



2017 Enhanced Personal Health Care

Practice Transformation Learning Opportunities e-Catalog

The spirit of learning and collaboration is the spark that can ignite powerful change. To help you adopt a patient-centered care model and fulfill participation requirements under Enhanced Personal Health Care, we offer a wide range of learning opportunities that are designed to inform, inspire and support you. Most of these opportunities are offered online, offer CEU/CME credits and almost all can be viewed on demand. Your Transformation Team can tell you more about any of the events described here and can help you get started with attending LIVE webinar events or viewing recorded ones.

2017 National Collaborative Learning Webinar Schedule

Full event descriptions are available by clicking on the event title below. To register for the event, click the event date.

General Practice Transformation Events

Recording	Reducing Hospital Readmissions - Let us show you how and why	<i>CEU/CME credits: 1.5</i>
March 14, 2017	How-to Succeed in Value-Based Payment Arrangements	<i>CEU/CME credits: 1.5</i>
March 30, 2017	Medication Reconciliation Post-discharge Strategies and Interventions	
May 18, 2017	The Vital Role of Palliative Care in Patient Outcomes	<i>CEU/CME credits: 1.5</i>
June 15, 2017	Guidelines for Prescribing Opioids for Chronic Pain	<i>CEU/CME credits: 1.5</i>
July 20, 2017	Medication Assisted Treatment (MAT) for the Treatment of Opioid Use Disorder	<i>CEU/CME credits: 1.5</i>
August 17, 2017	Emerging Best Practices: Non-Pharmacologic Treatment of Pain	<i>CEU/CME credits: 1.5</i>
November 16, 2017	Informing Treatment Decisions with Medication Reconciliation	<i>CEU/CME credits: 1.5</i>

Pediatric Events

Recording	Getting Adolescents in for Well Visits and Immunizations	<i>CEU/CME credits: 1.5</i>
April 20, 2017	National Crisis: Update on Zika Clinical Virus Syndrome	<i>CEU/CME credits: 1.5</i>
September 21, 2017	Care Planning and Coordination: Managing Complex Patients	<i>CEU/CME credits: 1.5</i>
October 19, 2017	Unintended Consequences Related to Antimicrobial Exposures	<i>CEU/CME credits: 1.5</i>
December 14, 2017	Anxiety and Substance Use in Adolescents	<i>CEU/CME credits: 1.5</i>

Risk Adjustment, Documentation and Coding Events

Recurring presentation	Medicare Risk Adjustment and Documentation Guidance	<i>CME credits: 1.0</i>
January 4, 2017 – February 1, 2017 – March 1, 2017 – April 5, 2017 – May 3, 2017 – June 7, 2017 July 5, 2017 – August 2, 2017 – September 6, 2017 – October 4, 2017 – November 1, 2017 – December 7, 2017		
Recording	Documentation and Coding: Diabetes	
April 19, 2017	Documentation and Coding: Mental/Behavioral Health	<i>CME credits: 1.0</i>
July 19, 2017	Documentation and Coding: Dependency/Substance Abuse	<i>CME credits: 1.0</i>
October 18, 2017	Documentation and Coding: Neoplasm	<i>CME credits: 1.0</i>

Practice Essentials Series

Cycle A	Cycle B		
Recording	July 13, 2017	Introduction and Overview of Tools	
Recording	August 10, 2017	Basic Practice Improvement Infrastructure	<i>CEU/CME credits: 1.5</i>
March 9, 2017	September 14, 2017	The Model for Improvement	<i>CEU/CME credits: 1.5</i>
April 13, 2017	October 12, 2017	Actualizing the Triple Aim: Impacting Cost of Care	<i>CEU/CME credits: 1.5</i>
May 11, 2017	November 9, 2017	Registry Use and Population Health Management	<i>CEU/CME credits: 1.5</i>
June 8, 2017	December 7, 2017	Sustaining Change and Moving Forward	<i>CEU/CME credits: 1.5</i>

Additional Learning Opportunities

- Creating an LGBT-Friendly Practice
- Moving Toward Equity in Asthma Care

General Practice Transformation Events

Reducing Hospital Readmissions - Let us show you how and why

Recording — *CEU/CME credits: 1.5*

Join us for this exciting session on strategies for reducing hospital readmission rates through Transitional Care programming. During the session, The Transitional Care Model (TCM), designed by Dr. Mary Naylor and a multidisciplinary team of colleagues at the University of Pennsylvania, will be shared. Dr. Naylor will review the components of the model and how it addresses the negative effects associated with common breakdowns in care when older adults with complex needs transition from an acute care setting to their home or other care setting. In addition, she will share how to prepare patients and family caregivers to more effectively manage changes in health associated with multiple chronic illness.

