Colorado Access

Practice Support Plan

RAE CONTRACT > STATEMENT OF WORK > EXHIBIT B > 12

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The Contractor shall have a written Practice Support Strategy that includes, but is not limited to, the following information:

- The types of information and administrative support, provider trainings, and data and technology support the Contractor will offer and make available to Network Providers.

- The practice transformation strategies it will offer to help practices progress along the Framework for Integration of Whole-Person Care (For more information, see https://www.colorado.gov/healthinnovation/resources-9).

- The administrative payment strategies the Contractor will use to financially support Providers.

The Colorado Access Practice Support Strategy, and related, contractual Practice Support Plan, has been developed using:

A) Elements detailed specifically by the Department of Health Care Policy and Financing in the Regional Accountable Entity (RAE) Request for Proposals/draft contract (Section 5.14).

B) The Colorado Access vision for a regionally transformed system; focused on improving health outcomes via a shared agenda that is collaboratively developed by the regional providers, RAE, and other important stakeholders, and prioritizes mutually reinforcing activities.

For more information, please contact Aaron Brotherson (Provider Engagement), Shelby Kiernan (Practice Transformation), or Maryann Waugh (Research and Evaluation)

Executive Summary

The Colorado Access practice support plan describes the high level goals for each type of practice support required in the RAE Statement of Work. Each annual practice support plan report will detail specific activities and accomplishments as related to annual objectives of the concluding and upcoming fiscal years. The Colorado Access Practice Support Strategy and related contractual Practice Support Plan have been developed using: A) Elements detailed specifically by the Department of Health Care Policy and Financing in the Regional Accountable Entity (RAE) Request for Proposals/draft contract (Section 5.14,X X) incorporated into B) The Colorado Access vision for a regionally transformed system; focused on improving health outcomes via a shared agenda that is collaboratively developed by the regional providers, RAE, and other important stakeholders, and prioritizes evidence-based, mutually reinforcing activities.

The types of information and administrative support, provider trainings, and data and technology support the Contractor will offer and make available to Network Providers

INFORMATION, ADMINISTRATIVE SUPPORT, AND COMMUNICATION

1 — Improve the quality and effectiveness of relationships with providers by maintaining high levels of contact and developing new and iterative tactics for enhancing Medicaid understanding and driving patient outcomes.

Improve provider understanding of alignment and efficiencies across Medicaid and other evolving payment models.

PROVIDER TRAINING

2 — Develop provider-centered content for each training topic required by the RAE contract and expand diversity in training modality.

DATA SYSTEMS AND TECHNOLOGY SUPPORT

3 — Support providers in data systems and IT and Health Technology needs, identify and understand the data needs of providers.

Create a process for data requests and interpretation support.

The practice transformation strategies it will offer to help practices progress along the Framework for Integration of Whole-Person Care.

PRACTICE TRANSFORMATION

4 — Deliver practice support and transformation assistance based on the Pay for Performance Measures and other program aims in order to help practices adopt evidence-based approaches that meet the needs of their populations.

The administrative payment strategies the Contractor will use to financially support Providers.

ADMINISTRATIVE PAYMENT

5 — Increase the number of practices able to be successful under alternative/value based payment Medicaid models.

| 1 | Improve the quality and effectiveness of relationships with providers by maintaining high levels of contact and developing new, and iterative tactics for enhancing Medicaid understanding and driving patient outcomes. Improve provider understanding of alignment and efficiencies across Medicaid and other evolving payment models. |

Information, Administrative Support, and Communication [1] 2018 Proposed Activities

A) Deliver signature personal customer service and increase our annual number of provider contacts through multiple modalities (i.e. telephonic, email, in-person, virtual).

B) Increase the quantity and quality of informational material that is available to practices (by increasing the frequency of monthly provider newsletter and email updates to once per month) to provide concise, targeted information.

C) Increase the quantity and quality of in person provider trainings by organizing a minimum of three (3) practice forums in 2018-19 that give primary and specialty care providers, community partners, and other RAE stakeholders including HCPF opportunities for information sharing and prepared presentations about integrated care and other relevant training topics.

D) Support providers in their understanding of alignment and efficiencies across Medicaid and other state programs through tactics such as: synthesis and summary documents, newsletter updates, in-person consultation, etc.

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[1] Future Practice Support annual reports will include a evaluative summary of the concluding year's accomplishment highlights as well as the objectives for the coming year

| 2 | Develop training modules for each training topic required by the RAE contract and expand diversity in training modality |

Provider Training [2] 2018 Proposed Activities

A) Deliver provider training that supports regional health strategy initiative, KPIs, and other RAE program aims.
B) Update the Colorado Access training inventory and ensure all contractually required training topics are available and kept up-to-date in an ever changing environment.
C) Develop a tracking mechanism and have capability to report on which providers completed which trainings using which modalities by the end of FY 2018-19
D) Improve the availability of diverse training modalities at end versus start of FY2018-19.

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[2] Future Practice Support annual reports will include a evaluative summary of the concluding year's accomplishment highlights as well as the objectives for the coming year

3	Support providers in data systems and IT and Health Technology needs, identify and understand the data needs of providers. Create a process for data requests and interpretation support.

Data Systems and Technology Support[3] 2018 Proposed Activities

A) Identify and document the most significant unmet data needs of practices.

B) Assist providers in developing capacity to access, analyze, and use data.

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[3] Future Practice Support annual reports will include a evaluative summary of the concluding year's accomplishment highlights as well as the objectives for the coming year

4

Deliver practice support and transformation assistance based on the Pay for Performance Measures and other program aims in order to help practices adopt evidence-based approaches that meet the needs of their populations.

Practice Transformation [4] 2018 Proposed Activities

A) Develop materials to educate providers about methods, principles, best practices and benefits of practice transformation (PT).

B) Develop a process/best practice for evaluating practices' strengths, weaknesses, feasible practice transformation goals as aligned with regional priorities, the right level of PT support, and individualized PT plans.

C) Develop a process/best practice for aligning RAE PT supports with practices existing work and relationships with their designated PTO or in collaboration with a third-party PTO, if applicable.

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[4] Future Practice Support annual reports will include a evaluative summary of the concluding year's accomplishment highlights as well as the objectives for the coming year

| 5 | Increase the number of practices able to be successful under alternative/value based payment Medicaid models. |

Administrative Payment[5] 2018 Proposed Activities

A) Develop a Colorado Access alternative payment model and a means of evaluating success.

B) Align the alternative payment model with RAE pay for performance goals, leading indicators toward those goals, and other RAE program aims.

C) Work collaboratively with practices to develop the alternative payment model.