Evara Health

evara HEALTH
CARE THAT EMPOWERS

Cherona Owens
Value Based Services Supervisor

Annual Wellness Visits

- Pinellas County, FL
- Urban
- 14 locations
- Founded 1980
- 61,500 Patients
- 2,100 Medicare Patients

Annual Wellness Visits

WHAT?

WHY?

HOW?

WHY
Our health center started doing AWVs

- Evara Health began performing AWVs since their introduction by the Affordable Care Act.
- Participation in the Health Choice Care Medicare Accountable Care Organization (ACO) led us to realize that our processes supporting the AWV program must be restructured.
- In order to improve the outcome, our Value Based Services (VBS) team created new tools and protocols for the process.

evara HEALTH
CARE THAT EMPOWERS

Tracking AWVs

AWV 2022	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals	
Number completed in 2021	11	33	17	27	24	51	44	63	48	72	64	86	540	
Number due per the Q0 roster 794	241	263	258											
Number Scheduled	38	42											80	
Number Completed in 2022														
Totals based on Q0 roster 794	27	34											61	
YTD Percentage Q0	0.03%	0.07%												
794 Q0	70% completion													
# AWV need to complete to reach goal	556													
ACO patient engagment														
794 Q0	138	42											180	22.60%

evara HEALTH
CARE THAT EMPOWERS

Annual Wellness Visits

Step 1:

Compile list of patients for AWV

Build on Empanelment & Risk Stratification; use Technology

Eligible patients identified by:

- **Running lists**. Monthly spreadsheet generated from HCN (CLEAR), Greenway Intergy by VBS Supervisor.

- **Converting Upcoming Medicare Visits**. All Medicare appointments reviewed two days prior to appointment to evaluate for conversion to AWV (if converted, complete Health Risk Assessment (HRA) and Falls Risk at time of scheduling AWV)

- **Care Management Referrals**. Staff within Care Management Services schedule AWV (complete HRA and Falls Risk at time of scheduling AWV)

evara HEALTH
CARE THAT EMPOWERS

Sample Telephone Script: AWV

We see you have an existing appointment, and you are due for your Annual visit.

***Medicare** is very specific about what the "**Annual Wellness Visit**" offers. At the **Annual Wellness Visit**, your health care professional will talk to you about your medical history, review your risk factors, and provide a written personalized prevention plan to help keep you healthy. During this visit you will also be able to get medication refills, lab/screening orders and review any existing lab results.*

I would be glad to assist you in getting your Annual Wellness visit completed at your upcoming visit.

evara HEALTH
CARE THAT EMPOWERS

List of patients for AWV

Other data:
Patient #
Patient Name
Date of Birth
Home phone
Mobile phone

LastInPersonVisit	LastInPersonAWVDate	LastTelehealthAWVDate	NextAppt	NextApptReason	AWV Already Completed Date	AWV Already scheduled Date	Deceased / New PCP/ Pt Refused/ Covid only/	Name of New PCP	Appointment Scheduled AWV	HRA Completion Date	Falls Risk assessment completed date	Comments	UTC 1	UTC 2	UTC3	Date Letter Mailed	CM date/ Initials
12/15/2021	2/2/2021								2/1/2022 No Show	1/21/2022			3/4/22 LS	3/1/22 LS	3/3/22 LS	2/3/22 LS	
12/13/2021	2/3/2021		3/7/2022	Medicare Subsequent Wellness Visit					3/7/2022	1/11/2022							1/21/22 LS
12/31/2021	2/5/2021								3/2/22 LS	1/25/2022	1/25/2022	Daughter needs appt in March	1/21/22 LS	1/25/22 LS			1/25/22 LS
11/17/2021	2/5/2021		2/2/2022	ADULT ESTABLISHED					2/2/22 LS	1/26/22 LS			1/26/22 LS				1/26/22 LS
12/6/2021	2/24/2021								2/1/22 LS	1/26/22 LS	1/26/22 LS		1/26/22 LS	1/27/22 LS			1/26/22 LS
10/12/2021	2/5/2021				1/11/2022 Too Early				2/7/22 LS	1/10/2022	1/26/2022		1/31/22 LS	2/1/22 LS	1/28/22 LS		2/1/22 LS
7/26/2021	2/8/2021								2/17/22 LS	2/7/22 LS	2/7/22/ LS		2/14/22 LS	2/15/22 LS	2/17/22 LS	2/2/22 LS	2/17/22 LS
8/2/2021	2/22/2021								2/2/22 LS	1/31/22 LS			1/26/22 LS	1/31/22 LS			1/31/22 LS
8/17/2021	2/4/2021						AWV Done NO Code Dropped		2/16/22 LS	2/1/22 LS		Messaged Cherona Code 2-23 LS	1/26/22 LS	1/31/22 LS	2/1/22 LS		2/1/22 LS