- Avoidance of hospital readmissions for primary and complicating conditions.
- Improvements in health outcomes after hospital discharge.
- Enhancement in patient and family caregiver experience with care.

A Transitional Care toolkit will be provided for participants of the event.



Mary Naylor

PhD, RN

Dr. Naylor is the Marian S. Ware Professor in Gerontology and Director of the New Courtland Center for Transitions and Health at the University of Pennsylvania School of Nursing. Since 1989, Dr. Naylor has led an interdisciplinary program of research designed to improve the quality of care, decrease unnecessary hospitalizations, and reduce health care costs for vulnerable community-based elders.

How-to Succeed in Value-Based Payment Arrangements

March 14, 2017 — *CEU/CME credits: 1.5*

As we all work together in partnership to care for patients and uphold the Triple Aim of improved quality, reduced cost and elevated patient satisfaction, we must understand how to employ high level strategy for hitting medical cost targets and cost performance goals. During this event, Judith Scott, Director of Population Health at American Health Network in Indiana, an Enhanced Personal Health Care practice that has consistently earned shared savings, will share their high level winning strategy for success. She will discuss the value in the partnerships physicians, health plans and patients enter into to ensure positive outcomes, explore the role of care managers and data analytics in the solutions they employ and offer recommendations for improving communication in the community to ensure all parties understand the role they play in supporting the Triple Aim.



Judith Scott

BSN, RN

Judy Scott, BSN, RN, has been a nurse since 1983 with extensive experience in various clinical settings. In March of 2014, Judy became the Director of Population Health for American Health Network (AHN), a physician-owned provider group consisting of 300 plus providers throughout Indiana and Ohio. Since her tenure there, she has grown the Population Health Department to over 67 employees and is responsible for guiding all value-based care initiatives in both states.

The Vital Role of Palliative Care in Patient Outcomes

May 18, 2017 — *CEU/CME credits: 1.5*

Primary Care plays a vital role in the support of people and their families living with advanced and complex progressive illnesses. Join us for an exciting and informative session as Martha L. Twaddle MD, Internist and Palliative Medicine Specialist, leads a discussion as to how the introduction of Palliative Care support can improve outcomes for patients and their caregivers while addressing the Triple Aim. Using case based examples, Dr. Twaddle will highlight the role of the Primary Care physician leveraging the collaborative support of a home-based palliative care team.

The learner will:

1. Understand the role of Palliative care in the addressing the needs of complex patients upstream from end of life.
2. Discuss the vital role of Primary care and examples the integration of the Primary Care physician into a Palliative Care team.
3. Identify the opportunities for ACP and tools to both guide and enhance the documentation of these discussions.
4. How Palliative Care uniquely addresses the Triple Aim and provides resources for PMD in caring for their sickest patients.



**Martha Twaddle,
MD**

Dr. Martha Twaddle currently serves as a Senior Medical Director for Aspire Health, and as an Associate Professor of Medicine for Northwestern University Feinberg School of Medicine. In 2013, she was named one of the 30 most influential visionaries in Hospice and Palliative Medicine by nomination of her peers via the American Academy of Hospice and Palliative Medicine (AAHPM). She was honored with the inaugural AAHPM Josefina B. Magno Distinguished Hospice Physician Award in 2005, was recently recognized as a 2016 Distinguished Alumni of Purdue's College of Science, and is the recipient of the Compassion in Action Award by Hospice of the Valley and Santa Clara University in 2015.

Medication Reconciliation Post-discharge Strategies and Interventions

March 30, 2017

The Centers for Medicare & Medicaid Services (CMS) has adopted the Medication Reconciliation Post Discharge HEDIS measure and has designated it as a Star measure. Patients with chronic conditions taking multiple prescriptions are at increased risk for adverse drug events related to medication errors, drug interactions or inappropriate use of medications. This session is dedicated to defining and describing the impact this measure may have to your organization and how to satisfy the measurement requirements.

