

# From Strategy to Action

A Framework for Advancing ACO Performance



# Meet Our Speakers



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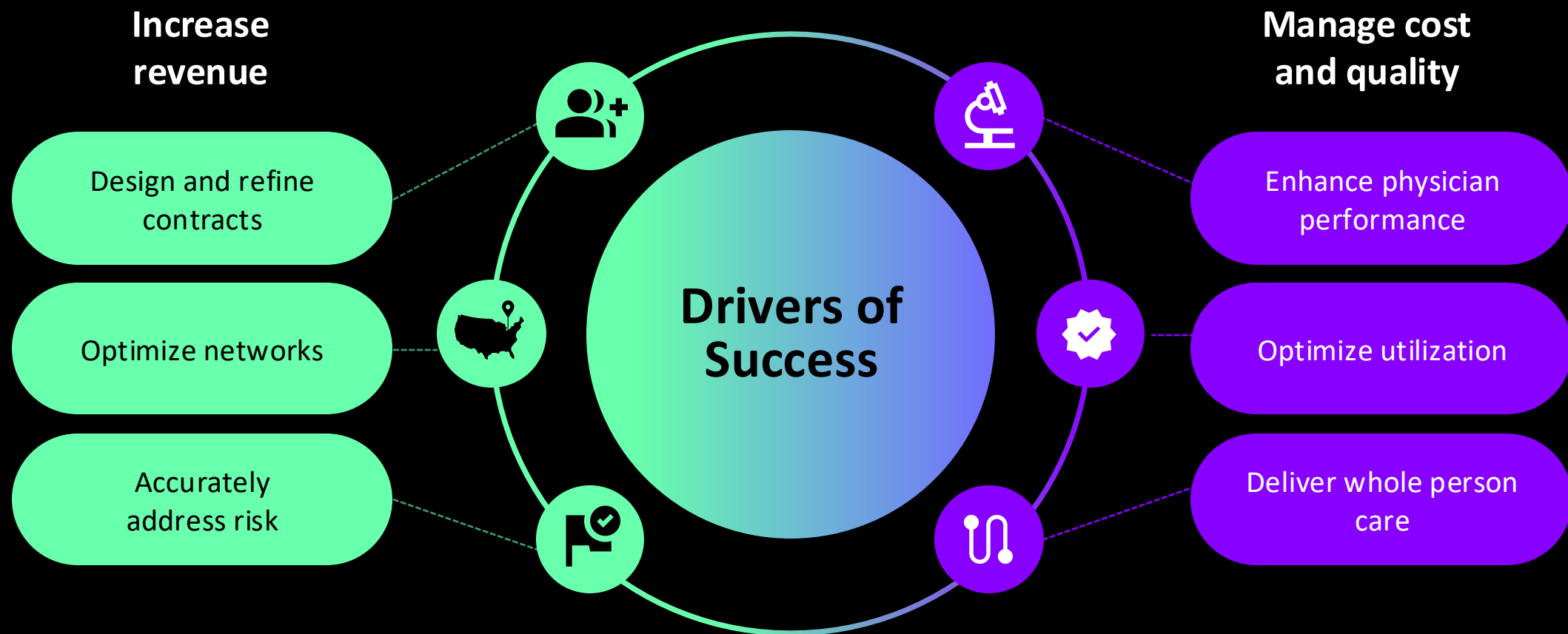
# Today's Agenda

1. Introduce framework for ACO success in value-based care
2. Share best practices based on real-world success
3. Answer your questions

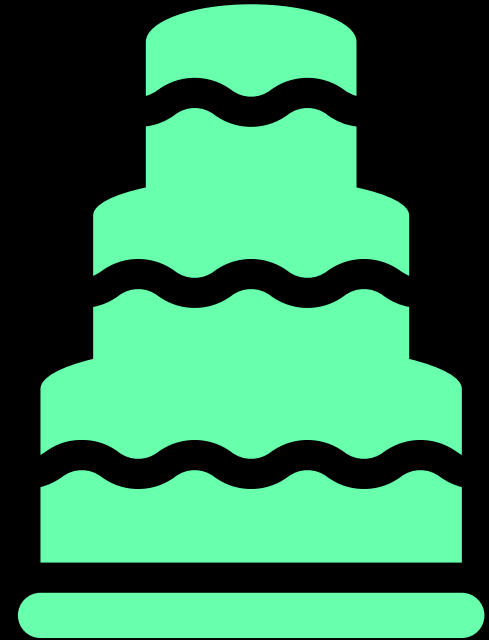
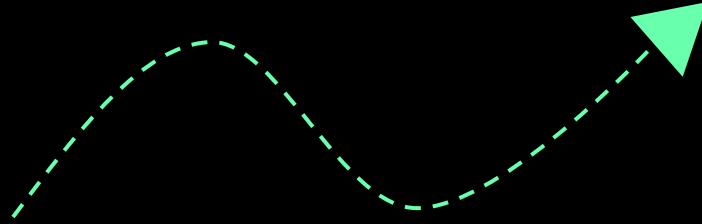
# Learning Objectives

