



House Appropriations: Health & Human Resources Subcommittee

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Commonwealth Coordinated Care
Medicare & Medicaid working together for you

Overview

Virginia Premier Health Plan is a non-profit managed care organization owned by the Virginia Commonwealth University Medical Center.

We have been collaborating with DMAS since 1996 in the implementation and operation of their programs across the Commonwealth, inclusive of Commonwealth Coordinated Care (CCC).

Our health plan meets the needs of underserved and vulnerable populations in Virginia by delivering quality-driven, culturally sensitive, and financially viable healthcare. We serve over 185,000 Medallion 3.0 members and approximately 6,000 CCC members.



Our Priorities and Programs

- **Care Coordination**

Virginia Premier CompleteCare provides nurses and Care Managers who will visit patients in their home in order to meet their needs and assess medical conditions. We do identify other medical indicators such as admissions to the hospital, pharmaceutical services, and emergency room visits to focus resources on members who may need extra assistance in those settings. We also partner with other organizations that assist our members in nursing facilities manage their care across the care continuum.

- **VCU Center for Advanced Care Management**

We have established an innovative model of care that is based at the new VCU Center for Advanced Care Management (CAHM) Medical Home. The model is based on VCU Medical Center's long-standing geriatrics program, and is inclusive of home visits by providers and integrated behavioral health services. New payment models support this program's structure.



Our Priorities and Programs

- **Virginia Premier's Medical Home**

In Roanoke, members have access to a state-of-the-art patient centered medical home that solely serves Virginia Premier Health Plan members. Our goals are to improve health, manage disease, increase wellness, and make getting care easier by offering longer hours and making more services available in one location. Our medical home also provides integrated care including, medical, behavioral health and psychosocial care.

Care Managers are embedded at the site, which means they can meet with the member/caregiver face-to-face. We can work with the member to pinpoint any medical or psychosocial barriers to following a plan of care. The Care Manager acts as a bridge to assist with accessing additional services within the community or the Health Plan.

- **Transportation**

Virginia Premier runs our own transportation services to facilitate appointment and pharmacy therapeutic adherence. As a way to lessen the company's dependence on oil and to reduce our carbon footprint, about 45% of our vehicles have been converted to run on compressed natural gas or propane fuel.



Accomplishments

1. Implementation of electronic NPI/API claims processing portal – available to all providers.
2. Secure, interactive member portal
3. Innovative care delivery methods:
 - VCU Center for Advanced Care Management
 - Virginia Premier Medical Home in Roanoke
 - Nursing Facility care management
4. Less than 6.2 Member complaints for every 1,000 members each month
5. 98% of our Primary Care Physicians maintain open panels to accept new members. Our members also have access to almost 3,000 specialists state-wide



Challenges

1. High Opt-Out Rates (roughly 42%*)
 - Enrollees may opt out on a monthly basis
2. Assisting providers through the implementation process, including administrative changes
 - We have an team of employees located across the Commonwealth to identify and resolve provider issues.
3. Despite the best efforts of Care Managers to assist with coordinating both medical and social needs:
 - We have many members with Behavioral Health needs
 - We have found that many times this is a very difficult population to make contact with.
4. It is difficult to improve medical outcomes and medical costs in the first years of operations.

