# Aledade Colorado Value-Based Care Summit

Gaylord Rockies Resort & Convention Center
Denver, CO

September 22, 2023

# Aledade Plus | Practice Operational Support

Colorado Value Based Care Summit
September 22, 2023

# Background: What is New Ventures?

## New Ventures

We develop new business lines & capabilities to increase Aledade's long-term value.

## Highlights

- New business lines
  - e.g., Aledade Care Solutions
- Corporate development
  - e.g., Iris Healthcare
- New core capabilities
  - e.g., 'Practice Health (Aledade Plus)'

|  | **Disruptive Innovation** | **Sustaining Innovation** |
|---|---|---|
| **Revenue Performance** | Transformation Zone (2-3 years) | Performance Zone (next fiscal year) |
| **Enabling Investments** | *Incubation Zone* (3-5 years) | Productivity Zone (next fiscal year) |

*From "Zone to Win"*

# What are the biggest operational challenges facing your practice today?

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## Problem

- Value-based primary care practices are essential to the health of their communities and the patients they serve.

- They are also leading the nation in value-based care.

- Yet, many practices struggle to achieve full potential due to complexity & time demands of practice administration.

## Implications for practices

- Diversion of time away from clinical care & staff

- Suboptimal practice profitability & growth

- Reduced physician and staff satisfaction and engagement, and increased burnout

## Common questions we hear

- How does my practice's operational performance compare to peers?

- What can we do better?

- How can I spend less time on administrative duties and more time delivering clinical care?

# We assembled data on indicators of 'practice health'.

*Domain 1:* **Panel Composition & Scheduling**

**KPI 1**: Total Patient Panel Size
**KPI 2**: Medicare Patient Panel Size
**KPI 3**: MSSP Attributed Patients
**KPI 4**: Missed Appointment Rate
**KPI 5**: Patient Growth Rate

*Domain 2:* **Clinical Productivity**

**KPI 6**: Total Unique Patients Seen
**KPI 7**: Total Days Worked
**KPI 8**: Average Number Appointments per Day
**KPI 9**: Avg. RVUs Billed per Appointment
**KPI 10**: Avg. RVUs Billed per Day Worked
**KPI 11**: Estimated Collections

*Domain 3:* **Revenue Cycle Management**

**KPI 12**: Turnaround Time
**KPI 13**: Weighted Avg. Days in Medicare Accounts Receivable
**KPI 14**: % Claims Submitted More Than Once

*Domain 4:* **Reimbursement**

**KPI 15**: E&M Billing Intensity: New Patients
**KPI 16**: E&M Billing Intensity: Established Patients
**KPI 17**: % Expected FFS Medicare Payments Paid
**KPI 18**: Avg. Reimbursement per FFS Medicare Claim
**KPI 19**: % RVUs from E&M Services

*Domain 5:* **Diagnosis Coding**

**KPI 20**: Aledade App Suggestions Viewed
**KPI 21**: Aledade App Suggestions Billed
**KPI 22**: Chronic Condition Redocumentation
**KPI 23**: Average Dx Codes per Claim
**KPI 24**: Retained ICD-10 Codes

# Aledade Plus solutions leverage new analytic/benchmarking capabilities

The **Practice Opportunity Assessment (POA)** report presents and analysis of the operational and financial health of your practice compared to peer practices within the Aledade network.

**Five Performance "Domains"** (# of KPIs) currently included in the POA report

1. Patient Panel Composition & Scheduling (5)

2. Clinical Productivity (6)

3. Revenue Cycle Management (3)

4. Reimbursement (5)

5. Diagnosis Coding (5)

- Across five key performance domains, the POA report includes a total of 24 key performance indicators (KPIs) (next slide).

- For each KPI, we are presenting your practice's performance to a comparable Aledade peer group benchmark.

- Unless otherwise noted…
  - Data are from 1/1/22 - 12/31/22
  - Data encompass all payers
  - Your Peer Group consists of Aledade independent primary care practices with 2-5 physicians and 1-2 APPs (consistent with the timeframe for the data)

- The POA data is updated quarterly and can be used for baseline assessment, opportunity identification, and program monitoring.

