



Knowledge is MAGIC

PATIENT ACCESS AND ITS IMPACT ON MANAGED CARE

&

OVERALL HOSPITAL OPERATIONS

YIKES



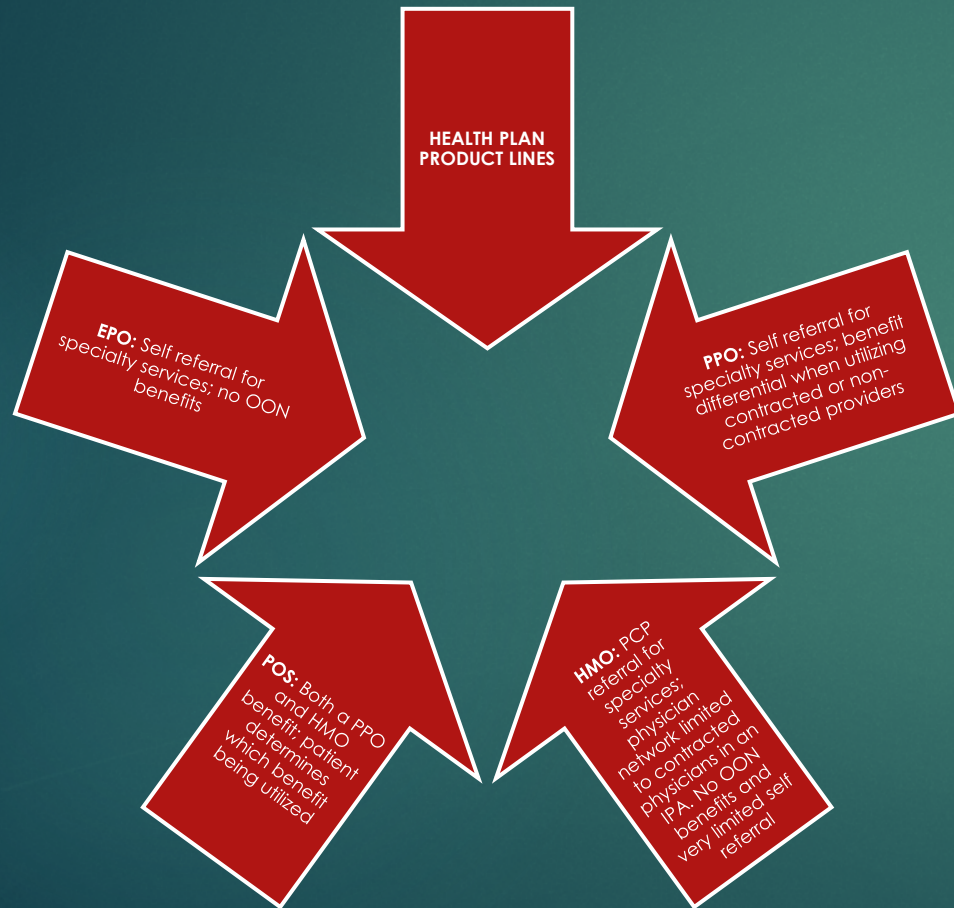
- ▶ What is the insurance Company Name
- ▶ What is the Product Line
- ▶ Is there an RKK
- ▶ Is there an IPA
- ▶ Who is the Payor
- ▶ Who issues the Authorization
- ▶ Is there a Capitated Hospital
- ▶ Does the IPA, RKK and/or Capitated Hospital have an MSO

WHAT'S REALLY IMPORTANT



- ▶ What is the insurance Company Name
- ▶ What is the Product Line
- ▶ Is there an RKK
- ▶ Is there an IPA
- ▶ **Who is the Payor & Address to Send Claims**
- ▶ **Who issues the Authorization & Contact information**
- ▶ Is there a Capitated Hospital
- ▶ Does the IPA, RKK and/or Capitated Hospital have an MSO