After viewing this webinar, attendees will:

- Understand the Medication Reconciliation Post Discharge measure & how-to satisfy the measurement requirements.
- Realize the value of medication reconciliation post discharge as one aspect of decreasing readmission.
- Identify interventions to enhance communication and care coordination activities across the continuum of care to decrease readmissions.
- Explore opportunities to maximize transition of care post discharge follow-up to reconcile patient medications.



**Dionne Woods
PharmD, BCPS, Anthem, Inc.**

Dr. Dione Woods is a clinical pharmacist for Anthem's Enhanced Personal Health Care program. She has been with Anthem for 9 years and in addition to EPHC program she has worked with our disease management and case management programs. Dione received her Bachelor and Doctorate in Pharmacy from the University of Colorado Health Sciences Center and she is recognized as a Board Certified Pharmacotherapy Specialist.

Guidelines for Prescribing Opioids for Chronic Pain

June 15, 2017

The incidence of opioid overdose deaths has dramatically increased including overdose deaths related to both prescription opioids and Heroin. Efforts to reign in opioid prescribing practices has been taking place in earnest over the past several years, including expansion of Prescription Drug Monitoring Programs, time limits on first time prescriptions for short acting opioids, and re-education efforts to emphasize the use of NSAID's and non-pharmacologic interventions for the treatment of chronic, non-cancer pain.

This learning session will address several key factors related to the CDC guidelines. This session will be an opportunity for discourse around this topic with key emphasis on the 12 Key decision points outlined in the 2016 guidelines. Additionally, there will be an emphasis on culture change and the importance of policy updates associated with these guidelines.



Christina Mikosz

MD, MPH

Christina Mikosz, MD, MPH, serves as a Medical Officer for the Division of Unintentional Injury Prevention's (DUIP), Prescription Drug Overdose, Health Systems and State Support Team at the Centers for Disease Control and Prevention.

Medication Assisted Treatment (MAT) for the Treatment of Opioid Use Disorder

July 20, 2017

Medication assisted treatment (MAT) is the use of medications such as Suboxone and Naltrexone in combination with counseling and behavioral therapies for the treatment of substance use disorders. The medication and subsequent behavioral therapy selected is tailored to meet the needs of any given case factoring in a number of variables including specific condition, treatment history, and motivation for treatment. Generally speaking, a combination of medication and behavioral therapies is effective in the treatment of substance use disorders, and can help some people to sustain recovery.



Margaret A.E. Jarvis

MD, DFASAM

Dr. Jarvis has been a member of ASAM since the early 1990's and became a Fellow of the Society in 2003. She has served on the Board of Directors for one term and currently is the co-chair of the Ruth Fox Planning; and a member of the Finance Committee and the Constitution and Bylaws Committee. She has also worked on Examination Committee for ASAM and now ABAM since 2000.

Emerging Best Practices: Non-Pharmacologic Treatment of Pain

August 17, 2017

To acknowledge that the treatment of chronic and episodic pain using opioid driven pharmacologic interventions as a front line approach would be an understatement with respect to the inextricable contribution to the opioid overdose and addiction epidemic that we are currently confronted with in the United States. A general relaxation of opioid prescribing practices has led to an increased reliance upon opioid driven, pharmaceutical interventions for the treatment of chronic and episodic pain.

This session will focus on the emerging best practices for the non-pharmacologic treatment of pain. Some of these methods have been established in the literature as “tried and true” approaches to pain management while others will require more extensive research to fully determine the clinical efficacy of treatment utilization with various conditions. Content will include:

- Emerging best practices
- Evidence based, Non pharmacologic interventions
- Applicable to primary care environments



Roger Chou
MD

Roger Chou is a Professor in the Departments of Medicine, and Medical Informatics & Clinical Epidemiology at Oregon Health & Science University (OHSU) School of Medicine, and Staff Physician in the Internal Medicine Clinic at OHSU. He has served as Director of the Pacific Northwest Evidence-based Practice Center since 2012.