1. Evaluate performance improvement opportunities across contracting, risk, network management, and care delivery
2. Apply approachable tactics to improve outcomes, reduce total cost of care, and support sustainable growth in value-based arrangements
3. Gain real-world insight from peers on navigating operational challenges and building provider engagement strategies using data-driven approaches

# Proven Drivers of Success for ACOs in Value-Based Care



# A Journey to Readiness and Complexity



# Layer One

→ Home Kitchen



# Accurately address risk

Appropriately accounting for the risk of a population is needed to receive sufficient payment to provide necessary care and to efficiently deploy resources where needed.

## Tactics

- Benchmark condition prevalences and forecast opportunities
- Understand patient risk and care opportunities
- Implement a CDI strategy
- Analyze specialty code opportunities

The screenshot displays the Arcadia software interface. On the left, a sidebar shows patient information for Wallace, James, including his date of birth (03/23/1945), gender (M), location (New York, NY), MBR (478922-59), insurer (Cigna), PCP (Maximilian Pataska), and form ID (taeffda). Below this, a 'Profile Assign' section lists Loturca, Anjali as the internal medicine provider. A 'Navigation' menu includes links for Annual Assessment, Patient History, Physical Exam, Preventive Care, Risk, Coordination of Care, Conditions, Quality, and Review and Submit. The 'Risk' section is currently active, showing 'In Progress' status and a 'View Form History' link. The main content area, titled 'Risk Gaps', shows a list of persistent gaps. The first gap is 'HCC 9 • Neoplasm • Lung and Severe Cancers' (C15.9) with a status of 'Confirm' and a date of service. The second gap is 'HCC 19 • Diabetes • Diabetes without Complications' (E11.9) with a status of 'Deny' and a date of service. The third gap is 'HCC 21 • Metabolic • Protein calorie and malnutrition' (E44.1) with a status of 'Unknown' and a date of service. Each gap has a 'Confirm', 'Deny', or 'Unknown' button, a 'Date of Service' field, and a 'Notes' section. There is also an 'Attachments' section with a 'Drag and drop here or Browse Files' button and a 'Save' button. The footer of the interface includes the Arcadia logo, copyright information (© 2022 Arcadia Solutions, LLC), and links for 'Share Feedback', 'Report Issue', 'About', and 'User Manual'.