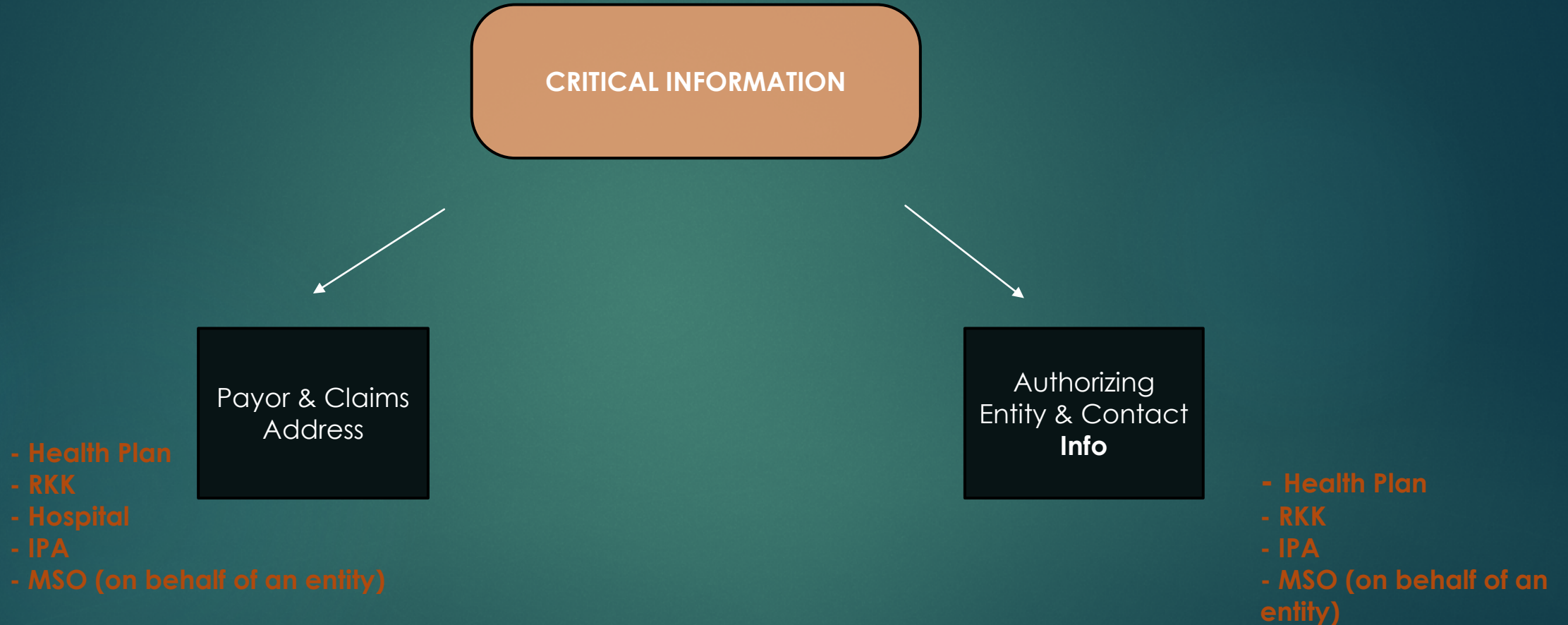
Managed Care Acronyms



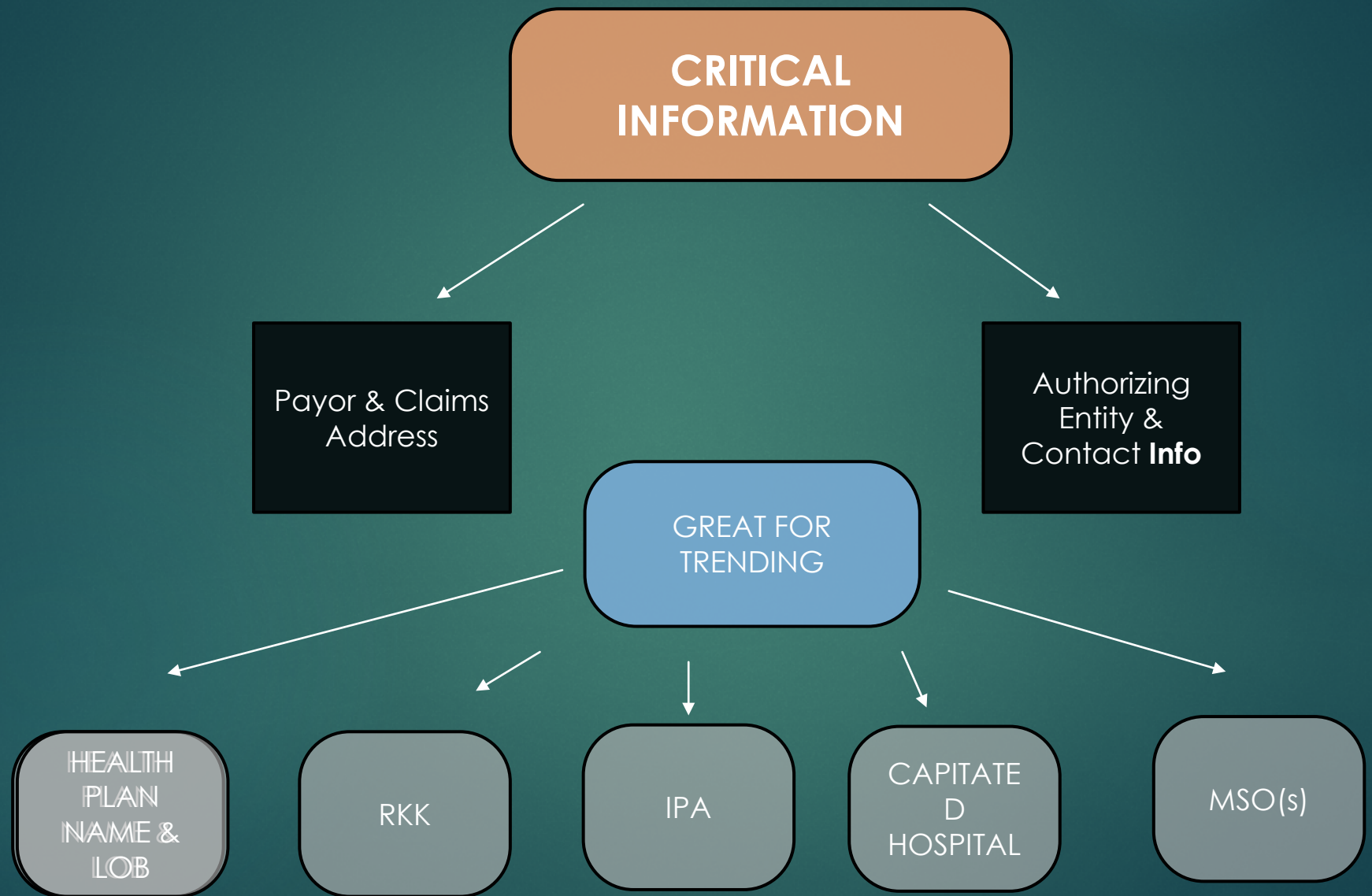
MANAGED CARE ENTITIES & TERMS

- ▶ **IPA:** group of primary care physicians and specialists that come together via a contract or ownership
- ▶ **PCP:** “generalist” physician who manages the overall healthcare of their assigned members. An HMO member selects a PCP, which links the member to an IPA and oftentimes a hospitals too
- ▶ **MSO:** back office service center for IPAs, capitated hospitals and RKKs
- ▶ **RKK:** Restricted or Limited Knox-Keene entity. DMHC licensed to contract with HMOs and assume risk for all services. Without this license, an IPA is predominately limited to capitation for professional services and a hospital limited to hospital and other technical services
- ▶ **DOFR:** Division of financial responsibility which lists medical services and/or place of services and defines the financial responsibility accordingly

PATIENT ACCESS FUNDAMENTALS



*Use actual entity name and not MSO. Keep a cheat sheet of MSOs and their IPA, Hospital and RKK clients



Decision

WHY IS IT SO COMPLICATED?