Informing Treatment Decisions with Medication Reconciliation

November 16, 2017 — *CEU/CME Credits: 1.5*

Medication reconciliation is a comprehensive evaluation of a patient’s medication regimen to improve patient safety. The goal of medication reconciliation is to help the provider and patient understand the medication regimen and resolve conflicting information to maximize the therapeutic effects while minimizing harm. In addition, a comprehensive medication review helps to identify medication related problems such as medication non-adherence, poly-pharmacy, and potentially inappropriate medications in older adults while providing opportunity to ensure cost-effective drug therapy. The medication review also facilitates the appropriate use and coordination of medication therapy and the creation of care plans when necessary to ensure medications are appropriate, effective, safe and patients are able to remain adherent to prescribed therapy. Join us for this insightful and informative session where we share best practices to successfully improving medication use and adherence with patients during the medication review process to improve patient safety and patient health, improve quality and reduce costs.



Dionne Woods
PharmD, BCPS, Anthem, Inc.

Dr. Dione Woods is a clinical pharmacist for Anthem’s Enhanced Personal Health Care program. She has been with Anthem for 9 years and in addition to EPHC program she has worked with our disease management and case management programs. Dione received her Bachelor and Doctorate in Pharmacy from the University of Colorado Health Sciences Center and she is recognized as a Board Certified Pharmacotherapy Specialist.

Pediatric Learning Collaborative Events

Getting Adolescents in for Well Visits and Immunizations

Recording — *CEU/CME credits: 1.5*

Our 2016 provider survey results and patient data showed that our Enhanced Personal Health Care providers share a challenge in getting the 12-21 year old population into pediatric primary care practices for well visits and immunizations. This is a challenge shared by providers nationwide, and so we bring Amy Middleman, MD, FAAP to you, an adolescent medicine physician who is well known in immunization circles. Dr. Middleman will share creative strategies being developed by national organizations to support practices with this challenge including utilizing reminder/recalls.



Amy B. Middleman

MD, MEd, MPH

Dr. Middleman is Professor of Pediatrics and Chief of Adolescent Medicine at the University of Oklahoma Health Sciences Center in Oklahoma City. She received her MD from the University Of Pennsylvania School of Medicine, earned a MEd from the University of Pennsylvania Graduate School of Education and a MPH from the Harvard School of Public Health. She was also faculty at Baylor College of Medicine in Adolescent Medicine and served as Director of the Pediatric Core Clerkship 2001-13.

National Crisis: Update on Zika Clinical Virus Syndrome

April 20, 2017 — *CEU/CME credits: 1.5*

The Zika Clinical Virus Syndrome is a national crisis that affects providers and families worldwide and impacts our ability to achieve the Triple Aim of Cost, Quality and the Patient Experience. During this critical presentation, a national update on the Zika Clinical Virus Syndrome will be provided and our presenters will coach attendees on having difficult conversations with parents given the uncertainty of Zika. The American Academy of Pediatrics Periodicity Schedule and Bright Futures Approaches for children with confirmed Zika Virus Syndrome have been adapted and will be shared, in addition to guidelines, during the CDC and AAP collaborative meeting entitled **Clinical Evaluation and Management of Infants with Congenital Zika Virus Infection**, and the Eunice Kennedy Shriver National Institute of Child Health and Human Development workshop entitled **Bridging Knowledge Gaps to Understand How Zika Exposure and Infection Affect Child Development**.



Dixie Griffin

MD, FAAP

Dr. Dixie Griffin is the Medical Director at Affinity Pediatrics, Tift Regional Medical Center in Georgia. She is an active member of several hospital committees including infection control, perinatal care and crisis standards of care.



John Curran

MD, FAAP

Dr. John Curran is a professor of pediatrics completing his sixteenth year in senior administration at the University of South Florida. He has practiced as the founding neonatologist at Tampa General Hospital and as the hospital's Chief of Pediatrics.

Care Planning and Coordination: Managing Complex Patients

September 21, 2017 — *CEU/CME credits: 1.5*

Dr. Dennis Kuo, co-author of AAP clinical report: Recognition and Management of Medical Complexity (December 2016 issue of Pediatrics) and Executive Committee member of the AAP COCWD will highlight the guidance included in the aforementioned clinical report. Recognition and Management of Medical Complexity describes the population of children with medical complexity and provides strategies to optimize medical and health outcomes. Children with medical complexity have extensive needs for health services, experience functional limitations, and are high resource utilizers. Addressing the needs of this population to achieve high-value health care requires optimizing care in the medical home and community. We will explore the opportunities to develop strategies to enhance care delivery and decrease health care costs.



