



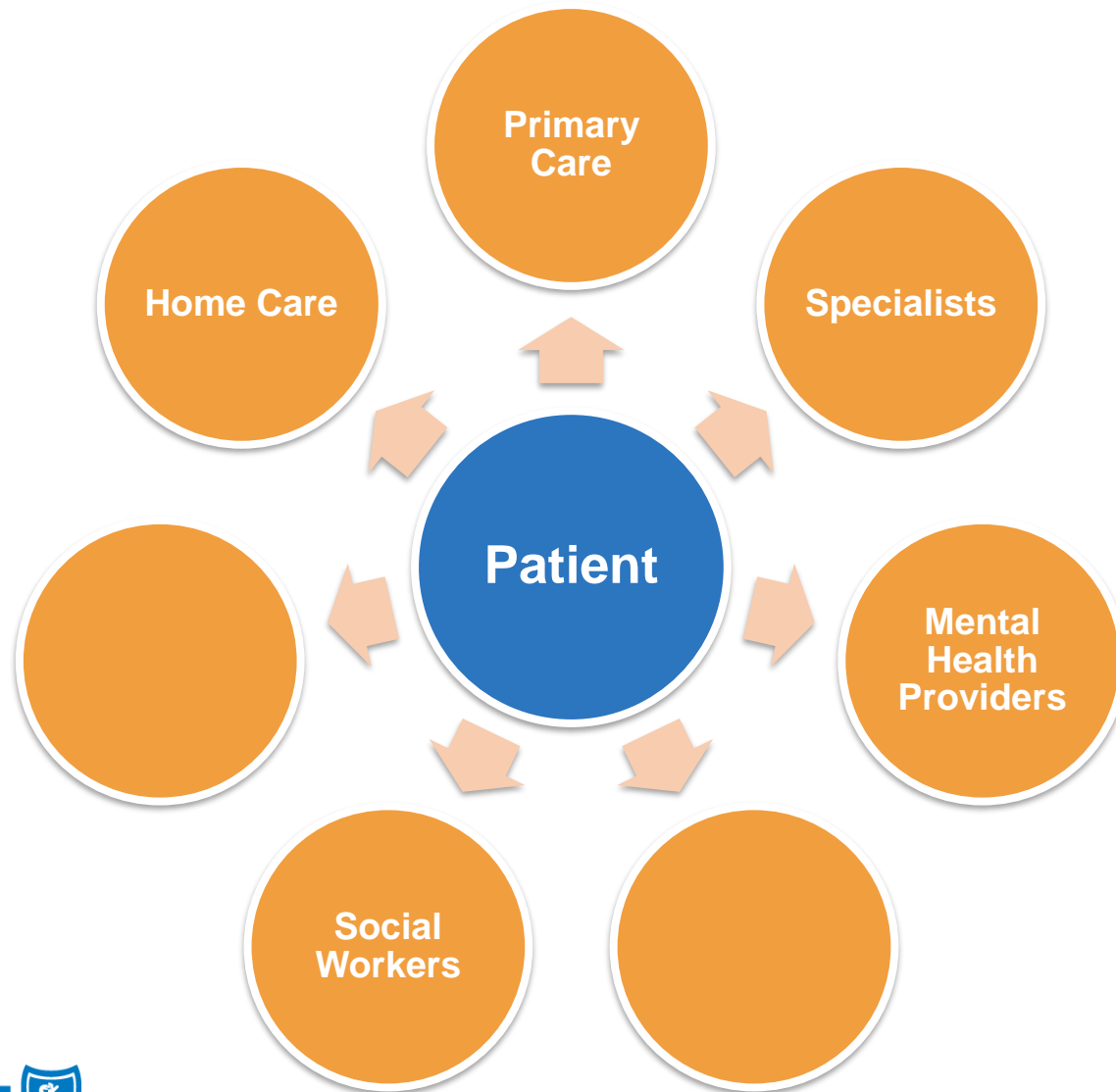
Building Our Medical Neighborhood

**Provider to Provider
Communication**

Agenda

- Defining your Medical Neighborhood
- How to be a high functioning medical neighbor
- Why should we implement Care Compacts?
- Importance of PCP & Specialty Collaboration
- Expectations, Vision & Goals
- Next Steps

Defining the Medical Neighborhood



High-Functioning Medical Neighbor

What does it mean to be a high-functioning medical neighbor?