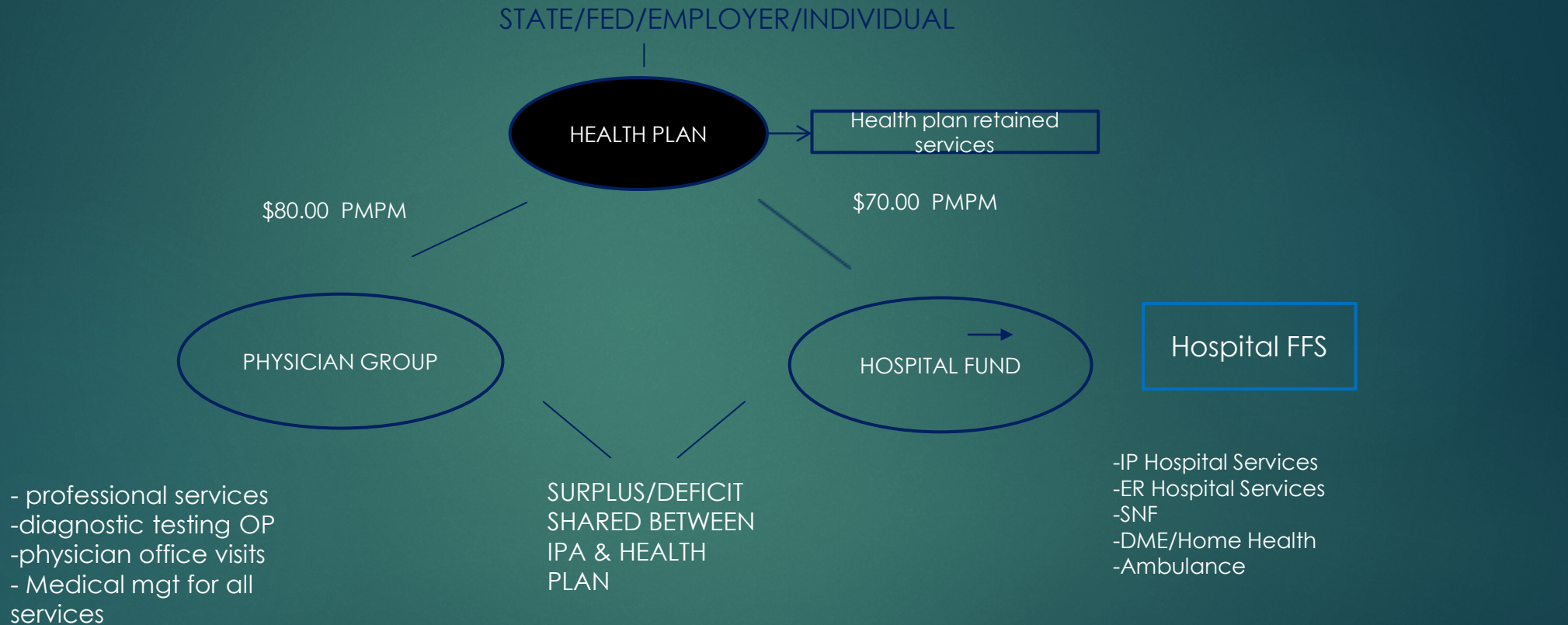
BECAUSE IT JUST IS



CAPITATION

It's a prepayment methodology in lieu of fee for service payment that is intended to cover the expense of agreed upon services defined in a DOFR (division of financial responsibilities)

SHARED RISK – IPA CAPITATION



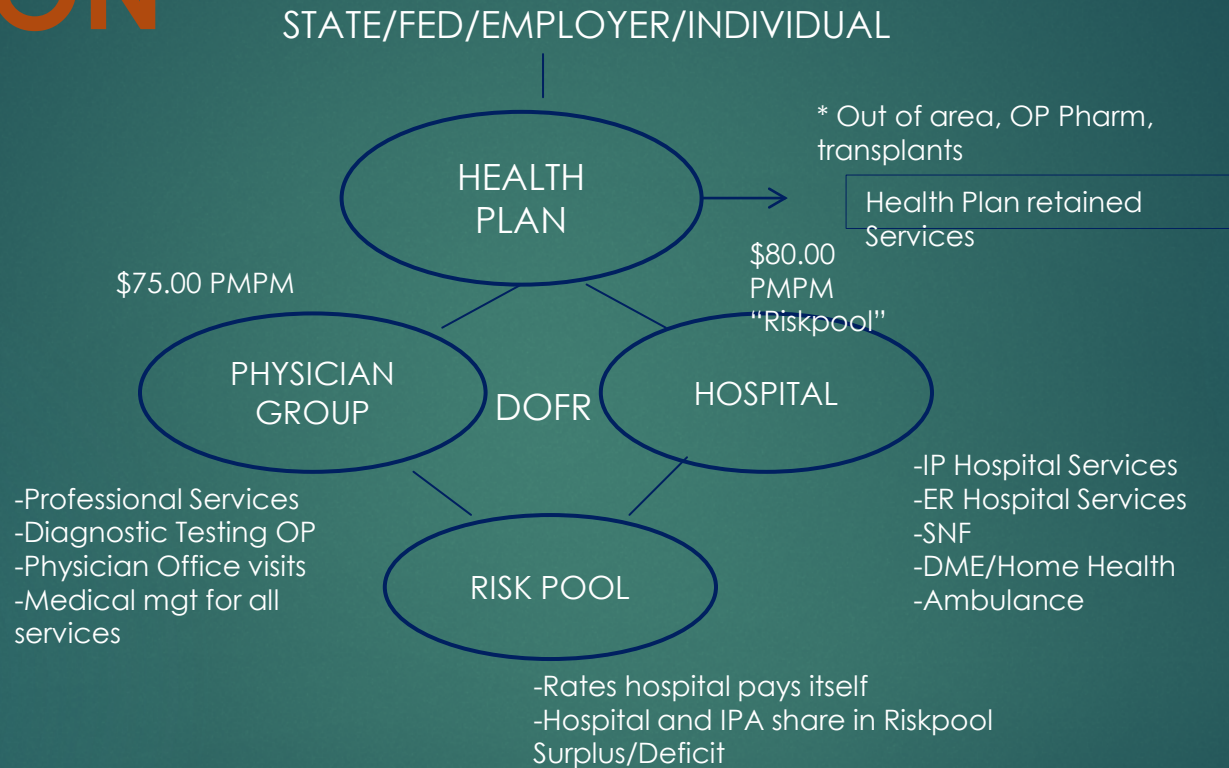
- professional services
- diagnostic testing OP
- physician office visits
- Medical mgt for all services