Dennis Z. Kuo
MD, MHS

Dennis Z. Kuo, MD, MHS is a pediatrician and Associate Professor of Pediatrics in the Center for Applied Research and Evaluation, University of Arkansas. His research focuses on systems of care for children with medical complexity. Dr. Kuo is a steering committee member of the Arkansas Family-2-Family Health Information Center, an Executive Committee member of the Council on Children With Disabilities and the current President of the Arkansas chapter of the American Academy of Pediatrics.

Unintended Consequences Related to Antimicrobial Exposures

October 19, 2017 — *CEU/CME credits: 1.5*

Antibiotics have been used for the last 70 years to treat patients who have infectious diseases. Over the past several decades, these antimicrobial agents have greatly reduced illness and deaths. However, the overuse of antibiotics contributes to antibiotic resistance rendering the treatment less effective and contributing to both patient safety and public health concerns. Each year in the United States, at least 2 million people become infected with bacteria that are resistant to antibiotics and at least 23,000 people die each year as a direct result of these infections. Inappropriate prescribing of antibiotics for viral infections provide no clinical benefit to patients, and can cause acute harm from side effects ranging from mild diarrhea to life-threatening anaphylaxis. Recent studies focus on possible long term harm of antibiotic exposure associated with alterations in the microbiome.

Join us for this informative session where Dr. Myers will:

- Define and describe the need for antibiotic stewardship
- Outline the potential components of a successful outpatient practice-based program
- Delineate targets for practice evaluation by outlining 5 common pitfalls in antibiotic prescribing



Angela Myers
MD, MPH, FAAP, FPIDS

Dr. Myers is an Associate Professor of Pediatrics, Division of Infectious Diseases and Director of the Pediatric Infectious Diseases Fellowship Program at Children's Mercy Hospital-Kansas City and the University of Missouri Kansas City-School of Medicine. Currently she is working with the Emergency Department and urgent care centers to decrease unnecessary streptococcal antigen testing. Dr. Myers is an AAP member and currently serves on the Section on Infectious Diseases Education Subcommittee.

Anxiety and Substance Use in Adolescents

December 14, 2017 — *CEU/CME credits: 1.5*

Pediatricians need to understand anxiety and its relationship to substance use. This session will explore anxiety as the primary reason for substance use. The SBIRT approach will also be covered. Dr. Cori Green will teach providers the basics of adolescent anxiety and highlight the components providers need to know to appropriately treat patients with anxiety, including how to diagnose these patients. In addition, comorbidities, epidemiology, assessments and treatment options will be covered. Dr. Green will also cover the relationship between substance use and anxiety and how interviewed children point to their anxiety as their primary reason for substance use.



Cori Green

MD, MSc

Cori Green, MD, MSc is an Assistant Professor of Pediatrics in the Division of General Pediatrics at Weill Cornell Medical College and she is also an Assistant Attending Pediatrician at New York-Presbyterian Center for Children's Health. Dr. Green is board certified in Pediatrics. Dr. Green joined WCMC in 2009 and her clinical and research focus has been on integrating pediatric mental health care into the medical home.

“We are currently working on transition work and will be taking the new ideas to improve our current workflows as we implement what we learned.”

🌀 a New York Enhanced Personal Health Care practice

Risk Adjustment and Documentation Series

Medicare Risk Adjustment and Documentation Guidance

Recurring presentation presented once a month during 2017 — CME credits: 1.0

January 4, 2017 — February 1, 2017 — **March 1, 2017** — April 5, 2017 — May 3, 2017 — June 7, 2017

July 5, 2017 — August 2, 2017 — September 6, 2017 — October 4, 2017 — November 1, 2017 — December 7, 2017

The Medicare Revenue and Reconciliation Compliance team has developed a provider onboarding training titled **Medicare Risk Adjustment and Documentation Guidance**. The purpose of this training is to help ensure providers understand the basics of Medicare Risk Adjustment and the importance of proper medical record documentation and coding.

