

KNOW YOUR ACO: Alabama Physician Network

In this month's edition:

- Conversations Between MSSP Care Managers and Patients: What You Need to Know
- Success Stories

APN Participants:

UAB Health System
Medical West Hospital
Christ Health Center
Cahaba Medical Care

ACO Governing Board: Chair

Tony Jones, MD
*UA Health Services
Foundation*

ACO Executive Director

Don Lilly
UAB Health System

Secretary

Michael Moore, MD
*The Healthcare Authority for
Medical West*

Treasurer

Bob Bourge, MD
*UA Health Services
Foundation*

Quality Chair

Stephen Stair, MD, FACP
UAB Health System

Conversations Between MSSP Care Managers and Patients: What You Need to Know

When Medicare Shared Savings Program (MSSP) care managers call your patients or visit them in a clinic, many topics will be discussed. The care managers perform assessments that address medication adherence, psychosocial issues, functionality, and any barriers to care or self-management. They ask questions about the availability of transportation to physician appointments and/or dialysis, and they gauge the patient's current level of knowledge as it relates to his or her disease and care processes.

Care managers work closely with patients to create a patient-centered care plan that identifies problems and includes goals and interventions. By sending messages to providers and proposing orders, care managers also work to assist providers in completing Centers for Medicare & Medicaid Services (CMS) quality metrics for their patients.

- **For patients being managed in the UAB Medicine EMR system:**

The patient assessment and any proposed orders are viewable in the HealtheCare platform. If you have a message related to an Accountable Care Organization (ACO) patient, you can send it either to the specific ACO care manager or to the MSSP message pool for follow-up.

- **For the MSSP patient population at Selma and Montgomery:**

You will receive information, including assessment documentation and proposed orders for your patients, from the population health management nurse to your task list.

- **For Medical West providers:**

You will receive information, including assessment documentation and proposed orders for your patients, via an internal message that will be identified as an ACO message.

Our goal with the MSSP is to ensure that these patients are receiving optimal care while avoiding unnecessary services.

KNOW YOUR ACO: Alabama Physician Network

Success Stories

- The MSSP care manager reached out to a 99-year-old patient with obstructive sleep apnea, and during their conversation the patient shared that she was non-compliant with her CPAP therapy because the air blowing from the CPAP was cold. The care manager reached out to the durable medical equipment (DME) company and requested a checkup on the machine. The checkup found that the heating element was not working, and since the CPAP was still under warranty, a new heating element was ordered.
- The MSSP care manager reached out by phone to a patient with a prior history of a lower leg fracture that was followed by a post-operative infection, which resulted in a non-healing pressure ulcer and amputation of her great toe. She potentially will need a below-knee amputation in the near future. When the care manager spoke with the patient, it was determined that the patient was non-weight bearing on her left leg and had generalized upper body weakness. The patient said she had been trying unsuccessfully for several weeks to obtain an electric scooter. We identified some miscommunication about the exact documentation the DME company needed from the physician, and there also were issues related to the DME company not receiving information faxed by the provider. We reached out to the physician and DME company, confirmed what documentation was needed to obtain the scooter, and submitted it. The scooter was approved, and the patient received it in November. The patient says the scooter has made it much easier to get around the house without her family's help.