SURPLUS/DEFICIT SHARED BETWEEN IPA & HEALTH PLAN

- IP Hospital Services
- ER Hospital Services
- SNF
- DME/Home Health
- Ambulance

FFS – Hospital paid after services are rendered
 PMPM- Per member per month
 DOFR – Division of Financial Responsibility

FULL RISK (DUAL RISK) – HOSPITAL CAPITATION



Capitation – prepaid monthly
 PMPM – per member per month
 DOFR - Division of Financial
 Responsibility

Division of Financial Responsibility Matrix

DOFR

DOFR is the Service Defining Document

- Determines which party is responsible for which service
- IPA financial responsibility “financial risk” is typically professional services, diagnostics, OP clinic based services
- Hospital financial risk is typically hospital based services (except OP diagnostics) and always IP hospital services, home health, SNF, hospice, ambulance, home infusion
- Radiation therapy, OP chemo drugs, endoscopies, OP cardiac diagnostics, dialysis are wild cards

DOFR

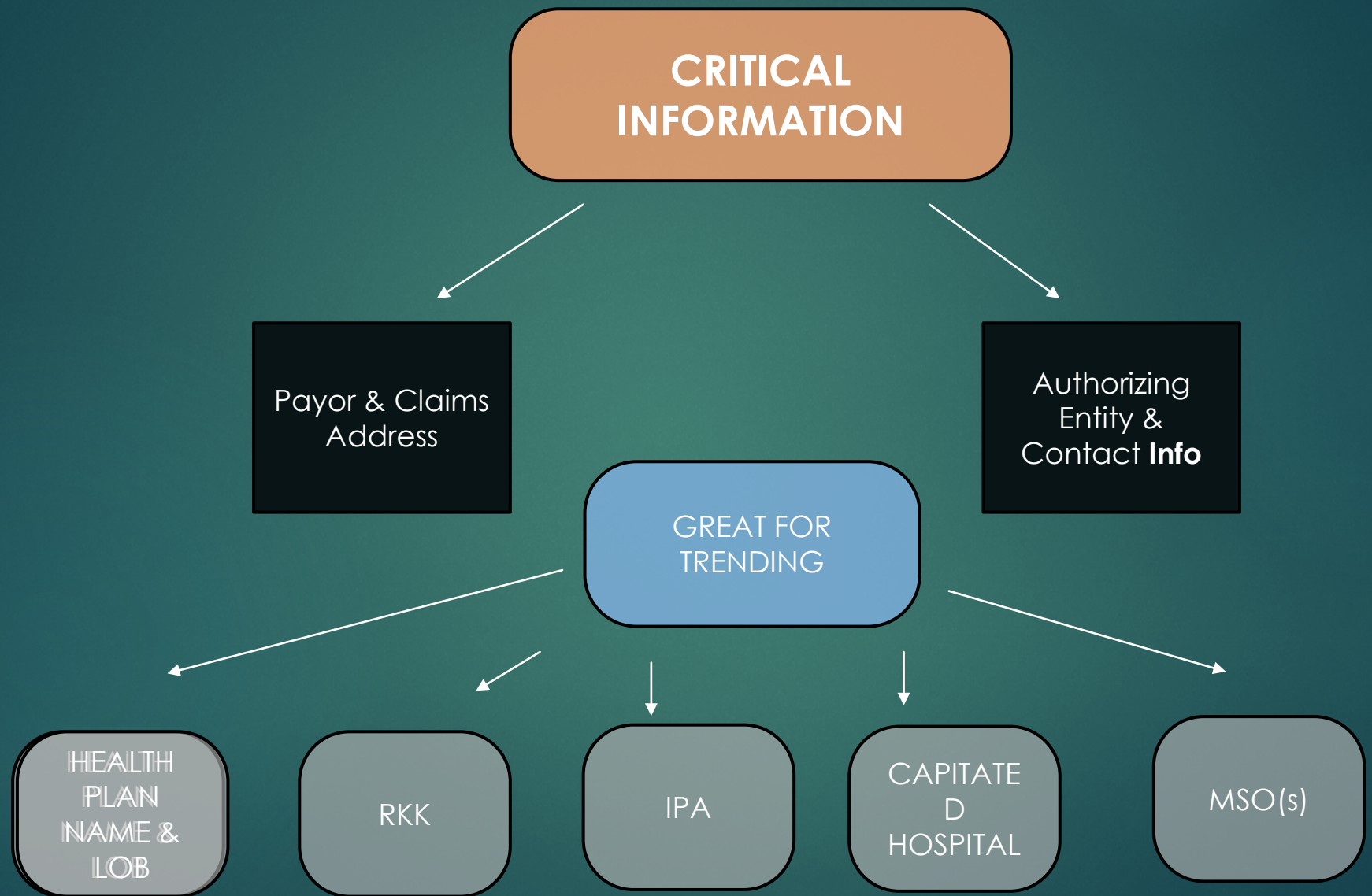
LIST OF BENEFITS/SERVICES	GROUP	HOSPITAL	Plan
Mental Health		EXCLUDED	
Nutrition/Diet Counseling (except when PLAN provided)			
Nutritional Supplements/Enteral Feeding Therapy (when Medically Necessary)	X		
Obstetrical Care	X		
Outpatient Diagnostic Services		X	
Inpatient Facility	X		
Total OB Care (professional component)			
Office Visit Supplies (i.e. Splints, bandages, casting, etc.)	X		