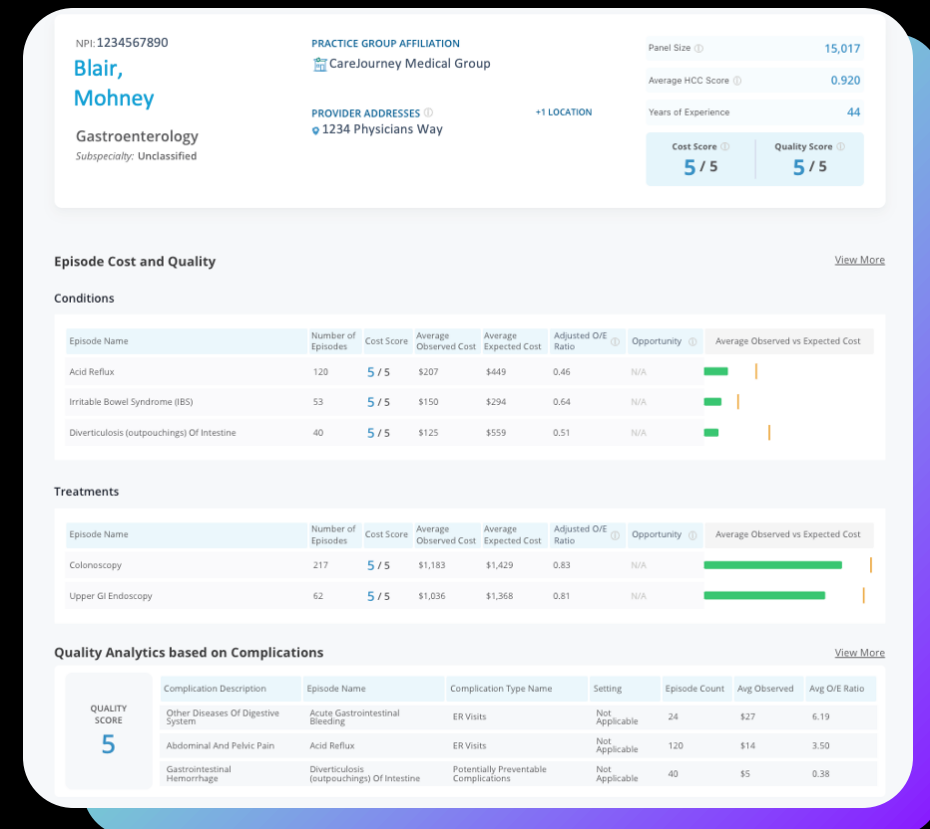


# Enhance physician performance

Maximize PCP and specialist performance to ensure high-value necessary care and prevent adverse events or complications – especially for high-risk segments.

## Tactics

- Identify and reduce care variation
- Trend provider and practice performance with internal practice comparisons as well as regional risk-adjusted benchmarks
- Activate provider behavior with score carding and gold carding
- Optimize care team
- Establish evidence-based prescribing and management



# Layer Two

→ Shared Pop-Up Space

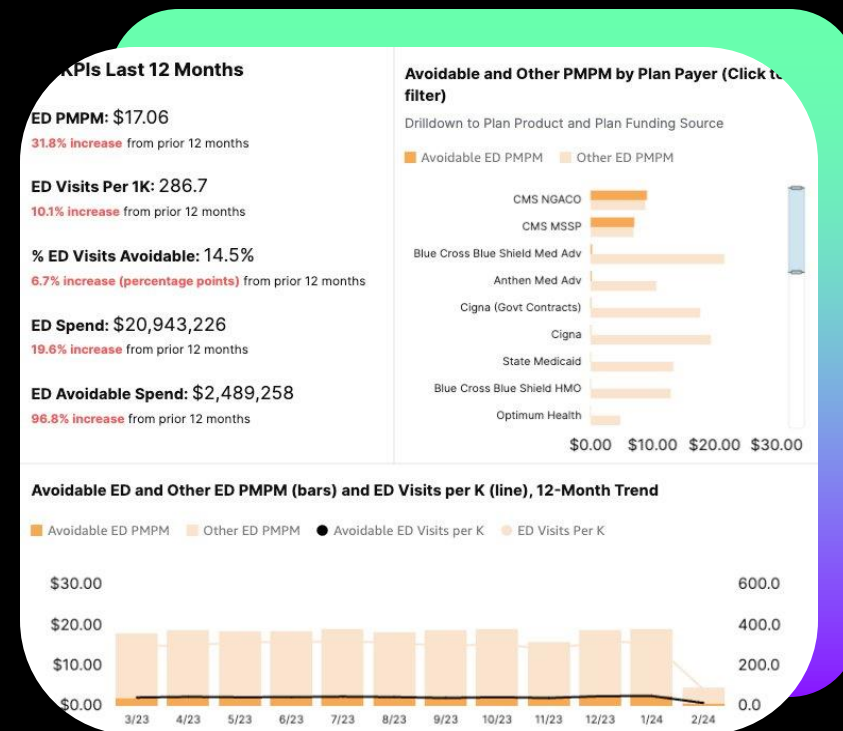


# Optimize utilization

Successful organizations ensure patients are routed to the right high value care path for them.

## Tactics

- Routing patients to highest performers for their needs
- Manage medical and specialty pharmacy
- Optimize facility and site utilization
- Reduce low value services