During this training, we will discuss:

- Risk Adjustment Overview
- Calculation of Risk Adjustment Factor
- Characteristics of the CMS-HCC Model
- HCCs and their Impact
- The Provider's Role
- Medical Record Documentation and Coding Best Practices

February 1, March 1 and April 5 will be presented by



Tonya Ries

BS, CPC, CEDC, CRC

Lead Medical Records Auditor & Trainer, Regulatory Compliance, Medicare Rev & Recon, Anthem
Tonya is the lead medical records auditor and training consultant for Anthem's Medicare Revenue & Reconciliation, Regulatory Compliance Department. She has 9 years of experience in medical coding and auditing, with the last 5 years dedicated to Medicare Risk Adjustment. In her current role, she provides training on diagnosis coding and medical record documentation best practices. In addition to trainings, she coauthors educational material such as the Coding Focus. She co-leads Anthem's Provider Coding Education (PCE) Workgroup and is also an active member in the Columbus, Ohio AAPC Chapter, previously serving as 2016 Vice President.

Remaining sessions' presenters (May-December) are currently TBA.

Risk Adjustment, Documentation & Coding 4-part series



Michelle Chatham will be presenting this 4-part series which is designed to provide guidance for specific conditions.

Michele Chatham, CPC, CPMA, CRC

Michele is a medical records auditor and trainer with 18 years of medical coding experience. Her background includes Medicare Outpatient billing, Medicare Secondary Payer subrogation and case investigations and Federal Blue Cross benefits administration. For the last 8 years, she has been performing retrospective claims auditing for Medicare Risk Adjustment, and her current position is with Anthem's Medicare Revenue Management and Reconciliation department where she provides training and educational materials as well as performing audits.

Documentation and Coding: Diabetes Recording

During this session, we will discuss:

- Diabetes Mellitus - Disease Overview
- Specific Complications
- Documentation and Coding Guidance
- CMS-HCC Model Code Hierarchy
- Case Studies with Coding Examples

Documentation and Coding: Mental/Behavioral Health

April 19, 2017 — *CME credits: 1.0 (CMEs are only available for LIVE events)*

During this session, we will discuss:

- Mental and Behavioral Health - Disease Overview
- Specific Types of Disorders
- Documentation and Coding Guidance
- CMS-HCC Model Code Hierarchy
- Case Studies with Coding Examples

Documentation and Coding: Dependency/Substance Abuse

July 19, 2017 — *CME credits: 1.0 (CMEs are only available for LIVE events)*

During this session, we will discuss:

- Dependency and Substance Abuse - Disease Overview
- Specific Types of Dependency and Substance Abuse
- Documentation and Coding Guidance
- CMS-HCC Model Code Hierarchy
- Case Studies with Coding Examples

Documentation and Coding: Neoplasm

October 18, 2017 — *CME credits: 1.0 (CMEs are only available for LIVE events)*

During this session, we will discuss:

- Neoplasm - Disease Overview
- Different Classifications of Neoplasms
- Documentation and Coding Guidance for Specific Malignancies
- CMS-HCC Model Code Hierarchy
- Case Studies with Coding examples

Practice Essentials LIVE Events

Developed specifically for primary care practices, this transformation curriculum is now available for continuing education and medical credits. Through our Practice Essentials continuing education program, we guide you step-by-step through quality improvement methodology to achieve sustainable changes and increase patient satisfaction, clinical outcomes and value.

You and your practice are offered a customizable approach to our practice transformation curriculum. For your convenience, the Practice Essentials series will be offered twice in 2017, and the recordings will also be available in our convenient on demand recording library.

All sessions will be presented by Aimee Voss and Antonia Nieto-Hughes; Triple Aim leaders and Practice Essentials experts.



Aimee Voss

MBA, Anthem, Inc.

Aimee Voss has more than 16 years career experience in the healthcare industry working for various payers and providers. Prior to her role as Business Change Manager Sr., she worked as a Care Consultant Sr. for two years with the Enhanced Personal Health Care Program in the Maine market.



Antonia Nieto-Hughes

RN BS, CSTP, Anthem, Inc.

Antonia Nieto-Hughes RN BS, CSTP is a Registered Nurse and Certified Synchronous Training Professional. She currently supports regional and national education initiatives for the Enhanced Personal Health Care team.

“I appreciate the tips on not getting overwhelmed and promoting change using a positive approach!”

while another practice attendee shared

“The Practice Essentials Transformation curriculum is truly a step-by-step guide to helping you make positive changes in your office setting. It is a great resource to have!”

