

*'Delivering High Quality care One Patient at a Time'*

## Practice Feature: ExcelCare Alliance Shares Strategies for Shared Savings Success

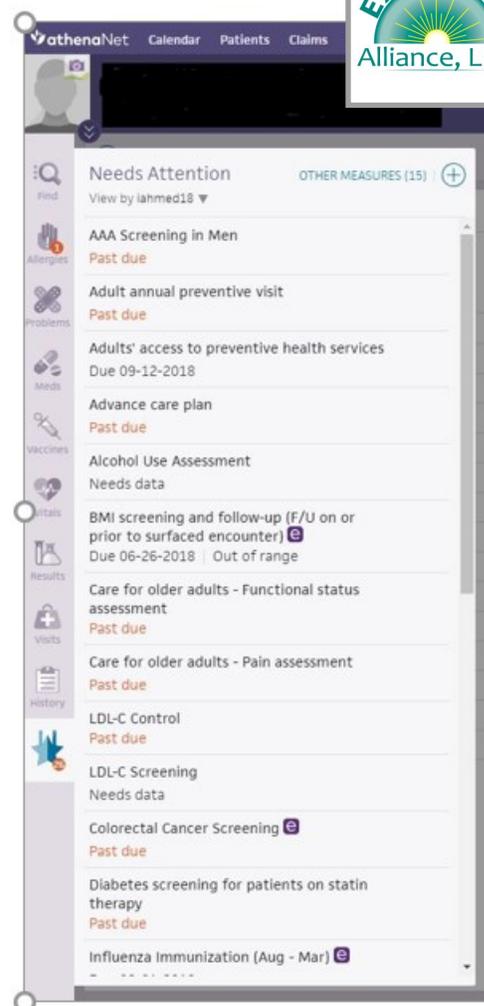
Our first practice feature highlights ExcelCare Alliance (ECA), who achieved impressive results in their independent value-based program with Horizon for 2017, the last year before all primary care practices came under a unified model through IHP. Utilization improvement of 3.45% and level 3 (highest) quality outcomes is noteworthy, congratulations!



Stephanie Lombardo, Quality Assurance Manager, attributes their success to three things: care coordinators, a great EMR, and monthly meetings to track progress and brainstorm ideas for improvement.

- ◆ **Care Coordinators:** Each practice has an individual whose duties include outreaching to patients after an inpatient stay or ED visit and ensuring annual physicals are scheduled. A daily roster of inpatients is received from Inspira to identify patients needing Transitional Care Management (TCM) and NJ Shine provides hospital documentation needed for follow up. TCM is billable using codes 99495 and 99496.
- ◆ **EMR:** athenahealth supports ECA's quality program with the ability to create health awareness campaigns, reminding patients who are due for visits, screenings, and other quality indicators. Patients identify a communication preference—secure message via portal, email, text, or phone call—which drives the reminders. The EMR also has a quality tab (screen print to the right) that reminds physicians and staff of measures that need attention.
- ◆ **Monthly Meetings:** Office managers and care coordinators meet on a monthly basis to review MIPS and other quality incentive programs, developing strategies for improving performance and keeping results top of mind.

Keep up the great work ECA, thanks for sharing! Stay tuned for additional best practices from IHP members to be highlighted in future newsletters.



## Inner Circle FAQ

In the February newsletter, I announced that Inspira was changing the insurance plans offered to employees/spouses/dependents from Qualcare to Horizon. The Horizon OMNIA plan has an Inner Circle tier that includes all providers within Inspira Health Partners, offering our members \$0 out-of-pocket cost for office visits with you!

I have received many questions regarding the 'Inner Circle' tier for the OMNIA plan. In hopes of providing clarity, please see the attached FAQ document. If you have a question that is not addressed, please feel free to reach out to me.



## Inspira Health Plan – Inner Circle Explained FAQ Document for Providers

### **1. What is the Inner Circle?**

The Inner Circle is an additional tier within the Horizon OMNIA plan that applies to members under the Inspira health plan provided to employees and their eligible spouses and dependents. As a self-insured plan, Inspira is able to modify the benefit structure of the standard OMNIA tiering for its members. Inspira also offers a second plan through Horizon called MyWay HSA which is not a tiered plan. Providers are either in or out of network for this plan.

### **2. How do I know if a patient is part of Inspira’s OMNIA plan?**

The insurance cards for Inspira members have an Inspira logo in the upper right hand corner.

### **3. What is the out of pocket cost for patients using Inspira’s health plans?**

Please refer to the attached cost breakdown charts for the OMNIA and MyWay HSA plans.