Notes: (1) In some cases, supplemental data may be requested of specific practices if not already available.
(2) Practices' individual data are never shared with any other practice. Peer group benchmarks are de-identified.

# Key Performance Indicators (KPIs) by Domain

## Domain 1: Patient Panel Composition & Scheduling

**KPI 1**: Total Patient Panel Size
**KPI 2**: Medicare Patient Panel Size
**KPI 3**: MSSP Attributed Patients
**KPI 4**: Missed Appointment Rate
**KPI 5**: New Patient Visit Rate

## Domain 2: Clinical Productivity (Clinician Level)

**KPI 6**: Average Number Appointments per Day
**KPI 7**: Total Days Worked
**KPI 8**: Total Unique Patients Seen
**KPI 9**: Avg. RVUs Billed per Appointment
**KPI 10**: Avg. RVUs Billed per Day Worked
**KPI 11**: Estimated Collections

## Domain 3: Revenue Cycle Management

**KPI 12**: Turnaround Time
**KPI 13**: Weighted Avg. Days in Accounts Receivable
**KPI 14**: % Claims Submitted More Than Once

## Domain 4: Reimbursement

**KPI 15**: E&M Billing Intensity: New Patients
**KPI 16**: E&M Billing Intensity: Established Patients
**KPI 17:** % Expected FFS Medicare Payments Paid
**KPI 18**: Average Reimbursement per FFS Medicare Claim
**KPI 19**: % RVUs from Evaluation & Management (E&M) Services
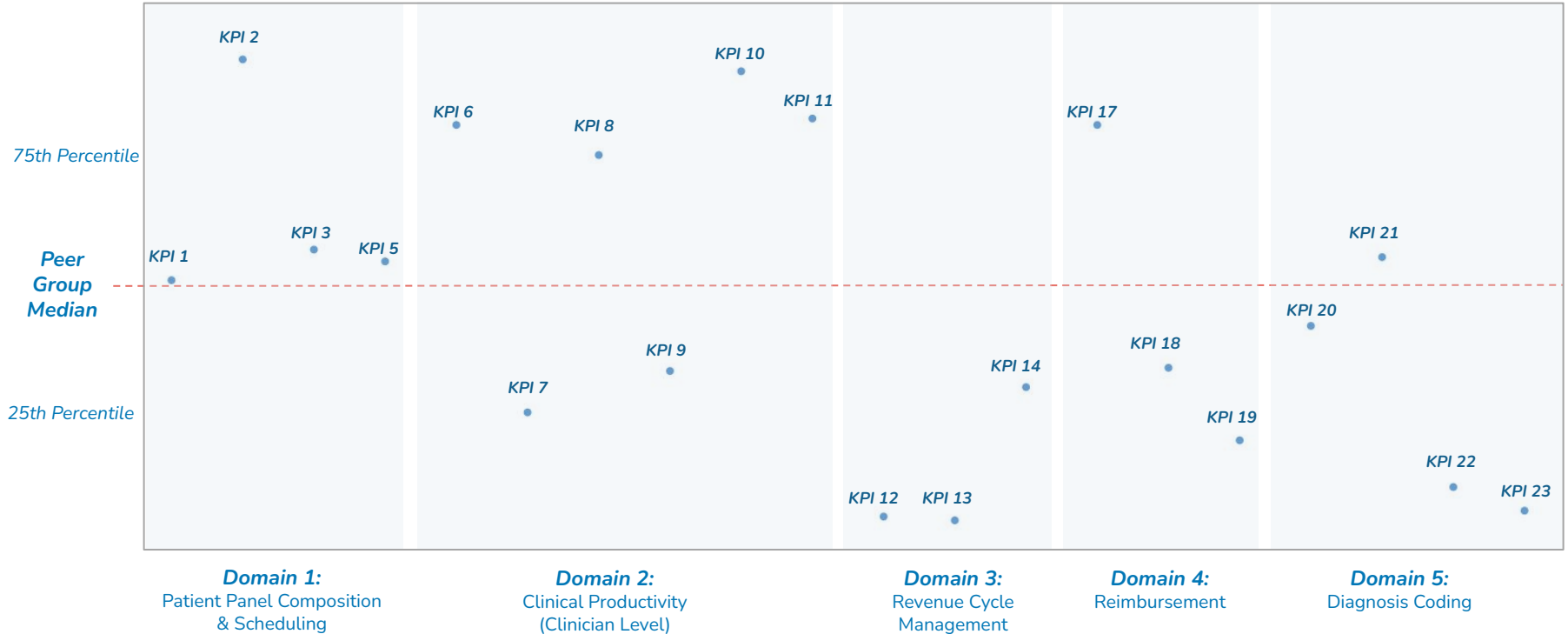
## Domain 5: Diagnosis Coding

**KPI 20**: Aledade App Suggestions Viewed
**KPI 21**: Aledade App Suggestions Billed
**KPI 22**: Chronic Condition Redocumentation
**KPI 23**: Average Dx Codes per Claim
**KPI 24**: Evidence of lost Dx codes

# We can show you how your practice compares to peers



**Your practice performance relative to Peer Group (by domain)**

# Domain 1: Patient Panel Composition & Scheduling

| KPI | Label | Your practice | Peer Group | Difference |
|-----|-------|---------------|------------|------------|
| 1 | Total Patient Panel Size | 3,008 | 2,963 | +45 |
| 2 | Medicare Patients (MSSP+MA) | 2,292 (76%) | 46.0% | + 30 % points |
| n/a | *Assignable\* Patients (MSSP)* | *1,121 (48.9%)* | *38.8%* | *+ 10 % points* |
| n/a | *MSSP Pts seen only by APPs* | *21 (2%)* | *0 (0%)* | *+ 2 % points* |
| 3 | MSSP Attributed Patients | 954 (85.1%) | 84.0% | + 1 % points |

| KPI | Label | Practice | Benchmark | Difference |
|-----|-------|----------|-----------|------------|
| 1 | Total Patient Panel Size | 3,008 | 2,963 | + 45 |
| 4 | Missed Appointment Rate** | 31.3% | n/a | n/a |
| 5 | New Patient Visit Rate | 6.8% | 6.5% | + 0.3 % points |

\* Assignable patients are those who are enrolled in traditional (FFS) Medicare and were eligible to be attributed to your practice during the time period.
** Benchmark not presented for this KPI due to data feed irregularities. MGMA estimates the median no-show rate for primary care practices to be 6.4%.

# Domain 3: Revenue Cycle Management

| KPI | Label | Your practice | Peer Group | Difference |
|-----|-------|---------------|------------|------------|
| 12 | Turnaround Time (All Payer)* | 32 | 7 | + 25 days |
| 13 | Weighted Average Days in Accounts Receivable (FFS Medicare) | 41 | 18 | + 23 days |
| 14 | % of Claims Submitted More Than Once (All Payer) | 6% | 1.9% | + 4 % points |

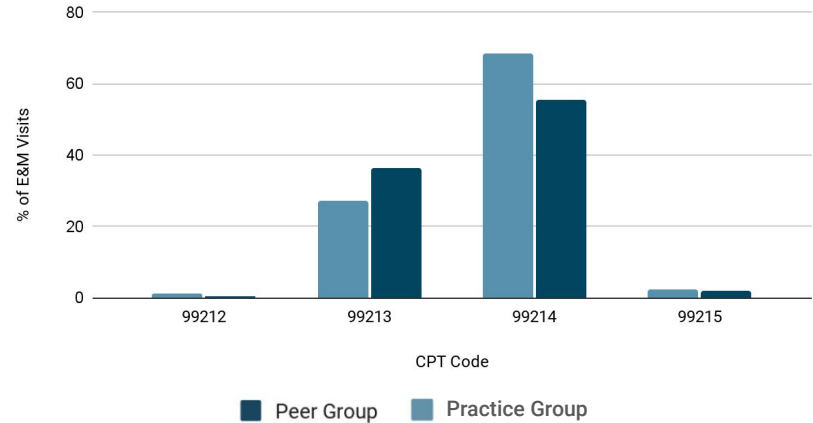* Elapsed time between date of service and outbound claim