- Care coordination
- Focus on patient
- Implement care compacts
- Seamless co-management
- Clearly defined roles/responsibilities
- Timely and appropriate referrals
- Effective data sharing and prompt two-way communication

What are Care Compacts?

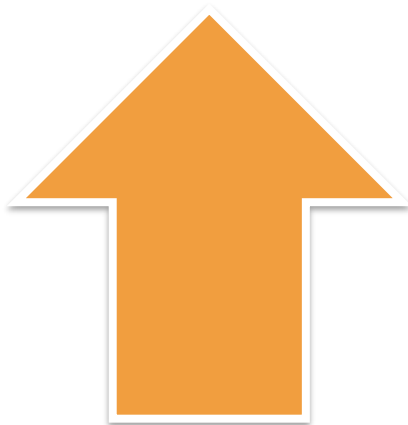
Care compacts are a framework for better communication and safe transition of care between primary care and specialty care providers.

Care Compacts are an agreement between primary care providers and specialists that defines each providers roles and responsibilities as well as data exchange processes.

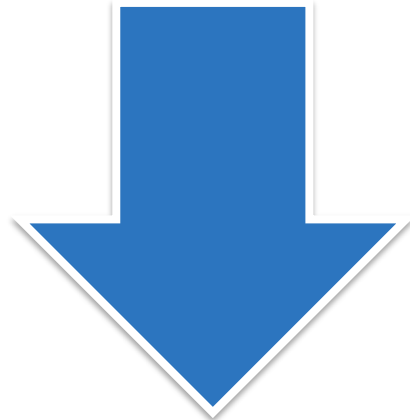
Care Compacts improve care coordination and communication between referring/consulting providers to enhance quality of care and patient experience.

Care Compacts

Why should practices build their medical neighborhood with care compacts?



- Patient experience
- Quality outcomes
- Preventative care compliance
- Care Coordination
- Meaningful, appropriate referrals
- Patient safety
- Communication
- Support PCP treatment plan



- Lower costs
- Decrease duplication of testing

Medical Neighborhood Functional Comparison

- **Lack of communication between referring and consulting providers**
- **Patients unsure why they are being referred or what to expect**
- **Office staff might be frustrated without all the patient information**