### **4. What providers are in the Inner Circle?**

Inner Circle providers are those providers that are members of Inspira Health Partners (IHP), the Physician Hospital Organization at Inspira. Office visits are offered at \$0 out-of-pocket cost for members that utilize an Inner Circle provider. Inspira’s goal is to drive business to the providers who have partnered with us in the creation of a clinically integrated network that drives high quality low cost care. A listing of the members in IHP can be found here:

<http://inspirahealthpartners.com/current-physicians/>

### **5. What facilities are in the Inner Circle?**

Inner Circle facilities include facilities in which Inspira has an ownership interest (hospitals, urgent care centers, ambulatory centers). This includes the following ambulatory surgi-centers: Gloucester County Surgery Center and Oak & Main Surgical Center.

### **6. If I provide ancillary services in my office such as lab, radiology, or therapy, will this be considered Inner Circle?**

Inner Circle providers are able to perform lab and radiology services in their office at no additional cost to the member. Therapy services (PT/OT) must be performed at an Inspira facility.

### **7. Does the Inner Circle apply to durable medical equipment?**

Durable medical equipment (DME) must be obtained from an in-network provider as there is no Inner Circle for DME for the Inspira OMNIA plan. Members can contact Horizon Care@Home for assistance in obtaining equipment at 1-855-243-3321.



## Inspira Health Plan – Inner Circle Explained FAQ Document for Providers

### 8. Is there a process to request an exception for member out-of-pocket costs if there is not an Inner Circle facility that provides a needed service?

The insured member must initiate this process by contacting Horizon prior to scheduling a procedure that is not available at an Inspira facility. The phone number is located on the insurance card. Inspira has established an internal appeal process with Horizon that is performed in order to determine the appropriate Tier 1 facility if needed. This process will be done on a case by case basis.

### 9. What do I do if my Inner Circle claim for the Inspira health plan is processed incorrectly by Horizon?

Please reach out to Horizon’s customer service center for traditional and managed care products at 1-800-624-1110 to see if the issue can be resolved through this channel. If you are unable to achieve resolution in a timely manner, please reach out to Tom Kerr in Inspira’s Managed Care Department and provide example claim(s) that were processed incorrectly so that he can assist with resolution through our direct contacts at Horizon. His contact information is at [KerrT@ihn.org](mailto:KerrT@ihn.org) or 856-575-4791.

### 10. How can I confirm that I am in the Inner Circle?

This website will allow you to confirm your Inner Circle status for the Inspira health plan:  
<http://inspira.horizonblue.com/services/provider-network/find-a-provider>

Select ‘OMNIA Health Plan’, enter your last name and click ‘Search’. If you have a common last name and the search results are voluminous, selecting a specialty will narrow the results.

### Find an Inspira Provider

What are you looking for?  Choose a Plan to Start  Zip Code | City, State, County

Specialty  Provider Last Name  Doctor Affiliations

[Show Advanced Search Options](#) [Create Custom Directory](#)

Text Size   |  |  |

Showing 1-3 of 3 Results

Distance	Gender	Name	Address	Specialty	Practice Status
	Male	Ocasio, Robert B, MD <a href="#">View Full Profile</a>	DEPERSIA CHERNOFF AND OCASIO PC 17 W RED BANK AVE STE 207 WOODBURY, NJ 08096-1630 Gloucester County P: 856-845-0664	Internal Medicine	Accepting New Patients as Primary Care Provider

ATTRIBUTES: **INNER CIRCLE**

PLANS ACCEPTED:  
✓ OMNIA Health Plan  
✓ Horizon PPO with Horizon MyWay HSA Plan



## Inspira Health Plan – Inner Circle Explained FAQ Document for Providers

### 11. What is my tier for OMNIA patients that are not under Inspira’s health plan?

This website will allow you to confirm your tier status for all other OMNIA patients:

<https://doctorfinder.horizonblue.com/>

Select ‘OMNIA’, enter your last name and click ‘Search’. If you have a common last name and the search results are voluminous, selecting a specialty will narrow the results.

The screenshot shows a search interface with the following elements:

- What are you looking for?**: Dropdown menu set to "Doctors".
- Choose a Plan to Start**: Dropdown menu set to "OMNIA".
- Zip Code | City, State**: Input field.
- Specialty**: Dropdown menu set to "Select up to 5 Specialties".
- Doctor's Last Name**: Input field containing "ocasio".
- Doctor Affiliations**: Input field for "Group Affiliation or Hospital Affiliation".
- Search**: Orange button with a magnifying glass icon.
- Hide Filters**: Blue button.
- Distance**: Dropdown menu set to "Select Distance".
- Gender**: Dropdown menu set to "Select Gender".
- Language Spoken**: Dropdown menu set to "Select Language".
- Designations**: Three checkboxes: "Accepting New Patients" (checked), "OMNIA Tier 1 Doctors" (checked), and "Exclude Doctors Leaving in 120 Days" (checked).

