

## 6 Ways Health Plans Can Help Their Providers with Value-Based Reimbursement

**Accelerating the transition to quality-based reimbursement, means payers must overcome many challenges such as...**

How will you gain agreement on how quality and value are defined? How will you share data with your providers that helps them gain insight into care needed and when it's needed? How engaged are your members and how will you reach them to improve their health?

*Start here.*

### Six key steps to increase provider collaboration and performance.



#### 1. Develop strategies to increase provider collaboration.

Collaborating on how to move outcomes to a higher level of quality will be much more effective at gaining provider engagement.

Work with providers at the organizational level to develop outcome-based models and value-based reimbursement plans together – that reflect the realities of all the factors impacting care.



#### 2. Make it easier for providers to do business with you.

Many tasks that require a phone call, an FTP connection to download a file or a mailed paper report can be moved to an easily-accessible, self-service portal. It will save time and help reduce administrative costs for everyone.

Automate tasks, and make data available in real time through a single, comprehensive digital engagement platform (rather than multiple access points).



#### 3. Deliver data and tools that help your providers implement quality care.

Providing access to data in an actionable form rather than large data sets or files is key.

Give providers access to a customized online dashboard through a provider portal that highlights quality-related information about current care gaps, such as lab work, immunizations or screenings required.



#### 4. Improve access and timeliness of performance reports.

Physicians are all trying to deliver high-quality care, and their natural competitive nature will keep them striving to deliver the highest scores.

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Create alternative views that compare provider performance to that of other physicians, practices and medical groups to increase engagement.



#### 5. Extend care plan collaboration.

If you are participating in government-sponsored programs, then you have full accountability for managing the capitated payment to best meet the needs of your members. You are responsible for developing Individual Care Plans that includes the member, primary care provider, specialists, family, community support mechanisms and other providers as appropriate.

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Utilize technology to extend the care plans to the members' interdisciplinary care team for comment and review.



#### 6. Improve member engagement with effective self-management.

Using web and mobile tools, you can provide members with self-management tools, information, programs and access to resources.

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Use a member portal accessed – via PC, phone, tablet or other devices to give members the ability to track their health, review the results of recent visits, manage their prescriptions and perform other tasks.

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Implement online health risk assessments to identify individuals with health risks, then share that information with providers as well as the members.

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Provide outreach through the phone, email, employer intranets and other tools to communicate care gaps (and reinforce the need to close them).

*With the right tools, technologies and services, you can help your providers drive better health outcomes for members while maximizing their reimbursement and reducing the overall cost of care. It's a win for all involved.*

Healthx is the healthcare industry's leading digital engagement platform for connecting payers, providers, consumers, employers and brokers. Founded in 1998, Healthx leverages its industry knowledge, influence and relationships to deliver customized solutions to payers that are looking for a differentiator in the healthcare space. Fueled by innovation, Healthx is one of the first healthcare technology companies to offer a cloud-based platform for member engagement and provider collaboration resulting in 16 million logins annually. Today, more than 150 healthcare payers across the U.S. rely on Healthx solutions to drive greater ROI for their business. Healthx is powered by healthcare and technology experts that are passionate about member and provider engagement.