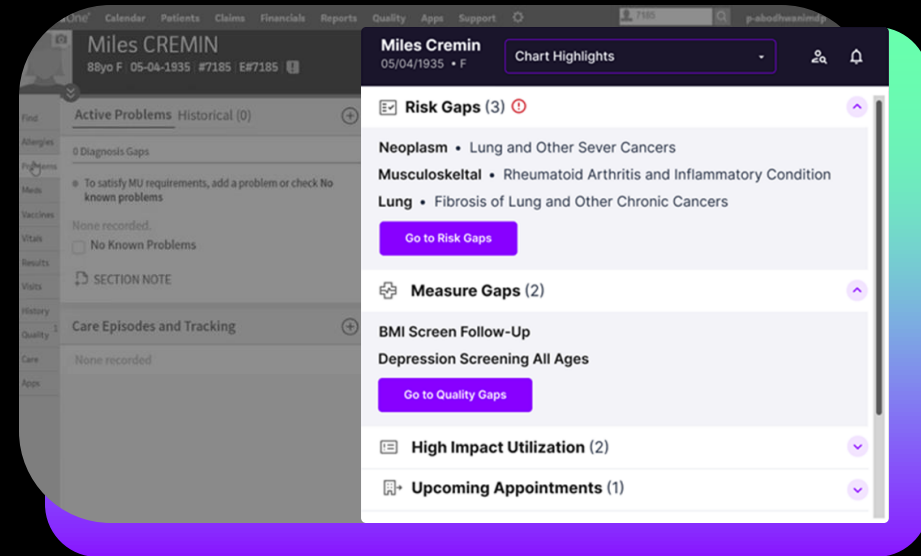


# Deliver whole person care

The best care considers the patient not only as they sit in the clinic but also as they live in the community – meeting relevant needs with comprehensive, proactive insights for the care team.

## Tactics

- Stratify high risk patients
- Coordinate care for impactable patients
- Implement a Chronic Care Management strategy
- Support patients with med management
- Support aging in place



# Layer Three

→ Michelin Star Restaurant

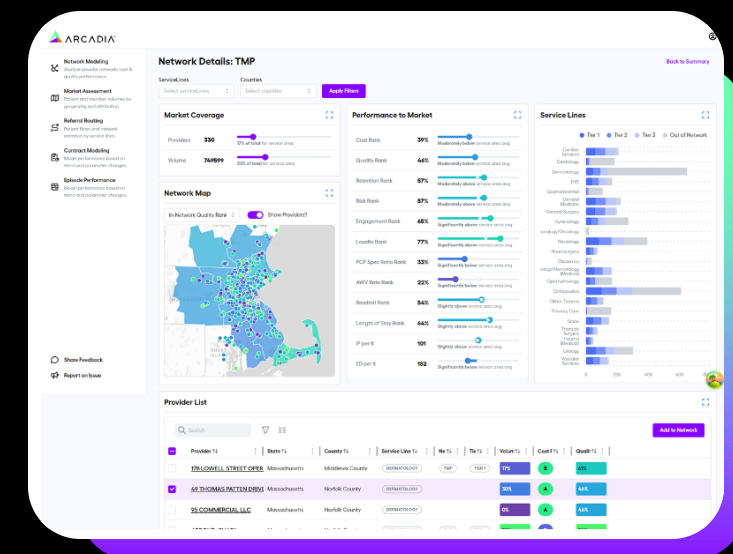


# Optimize networks

Understand at the NPI level which clinicians and facilities are best in your market and curate a network that will deliver highest value.

## Tactics

- Profile provider competence and VBC credentials
- Model non-network providers for affiliation and attribution growth
- Optimize network referral patterns
- Define tiered high-value network offerings





# Design and refine contracts

Performance improvement requires the right contract incentives – utilize real world data to understand where performance rewards can have the most impact.

## Tactics

- Benchmark financial performance and forecast revenue
- Profile quality contract evolution and STARS performance
- Model and manage pre-payment in primary care
- Design and implement specialty network sub capitation
- Align quality contract incentives across payers

The screenshot displays the Arcadia Contract Builder interface. At the top, there are tabs for 'Contract Builder', 'Contract Modeling', and 'Contract Forecasting'. Below these, a breadcrumb trail shows 'Contract Builder > Details > Parameters Setting > Summary'. A progress bar indicates the current step is 'Parameters', with 'Details' and 'Summary' also marked. The main section is titled 'New Contract' and contains the following details:


- Humana Shared Savings - Medicare Advantage Modeling**
- Template: Medicare ADV
- Contract Name: Humana Shared Savings
- Period: 2024 CYTD
- Contract Length: 3 Years
- Contract Begin: 01/01/2024
- Data Set: Humana MA
- Claims Incurred Window: 01/01/2024 - 05/31/2024
- Claims Paid Thru Window: 01/01/2024 - 06/15/2024
- SA Revenue: Mid-Year Sweep Values

Below these details are three expandable sections: 'Attribution', 'Benchmark', and 'Expenditure', each with a 'Show' button.

# What You Could Achieve

## *A look at 2024 MSSP Results*

ACOs Enabled by Third-Party Performance Benchmarks from Arcadia Achieved:

 \$128 more per member per year in **earned savings** compared to the national average

 1% higher **quality scores** than the national average

 2% better **diabetes control** quality performance



# Thank You!

- Visit Arcadia at Booth A
- Attend “*Strategies from NAACOS Specialty Care Guidebook: Optimizing Specialty Care in Accountable Care*”  
— 11:30 AM – 1:00 PM | Archives
- Book a consultation with Arcadia to identify opportunities to improve your ACO’s performance:

