from other’s questions (and the answers!)

In addition, there were presentations by the Valley Health System regarding their EMR access app for Cerner, a review of quality scores for 2022 and objectives for 2023. Prizes were awarded for responding to newsletter challenges as well as for participation.

Please make every effort to have your practice represented at the next practice meetings – Wednesday, August 2nd in Southern Nevada, or Thursday, August 17th in Northern Nevada. (And, to be entered to win a prize at one of those meetings, respond to the email to which this newsletter was attached with the words, “Summertime in Nevada” in the subject line.) Additional photos at the end of this newsletter.



Northern NV practice meeting on May 4th

REMINDERS

- Practices should now have an updated 2023 poster displayed in the office and should be distributing 2023 beneficiary notices to all newly assigned beneficiaries.
- Preferred Provider Network listings are updated periodically. Although Silver State ACO announces if/when changes have been made, each practice should check the website to be sure that it is using the most up to date list.

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- DispatchHealth is a Silver State ACO preferred provider for in-home care. Please post and/or advise your patients to reach out to Dispatch if they need care when your practice is closed, in the evening or over the weekend, rather than go directly to the ED. Many issues can be dealt with equally well, if not better, in the patient’s home. There is a dedicated phone number for SSACO beneficiaries: 725-246-1973.
- Experian sends email notifications to a practice when its patient is discharged from the hospital. Please be sure to open the email and log into the portal for detailed information on the patient. Follow up on the notice, being sure to bill for a Transitional Care Management visit if all criteria are met.
- Please keep you login credentials up to date for all Silver State ACO portals and programs.

If you need information about any of the above benefits available to Silver State ACO Participants, please reach out to your quality coordinator.

PRACTICE MEETINGS

As mentioned, attendance at practice meetings is highly encouraged. Please take note of the change in venue for the August meeting in Southern Nevada, as well as the change in date for the meeting in Northern Nevada.

Practice Meeting Schedule for 2023:

Please note your calendar and watch for emails re: changes to schedule or venue

SOUTHERN NEVADA

Meetings are scheduled to be held at 11:30 a.m.

Wednesday, August 2, 2023 – Summerlin Hospital (*Note venue change)

Wednesday, November 1, 2023 – Summerlin Hospital

NORTHERN NEVADA

Note: Meet and Greet is at 5 pm, Meeting starts at 5:30

Thursday, **August 17, 2023** – 5:00 pm NNMC Sparks Medical Building – Ste 201

(Note change of date above please)

Thursday, November 2, 2023 - 5:00 pm NNMC Sparks Medical Building – Ste 201

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

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