Step 2:
Outreach to Schedule AWVs
Build on Empanelment & Risk Stratification; use Technology

- VBS Review Nurse and Case Managers conduct outreach to schedule patients for AWV (completes HRA and Falls Risk at time of scheduling)
- After-hours and weekend outreach to patients that staff have been ‘unable to reach’
- Send CareMessage reminders for patients to schedule AWV

evara HEALTH
CARE THAT EMPOWERS

Step 3:
Managing care team schedule for AWV

Daily Huddle Task Sheet reviewed with provider – includes HCC coding opportunities and Care Gaps (e.g., cancer screening) to be addressed

VBS Review Nurse/Case Manager

- Health risk assessment questions and preventive care services
- Reminder call to the patient 24 hours before appointment and document on ACO template (created internally).

Provider

- Briefed by Care Manager (between patients)
- Performs a brief visit with the patient

evara HEALTH
CARE THAT EMPOWERS

Daily Huddle Task Sheet

colorectal & cervical cancer screening

Center	Provider	Last Visit Date	Next Appt	Last AWV (EHR) In person	Last AWV (EHR) Telehealth	Patient Info
JRC	Ahmad, Akif MD	9/22/2021	2/25/2022	12/31/2020	12/31/2020	[redacted]
CLW	Bonaparte, Katina M. MD, MPH	9/13/2021	2/25/2022	9/13/2021	1/0/1900	
CLW	Bonaparte, Katina M. MD, MPH	12/7/2021	2/25/2022	12/7/2021	12/7/2021	
CLW	Bonaparte, Katina M. MD, MPH	8/31/2021	2/25/2022	8/31/2021	8/28/2020	
DUN	De La Noval, Barbara APRN	11/16/2021	2/25/2022	1/0/1900	1/0/1900	
JRC	Dziopala, Joy APRN	12/13/2021	2/25/2022	10/28/2021	10/28/2021	

AWV Elig Date	AWV Missed Opportunity?	HCC Opportunities	ACO13 Fall Risk	ACO14 Flu Immun	ACO17 Tob Screen	ACO18 De... Screen	ACO19 Colo Screen	ACO20 Breast Screen	ACO27 DM Poor Ctrl	ACO28 Htn Control	ACO40 Dep Rem	ACO42 Statin Use	# Quality Gaps
12/1/2022	No	59 - Delusional disorders		Non-Comp	Comp		Comp	Non-Comp					2
9/1/2022	No	*100 - Ischemic or Unspecified Stroke *104 - Monoplegia, Other Paralytic Syndromes		Non-Comp	Comp	Non-Comp	Comp			Non-Comp		Comp	3
12/1/2022	No			Non-Comp	Comp		Comp	Non-Comp		Non-Comp			3
8/1/2022	No	*84 - Cardio-Respiratory Failure and Shock 85 - Congestive Heart Failure 86 - Acute Myocardial Infarction *112 - Fibrosis of Lung and Other Chronic Lung Disorders *169 - Vertebral Fractures without Spinal Cord Injury											0
12/1/2022	No		Non-Comp	Comp	Comp	Non-Comp	Non-Comp						3
10/1/2022	No	2 - Septicemia, Sepsis, Systemic Inflammatory Response Syndrome/Shock 22 - Morbid Obesity 40 - Rheumatoid Arthritis and Inflammatory Connective Tissue Disease		Non-Comp	Comp		Comp	Comp		Non-Comp			2
10/1/2022	No	*12 - Breast, Prostate, and Other Cancers and Tumors *18 - Diabetes with Chronic Complications 23 - Other Significant Endocrine and Metabolic Disorders *48 - Coagulation Defects and Other Specified Hematological Disorders	Non-Comp	Non-Comp	Comp		Comp		Poor Control	Non-Comp		Comp	3

evara HEALTH
CARE THAT EMPOWERS

Daily Huddle Task Sheet

Daily Huddle Task Example

-ACO

HCC CODING-PLEASE ADDRESS CHF AND VASCULAR DISEASE
GAPS-FIT TEST, HTN LABS, ALCOHOL/DRUNG ABUSE SCREENING, FLU SHOT

-MEDICARE

GAPS-FIT TEST, HTN LABS, ALCOHOL/DRUNG ABUSE SCREENING, SMOKING & TOBACCO CESSATION, FLU SHOT

ACO

HCC CODING- PLEASE ADDRESS (pt will probably need another visit to address all HCC coding)
Morbid Obesity
Rheumatoid Arthritis and Inflammatory Connective Tissue Disease
Disorders of Immunity
Congestive Heart Failure
Specified Heart Arrhythmias
Ischemic or Unspecified Stroke
Vascular Disease with Complications
Chronic Obstructive Pulmonary Disease
Chronic Ulcer of Skin, Except Pressure
GAPS-FIT TEST, HTN LABS, ALCOHOL/DRUNG ABUSE SCREENING, MAMMO, FALLS RISK, FLU SHOT