Before Care Compacts

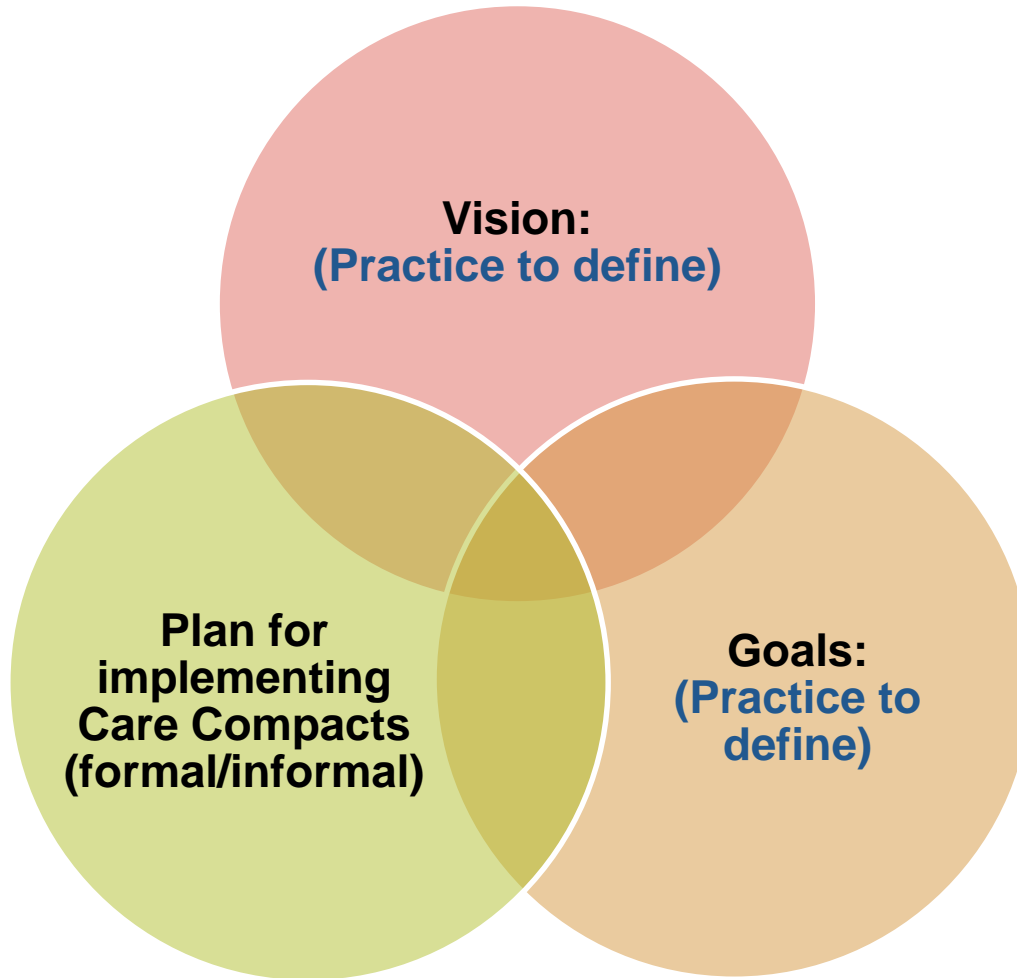


- **Coordinated referral process**
- **Streamlined communication & patient information**
- **Providers effectively coordinate patient care**
- **Patient understands the reason for the visit**

After Care Compacts



Collaborative Vision & Goals



Expectations of the Primary Care Partner

Patient-Centered Specialty Care (PCSC) incorporates the principles of the American College of Physicians' PCMH-N concept in order to facilitate care coordination.

Expectations of the PCP Partner (and the Specialist)

- Effective two-way communication between primary and secondary providers
- Appropriate and timely referrals and consultations with prompt feedback of findings/recommendations
- Effective co-management of patients when necessary
- A commitment to practice in a patient-centered fashion across all physicians delivering care to a patient

Benefits to PCP Partner

- Improved communication with specialist
- Timely feedback loop on office visits
- Prepared and informed patient



Questions & Next Steps

Specialty Contact Information



Appendix

Invite Letter Template

Dear Colleague,

This letter is an invitation to you and your practice to partner with us in an exciting pilot program to improve our mutual patients' care through enhanced care coordination.

We are engaged in a Patient Centered Specialty Care (PCSC) pilot study with Anthem to implement care compacts with our primary care partners. Based on our collaborative, professional relationship and shared commitment to provide high quality patient care, we would like to work with you to establish enhanced referral and communication processes.

Our practice will be working to improve upon our internal and external referral and communication processes over the next several months. This involves outlining mutual responsibilities and expectations for a 'partnership of care.'

You, along with our patients, will benefit in many ways: **improved referral processes, timely and complete demographic and clinical information, prepared patients and assurance of appropriate follow-up.**

While we commit to improving our internal processes, we ask that you be willing to assess and, where appropriate, be receptive to refining your referral process. In particular, we will be evaluating opportunities around the clarity of the referral reason, the information that is provided upon referral and patient communication.

Thank you in advance for your consideration. We would be privileged to build a medical neighborhood with your practice. If you are interested in participating, please contact me at xxxxx.

[optional language for an Enhanced Personal Health Care Program practice: Your participation in Anthem's Enhanced Personal Health Care Program provides you with additional resources and support. Your patient-centered care consultant through this program can help you.]

Warm regards,

Xxxxx, MD

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