Organ Transplant (when a covered benefit i.e. Kidney and Cornea)		X	
Facility Component			
Professional Component			
Organ Transplant Work up		X	
Facility Component	X		
Professional Component			
Ostomy Supplies		X	
Inpatient		X	
Outpatient			
Outpatient Diagnostic Services (including but not limited to ...)			
Echocardiograms, EDG, EEG, EKG, EMG/NCV, Sleep Studies	X		

DOFR (cont'd)

LIST OF BENEFITS/SERVICES	GROUP	HOSPITAL	Plan
Outpatient Surgery (Excluding Abortion) Facility Component Professional Component	X	X	
Pathology Services Inpatient Facility Component Outpatient Facility Component Professional Component	X X	X	
Physical Therapy/Occupational Therapy/Respiratory Therapy/Speech Therapy Inpatient Outpatient	X	X	
Primary and Specialty Care Physician Services Inpatient, Outpatient, SNF, Office, Patient's Home	X		
Podiatry Services	NOT COVERED UNDER THIS AGREEMENT		
Prayer and Spiritual Healing			
Pre-Admission Diagnostic Testing	X		
Prosthetics/Orthotics Inpatient and Surgically Implanted Outpatient Dispensing	X	X	

MSO Services





TOOLS For Consistency

		Copy into Specified Field	Copy into Specified Field	Bill to: <i>MSO</i>
<u>Health Net-MCAL</u>	Plan	Plan Description	GRP FIELD PLAN INFO (COPY AND PASTE)	Bill to:
Accountable IPA	1030	BEVERLY HOSPITAL/ M-CAL HMO	HNET/ACCT/BEVERLY HOSP	Beverly Hospital, 12345 Ventura Blvd., Encino, CA 90023

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