-MOLINA

GAPS-FIT TEST, NEEDS SCHEDULED FOR PHYSICAL ONSITE

SIMPLY

GAPS-FIT TEST, ALCOHOL/DRUNG ABUSE SCREENING, A1C, MAMMO, NEEDS SCHEDULED FOR PHYSICAL ONSITE

evara HEALTH
CARE THAT EMPOWERS

Step 3:
Conduct AWV

Visit Types:

- In-person clinic visit
- Video telehealth – 2 designated providers
- Audio call
- Medical Home @ Home:
  - Evara clinical team completes an office visit in the home then connects patient with a provider via video
  - Vitals, weight, BMI, HbA1c, and all screenings completed during visit

evara HEALTH
CARE THAT EMPOWERS

Ongoing Monitoring & Reporting

Weekly	Monthly	Quarterly
VBS Supervisor Review: • AWVs completion • Required documentation • Correct coding • Task Case Managers if f/u needed or member needs rescheduling **Team Review:** • Completions • Trends • Goals	**Leadership Review:** • # AWV scheduled • # AWV completed • # outreaches • Report and barriers to care • Patient engagement rate • Current AWV completion rate YTD	**VBS Supervisor Review:** • Rosters to add/remove patients from panels. • Task Case Managers to outreach and schedule IPPE/AWVs.

evara HEALTH
CARE THAT EMPOWERS

Tracking AWVs

01/31/22 8:50 AM **Appointments Reason Detail Report** Page 1

Community Health Centers of Pinellas

Selections:

Appointment Dates: From: 01/24/2022 To: 01/28/2022

Reason Codes: IMWV, CCM, TPHONE, MWVA, TELAWV, WMV, MHHES

Date	Time	Length	Chrt #	Patient	Location	Provider	Room	PLAN	RESULTS	
Reason: MWVA Medicare Subsequent Wellness V (IMW ANNUAL WELLNESS VISIT)										
01/24/2022	3:20 PM	20		[redacted]		CLW	DMS	ACO	COMPLETED	CODE DROPPED
01/26/2022	10:00 AM	20				CLW	DMS	ACO	COMPLETED	CODE DROPPED
01/27/2022	5:00 PM	20				STP	HJO	ACO	COMPLETED	CODE DROPPED
01/27/2022	10:40 AM	20				LEA	TEP	ACO	COMPLETED	CODE DROPPED
01/27/2022	10:20 AM	20				PPK	PAB	ACO	COMPLETED	CODE DROPPED
01/27/2022	10:00 AM	20				JRC	KEW	ACO	COMPLETED	CODE DROPPED
01/28/2022	10:00 AM	20				JRC	JDZ	ACO	NEEDS RESCHED	SICK VISIT
Total MWVA Appointments: 7										
Reason: WMV MediCare Welcome Wellness Visi (IMW ANNUAL WELLNESS VISIT)										
01/27/2022	2:00 PM	20		[redacted]		CHL	CLP	ACO	COMPLETED	CODE DROPPED
01/27/2022	9:30 AM	20				TSH	KET	ACO	NEEDS RESCHED	ER F/U
Total WMV Appointments: 2										
Total Appointments: 9										

