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# **Solution Options for KS HIE Integration and Kansas Health Homes**

# Current State- Available Applications

Application	Benefits	Concerns	Timeframe for Delivery (Short/Long Term)	Costs
CareOne via VPN access	<ul style="list-style-type: none"> <li>Provides entire ICT access to common records.</li> </ul>	<ul style="list-style-type: none"> <li>Cost and feasibility of laptops and RSA token distribution external ICT members.</li> </ul>	<ul style="list-style-type: none"> <li>Available today.</li> </ul>	<ul style="list-style-type: none"> <li>&lt;\$1000 per ICT team member.</li> </ul>
Portal (UHOnline) / CSS / View360 with current Care Plan / Assessments	<ul style="list-style-type: none"> <li>Available today</li> </ul>	<ul style="list-style-type: none"> <li>Substantial gaps vs. vision for common records.</li> <li>Missing MME assessments and no ability for providers to make update.</li> <li>Gaps in ability of HCBS provider to use portal.</li> </ul>	<ul style="list-style-type: none"> <li>Available today (with operational changes)</li> </ul>	<ul style="list-style-type: none"> <li>Capital costs: Small;</li> <li>Operational costs: Manual coordination and sharing of records.</li> </ul>
Accountable Care Patient Registry (ACPR)	<ul style="list-style-type: none"> <li>Provides complete record of claims and authorization history.</li> <li>Identifies opportunities for care and key cohorts.</li> </ul>	<ul style="list-style-type: none"> <li>Provides no automated sharing of results back with UHC.</li> <li>Limited ability to scale - requires UHC nurse assignment to each clinic/practice to administer and manually load data into the application.</li> <li>No practitioner EMR or HIE integration.</li> <li>Limited deployment to clinics with large C&amp;S population.</li> <li>Custom, C&amp;S-only tool with limited IT capacity</li> </ul>	<ul style="list-style-type: none"> <li>Available today (with operational changes)</li> </ul>	<ul style="list-style-type: none"> <li>Minimal in current form.</li> <li>Requires nurse assignment to each clinic/practice to administer and maintain data in the application.</li> </ul>
CareTracker Lite	<ul style="list-style-type: none"> <li>Closest to complete integrated record, if providers adopt the tool as their EMR solution.</li> </ul>	<ul style="list-style-type: none"> <li>Limited use today in MA only.</li> <li>Adoption across provider base as key EMR is unlikely.</li> <li>Requires continual marketing, training, and administrative assistance.</li> <li>No active support or viable roadmap.</li> </ul>	<ul style="list-style-type: none"> <li>Available today for MA SCO</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing deployment marketing, training, and support.</li> </ul>

# Current State- Available Applications

Application	Benefits	Concerns	Timeframe for Delivery (Short/Long Term)	Costs
CareTracker , eClinicalWorks, and other Provider EMRs	<ul style="list-style-type: none"> <li>Provides complete practice management and EMR solution.</li> <li>Sales opportunity to promote CareTracker to remaining 50% of practitioners with possible KHIE support.</li> <li>Can provide UHG staff with direct access to provider EMR system - often there is a web portal.</li> </ul>	<ul style="list-style-type: none"> <li>Only 50% of the provider have EHR and 50 % of those can connect and share with HIE. (based on KHIN feedback and MeHI survey in Mass.)</li> <li>Requires HIE connections by all providers for multiple transaction types in order to connect with HIEs or to UHG via EDI.</li> </ul>	<ul style="list-style-type: none"> <li>Deployment and connectivity improving through 2014 year end.</li> </ul>	<ul style="list-style-type: none"> <li>Minimal or None.</li> <li>Unknown integration cost with both HIEs.</li> </ul>
Enterprise Clinical Data Interchange (ECDI) with Document Viewer	<ul style="list-style-type: none"> <li>Existing UHG strategic enterprise asset.</li> <li>Supports inbound Care Coordination Documents (CCD/CDA) in HL7 3.0 standard with read access to internal staff.</li> <li>Clinical data received include laboratory testing results, clinical summaries from Electronic Health Records(EHRs) and Health Information Exchanges(HIEs), and Biometric Health Screenings.</li> <li>Connects to HIEs, Labs and EMRs.</li> </ul>	<ul style="list-style-type: none"> <li>Anticipating major technology upgrade next year to support more industry standards.</li> <li>Does not support secure messaging or A/D/T transactions.</li> <li>Dependent on HIEs, providers, and labs to push data to UHG.</li> <li>Internal-facing, UHG tool only.</li> </ul>	<ul style="list-style-type: none"> <li>Currently available</li> </ul>	<ul style="list-style-type: none"> <li>Additional Operational expense to connect to additional EMRs.</li> <li>HIE connection can result in large annual subscription fee per HIE.</li> </ul>
KS Health Information Network (KHIN) – notionally statewide HIE  Khinonline.org	<ul style="list-style-type: none"> <li>Received certificate in Feb, currently deployed/integrated with largish handful of western and rural hospitals.</li> <li>Onboarding strategy focuses on largest systems with EMRs.</li> <li>Supports HL7 transactions.</li> <li>Provides a integrated view of EHR from and for all care givers.</li> <li>Can provide various stakeholders direct access HIE through web portal.</li> </ul>	<ul style="list-style-type: none"> <li>Requires provider s to have EHR and connect to HIE.</li> <li>Limited market penetration today, gaps especially in eastern KS.</li> <li>We need to coordinate UHG enterprise and local-market strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Deployment and connectivity improving through 2014 year end.</li> </ul>	<ul style="list-style-type: none"> <li>Subscription fees for EDI of \$25k annually, on top of any implementation fees, depending on capabilities and integration paths.</li> <li>Expected portal access is \$250 per user.</li> <li>Fees re-evaluated in 2014 based on transaction volume.</li> </ul>
Lewis and Clark Exchange (LACIE)  Kacie-hie.org	<ul style="list-style-type: none"> <li>One of the first fully-operational HIEs in the country, and an original member of the Direct pilot.</li> <li>Supports HL7 and IHE transactions.</li> <li>Provides a integrated view of EHR from and for all care givers.</li> <li>Can provide various stakeholders direct access HIE through web portal.</li> </ul>	<ul style="list-style-type: none"> <li>Private provider HIE, owned by Heartland Health</li> <li>Requires providers to have EHR and connect to HIE.</li> <li>Limited market penetration today, gaps especially in western KS.</li> <li>We need to coordinate UHG enterprise and local-market strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Available now</li> </ul>	<ul style="list-style-type: none"> <li>Subscription and access fees are under consideration for MCOs.</li> </ul>

## UnitedHealthCare Community Care

- Our state of the art, virtual community based care coordination platform to deliver Health Home services
- Enables the entire care team – medical, behavioral and social support -- to connect and update the patient's care plan, managing
  - Enrollment
  - Alerts
  - Assessments
  - Care Plan Goals
  - Reporting
- Live in WA in June, KS in January 2014

# National Model for Health Home Implementation



- UnitedHealthCare has developed a National Health Home model including:
  - Standardized Clinical Model of Care
  - Customized Platform for Health Information Exchange and data transparency
  - Implementation support and training
  - Clinical and analytic support for measurement and reporting
- National model provides structure and support but allows localization for State specific requirements

# UnitedHealthcare Community Care Platform



Home

## Health Home Dashboard Apps



Admin



Enrollment



Care  
Teams



Reports



Care Plan



Messages

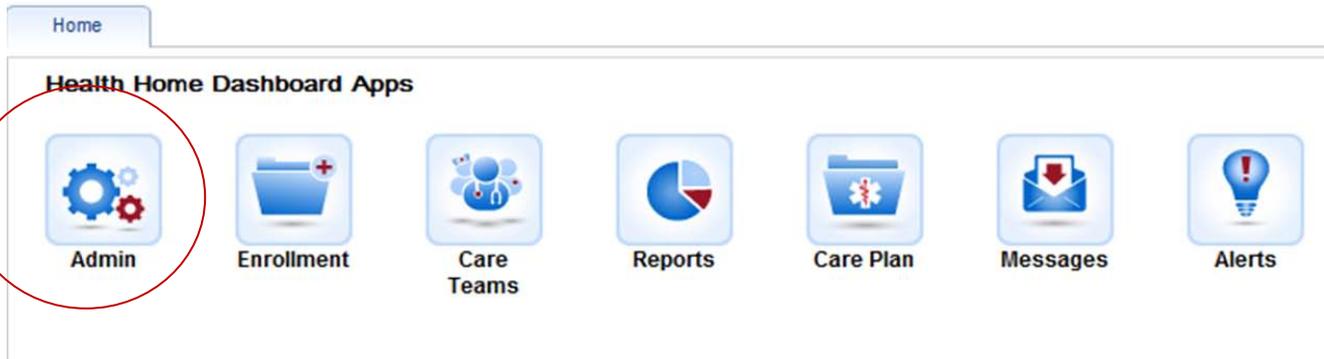


Alerts

With patient enrollment and permission, allows the entire community care team to access the care plan for the patient to view and contribute to the patient coordination record.

# How does the Community Care Platform Work?

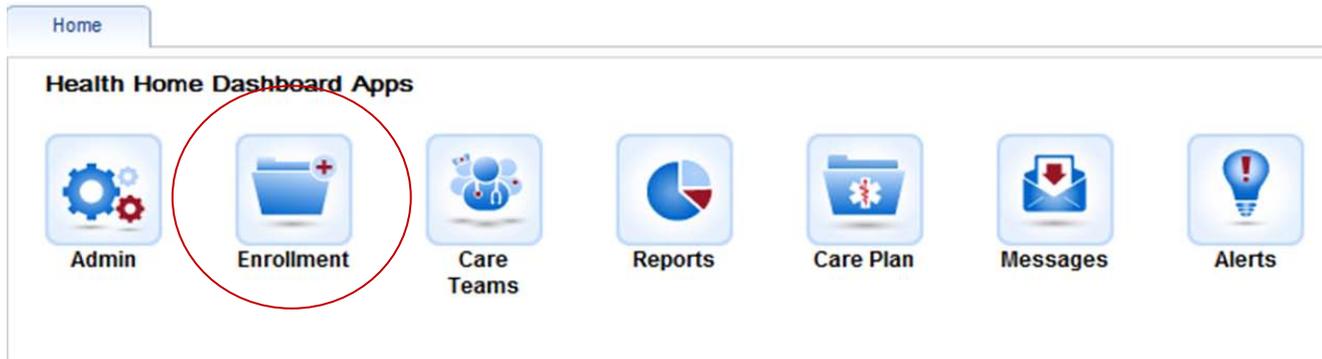
## UnitedHealthcare® CommunityCare™



The platform is a hosted web service accessible through a web portal from any internet access point.

# How does the Community Care Platform Work?

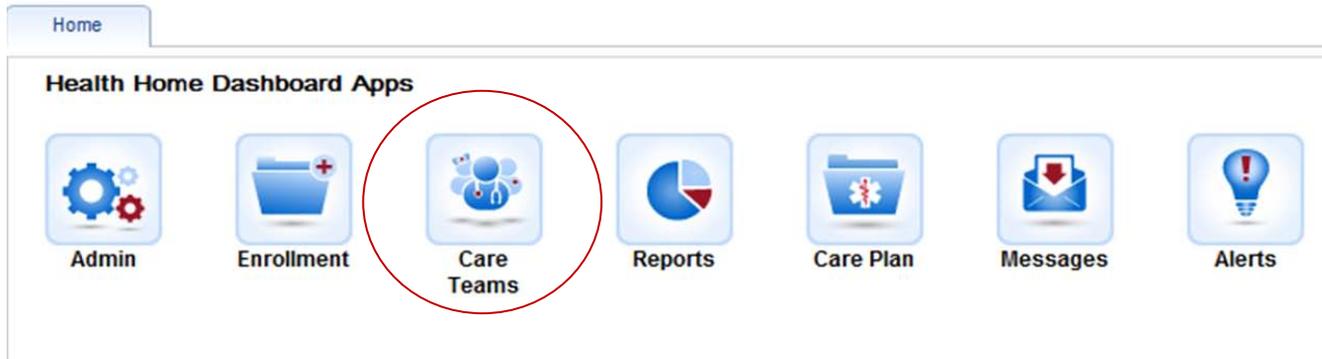
## UnitedHealthcare® CommunityCare™



The list of eligible beneficiary candidates will be loaded into the enrollment application.

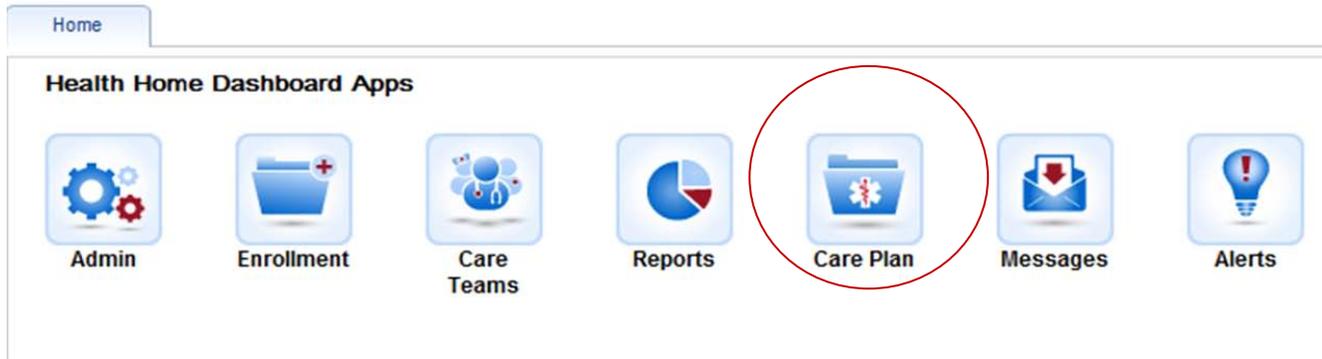
# How does the Community Care Platform Work?

## UnitedHealthcare® CommunityCare™



A care team is assigned to each enrolled member. The care team is dynamic and can consist of a variety of individuals based on the needs of the beneficiary

# How does the Community Care Platform Work?



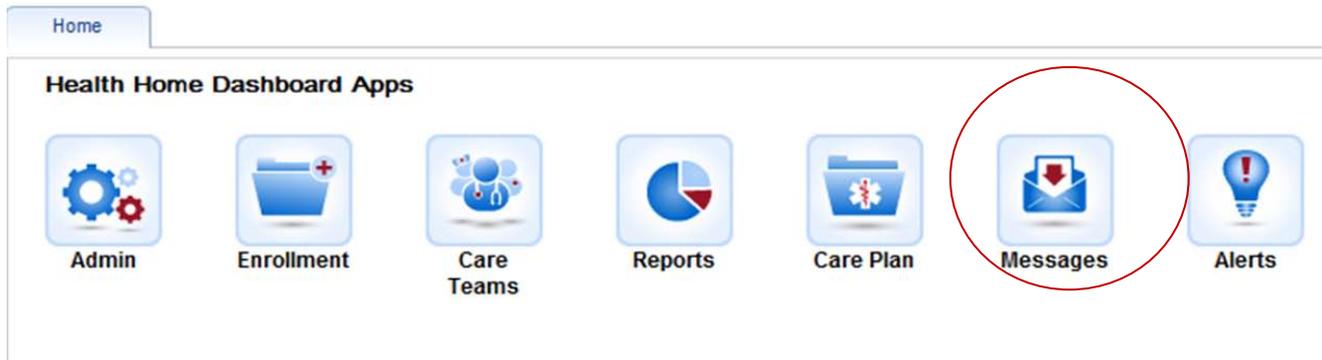
A comprehensive multi-disciplinary care plan application is provided in the Community Care platform with several assessments readily available.

The focus of this is proactive coordination of services.

# How does the Community Care Platform Work?



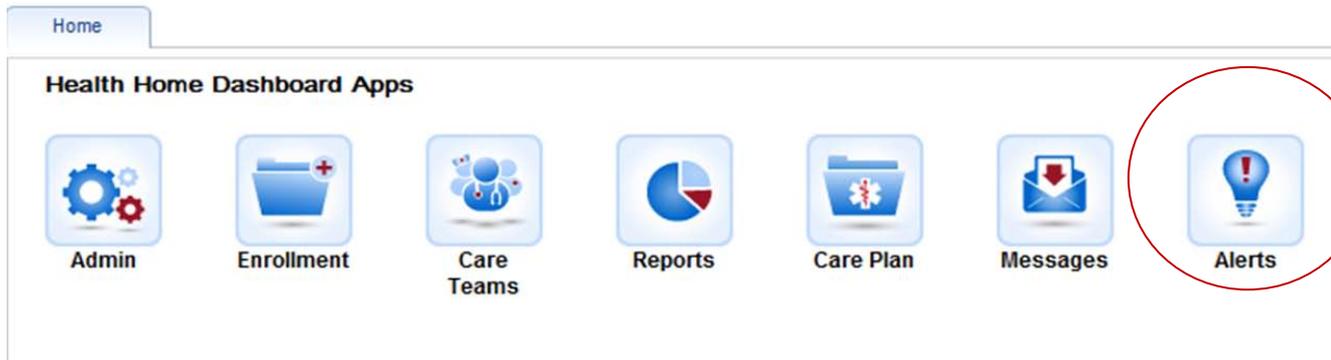
## UnitedHealthcare<sup>®</sup> CommunityCare<sup>™</sup>



A Direct Messages account is set up for every user of the Community Care System to facilitate care team communications.

At the completion of a physician or hospital visit we ask for a Continuity of Care Document (CCD) from the provider. This is an electronic format of information transmitted from the EMR in a secure direct mail system.

# How does the Community Care Platform Work?



The Alerts application provides notices to the care coordinator for beneficiaries who have been seen in the emergency room, who have been discharged from the hospital or who have potentially harmful gaps in care.

An input source is configured to allow for a configuration of a data source from a hospital to have an ADT (admissions discharge and transfers) file to allow near real time notification of alerts.