# Domain 4: Reimbursement

### KPI 15. E&M Billing Intensity: New Patients
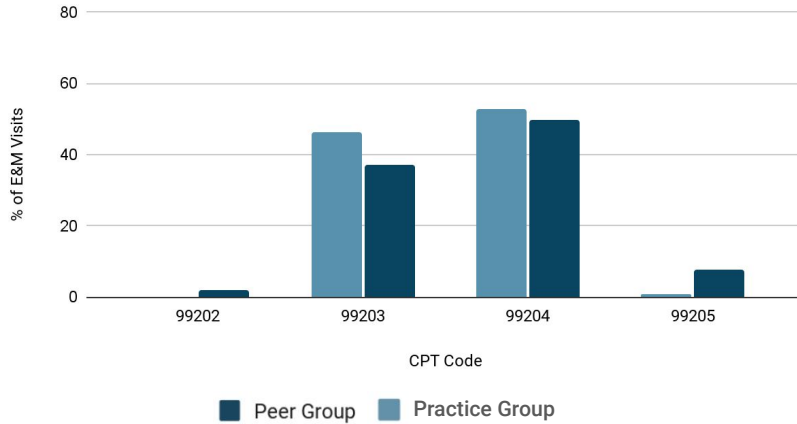


### KPI 16. E&M Billing Intensity: Established Patients



| KPI | Label | Your Practice | Peer Group | Difference |
|---|---|---|---|---|
| 17 | % of Expected Medicare Payments Paid | 92% | 85% | + 7 % points |
| 18 | Reimbursement per Medicare claim | $91.48 | $96.69 | -$5.21 |
| 19 | % RVUs from E&M | 74% | 86% | -12 % points |

# Domain 5: Diagnosis Coding

| KPI | Label | Your Practice | Peer Group | Difference |
|---|---|---|---|---|
| 20 | Aledade App Diagnosis Suggestions Viewed | 69.7% | 72.7% | -2.9 % points |
| 21 | Aledade App Diagnosis Suggestions Billed | 63.2% | 61.1% | + 2.1 % points |
| 22 | Chronic Condition Redocumentation | 58.2% | 74.0% | -15.8 % points |
| 23 | Average Dx Codes per Claim* | 2.82 | 4.97 | - 2.15 |
| 24 | Evidence of lost Dx codes** | None | None | - |

* This metric measures data from January 1, 2023-April 27, 2023
** FFS Medicare only. Measures codes on outbound FFS Medicare claims that do not appear in remittance data.

# What other operational metrics would you be most interested to see?

When poll is active
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# Introducing Aledade Plus

We make it easier to start, run, and grow a value-based primary care practice.

Optimize practices' financial health

Increase long-term success in VBC

Make life easier for physicians & practice team

## How We Are Different

**Alignment**

We succeed when you succeed.

**Adaptable**

Tailored solutions to fit your specific needs & preferences (not one-size-fits all).

**Data-driven & comprehensive**

Focused on the biggest opportunities to support short- & long-term practice health & growth.

**Common values**

We share a long-term commitment to success & growth in value-based care.

# Our goals

1. Optimize practices' financial health

2. Deepen Aledade's support for VBC

3. Make life easier for doctors & staff

4. Strengthen independent primary care

# What we offer

Tools, data, subject matter experts, and comprehensive, hands-on solutions to help independent practices thrive.

# New solutions we will offer Aledade practices

**Practice financial health**

Clinical technology (EHR, PM)

Revenue cycle management & billing

Financial management & guidance

Credentialing & provider enrollment

**Practice capacity & growth**

Provider staffing & recruitment

Succession planning

Website, marketing & engagement tools

**Practice administration**

HR & payroll

Benefits management

Additional services

# What services are you currently outsourcing today?

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**Adaptable**

We tailor solutions to fit practice-specific needs & preferences.

**Shared values**

We share a long-term commitment to success & growth in value-based care.

# Getting started

- Provide you with comprehensive data on your practice compared to benchmarks

- Learn more about your practice and your goals

- Understand what success looks like for you and your practice

- Propose detailed solutions, pricing, and a phased implementation plan

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*To learn how Aledade Plus can make a difference in your practice, email aledadeplus@aledade.com*

For further discussion and support; let's connect!

# aledadeplus@aledade.com

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