9 SCHED 7 COMPLETED 2 NEEDS RESCHED

evara HEALTH

CARE THAT EMPOWERS

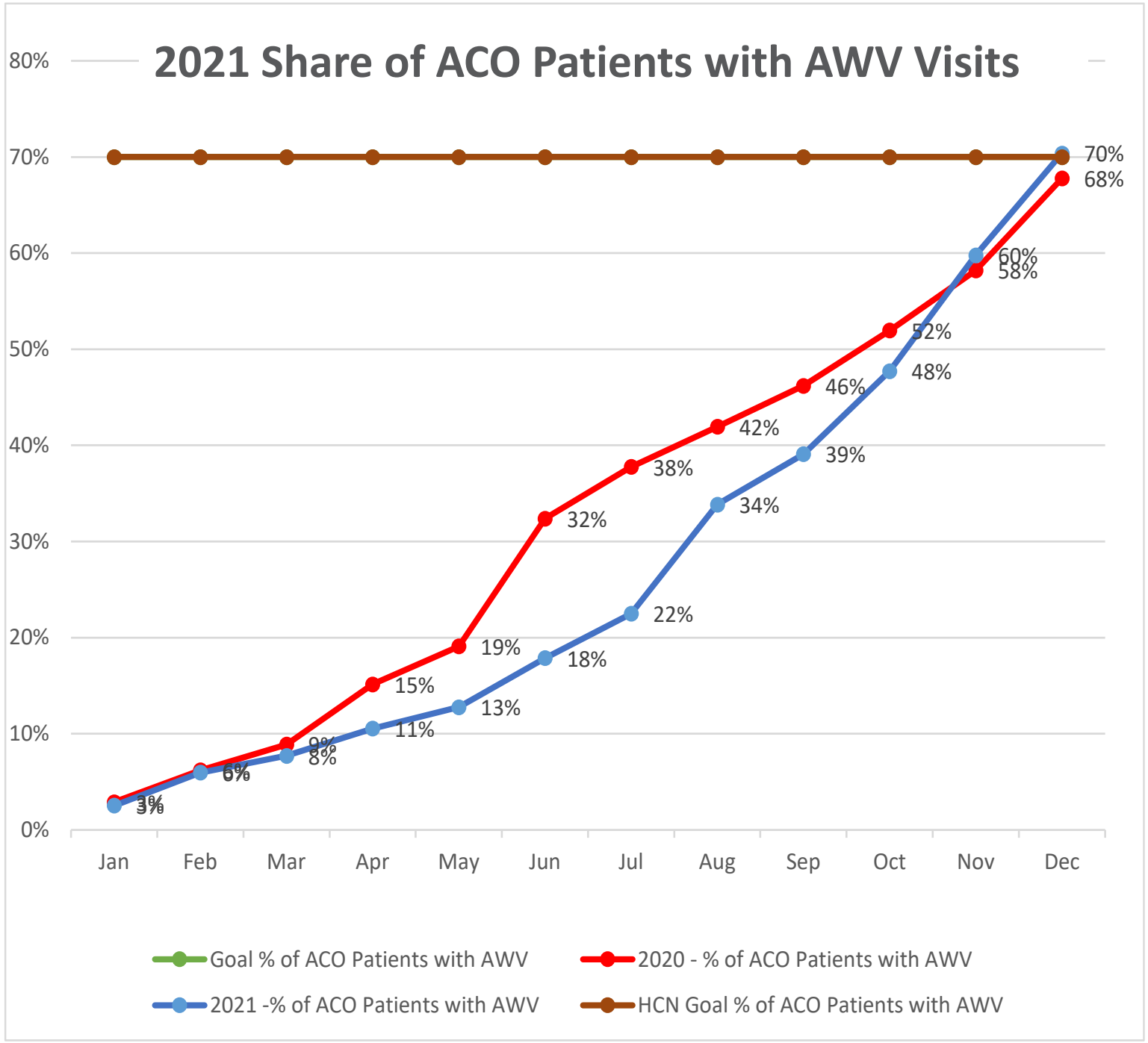
Step 4:
Documentation/Coding/Billing

- All Medicare appointments are reviewed weekly for required documentation and correct code dropped.

evara HEALTH
CARE THAT EMPOWERS

ACO Annual Wellness Visits Approach

- Establish AWV plan for the year
- Determine # of AWV to be completed to meet goal of 70%
- Track HEDIS measure monthly
- Track monthly ACO member engagement



ACO Quality Measures				
Quality Measure	HCN GOAL	HCN ACO Report 11/2019	HCN ACO Report 11/2020	HCN ACO Report 12/2021
1. Falls Risk	94%	88.2%	66.3%	91.0%
2. Tobacco Use + Cessation	90%	99.8%	88.1%	98.6%
3. Depression Screening	90%	91.9%	68.5%	91.2%
4. Colorectal Cancer Screening	68%	55.3%	43.7%	57.9%
5. Breast Screening	70%	56.8%	49.7%	48.6%
6. DM HbA1C Poor control	16.2%	18.3%	35.4%	18.9%
7. HTN <140/90	70%	73.7%	48.8%	72.5%
8. Depression Remission	20%	0.0%	0.0%	0.0%
9. Statin Therapy	90%	73.9%	74.5%	85.4%
10. Influenza Vaccine	70%	11.8%	4.3%	16.7%
11. AWV's	70%	43.5%	54.0%	67.0%

evara HEALTH

CARE THAT EMPOWERS

Thank you for allowing us to share!