Search results for Robert B. Ocasio, MD:

- Profile Picture**: Placeholder with "Male" text.
- Name**: **Ocasio, Robert B, MD**
- Specialty**: Internal Medicine
- Address**: DEPERIA CHERNOFF AND OCASIO PC, 17 W RED BANK AVE STE 207, WOODBURY, NJ, 08096-1630
- Phone**: (856) 845-0664
- Tier**: **OMNIA TIER 1** (highlighted in a blue box)
- Status**: **In-Network** (with a green checkmark)
- View Profile**: Button

Horizon Omnia Plan			
	Inspira Inner Circle	Omnia Tier 1	Omnia Tier 2
Annual Deductible (Single/Family)	\$0	\$2,000/\$4,000	\$2,500/\$5,000
Out-of-Pocket Maximum (includes deductible and copays)	\$5,200/\$10,400 (combined across all tiers)		
Coinsurance	\$0	50%	60%
<b>Doctor's Office Visits</b>			
Preventative Services	\$0	\$0	\$0
Primary Care Office Visit	\$0	\$20 copay	\$80 copay
Specialist Office Visit	\$0	\$30 copay	\$100 copay
<b>Labs</b>			
Non-Routine Laboratory (no coverage at freestanding labs other than LabCorp)	\$0	\$30 in office/LabCorp; 50% after deductible in outpatient facility	\$30 in office/LabCorp; 60% after deductible in outpatient facility
<b>Hospital Services</b>			
Inpatient Admission (including maternity)	\$0	\$1,000 copay, then 50% after deductible	\$1,000 copay, then 60% after deductible
<b>Outpatient Surgery</b>			
Hospital Outpatient Surgery	\$0	\$500 copay, then 50% after deductible	\$500 copay, then 60% after deductible
Surgery in an Ambulatory SurgiCenter	\$0	\$500 copay, then 50% after deductible	\$500 copay, then 60% after deductible
<b>Emergency Services</b>			
Urgent Care	\$20 copay	\$60 copay	\$100 copay
Emergency Room (copay waived if admitted)	\$100 copay	\$100 copay	\$100 copay
Ambulance (Ground Transport Only)	\$0	\$0	\$0
Prescription Coverage: CVS Caremark		30 day/90 day	
Generic (Retail/Mail-Order)	\$5 copay/\$10 copay		
Preferred Brand (Retail/Mail-Order)	\$40 copay/\$80 copay		
Non-Preferred Brand (Retail/Mail-Order)	\$55 copay/\$110 copay		

Horizon MyWay HSA Plan		
	In-Network	Out-of-Network
Annual Deductible (Single/Family)	\$2,000/\$4,000 (combined In-Network and Out-of-Network)	
Out-of-Pocket Maximum (Includes Prescription Drugs)	\$6,650 single/\$13,300 family	\$10,000 single/\$20,000 family
Coinsurance	0%	30%
<b>Doctor's Office Visits</b>		
Preventative Services	\$0 (no deductible)	30% coinsurance (no deductible)
Primary Care Office Visit	\$0 after deductible	30% coinsurance after deductible
Specialist Office Visit	\$0 after deductible	30% coinsurance after deductible
<b>Labs</b>		
Non-Routine Laboratory	\$0 after deductible	30% coinsurance after deductible
<b>Hospital Services</b>		
Inpatient Admission (including maternity)	\$0 after deductible	30% coinsurance after deductible
<b>Outpatient Surgery</b>		
Hospital Outpatient Surgery	\$0 after deductible	30% coinsurance after deductible
Surgery in an Ambulatory SurgiCenter	\$0 after deductible	30% coinsurance after deductible
<b>Emergency Services</b>		
Urgent Care	\$0 after deductible	30% coinsurance after deductible
Emergency Room	\$0 after deductible	30% coinsurance after deductible
Ambulance (Ground Transport Only)	\$0 after deductible	\$0 after deductible
Prescription Coverage: CVS Caremark		
Generic (Retail/Mail-Order)	20% after deductible	
Preferred Brand (Retail/Mail-Order)	20% after deductible	
Non-Preferred Brand (Retail/Mail-Order)	20% after deductible	