☞ a Virginia Enhanced Personal Health Care practice

Introduction and Overview of Tools

Recording or July 13, 2017

During this session, attendees will learn how-to:

- Navigate ACP Practice Advisor®
- Access the Provider Toolkit
- Explore and register for Collaborative Learning Opportunities

Basic Practice Improvement Infrastructure

Recording or August 10, 2017 — CEU/CME credits: 1.5

During this session, attendees will learn how-to:

- Develop a Care Team
- Create a Process Map
- Prepare a Data Wall

The Model for Improvement

March 9, 2017 or September 14, 2017 — CEU/CME credits: 1.5

During this session, attendees will learn how-to:

- Define the Area of Focus
- Write Global and Specific Aim Statements
- Conduct Plan-Do-Study-Act Cycles

Actualizing the Triple Aim: Impacting Cost of Care

April 13, 2017 or October 12, 2017 — CEU/CME credits: 1.5

During this session, attendees will learn how-to:

- Reduce cost of care while maintaining quality by identifying short and long-term cost of care opportunities
- Create a balanced investment portfolio that maximizes shared savings and benefits the patient both clinically and financially
- Navigate the valuable inpatient, outpatient, pharmacy and professional cost of care tools available to practices
- Build your Quality Improvement foundation and monitor quality indicators

Registry Use and Population Health Management

May 11, 2017 or November 9, 2017 — CEU/CME credits: 1.5

During this session, attendees will learn how-to:

- Use Registries in the Chronic Care Model
- Initiate Registries for Diabetes, Coronary Artery Disease, Congestive Heart Failure, Asthma, and COPD

Sustaining Change and Moving Forward

June 8, 2017 or December 7, 2017 — CEU/CME credits: 1.5

During this session, attendees will learn how-to:

- Understand organizational culture
- Sustain practice transformation
- Prevent change fatigue

Collaborative Learning Recording Library

Our extensive online recording library, containing recordings of our Collaborative Learning Events, is available to you 24 hours a day, 7 days a week, 365 days a year to accommodate your busy schedule. Here you can review and reference recordings of past sessions. All are designed to help you meet your participation requirements under Enhanced Personal Health Care.

Transformation Collaborative Learning Recordings

Reducing Hospital Readmissions - Let us show you how and why	Readmission reduction is the hottest trending topic in healthcare today because the potential to impact cost and quality is so significant! This session includes protocols, tools, and suggestions for creating your own Transitional Care program. (59 minutes) CEU/CME credits: 1.5
Risk Adjustment: Documentation and Coding: Diabetes	Join us for this quarterly training session focusing on the topic of Diabetes: Diabetes Mellitus - Disease Overview, Specific Complications, Documentation and Coding Guidance, CMS-HCC Model Code Hierarchy, Case Studies with Coding Examples. (59 minutes)
Health System Transformation & Innovation: Strategies for 2016 and Beyond	Pauline J. Lapin, MHS, will address the role of primary care in a new era of healthcare delivery that focuses on cost, quality, patient experience, and provider satisfaction. She will touch on current initiatives (CPC, SIM) that are helping to guide us as we create innovative payment mechanisms to support these changes. (60 minutes)
Implementing Care Compacts	Carol Greenlee, MD, FACE,FACP, focuses on the implementation of care compacts, or collaborative care agreements, by the specialty practice to promote effective communication and improve care coordination within the medical neighborhood. Objectives of this module webinar are to understand the components of a care compact, define a good referral, and establish practice specific standards for elements within the compact to support a collaborative approach to providing comprehensive patient care. (60 minutes) CEU/CME credits: 1.5
Utilizing Data and Quality Improvement Techniques to Improve Clinical Quality Measures	Marie Brown, MD, FACP, will provide valuable information to assist providers with improving the quality of care to patients and overcoming common obstacles to compliance. Participants will be provided with insights, success stories and specific actions that can be taken to improve and streamline processes for improved quality and quality measure compliance. Objectives include identifying methods to improve clinical documentation to demonstrate compliance; discussing best practices for population health Management with an emphasis on tracking and outreach; collaborating with medical neighbors to close gaps in care, educating patients on the importance of preventative health measures and routine screenings; and coordinating and leveraging appointments to improve compliance. (60 minutes) CEU/CME credits: 1.5
Enhancing Efficiency of Care	Jeff Borenstein, MD, MPH, FACP, will focus on impacting the efficiency of care to actualize The Triple Aim of improved quality, increased patient satisfaction and lower healthcare costs. Objectives include recognizing what cost of care means to stakeholders in the healthcare system and identifying cost effective, high quality solutions in healthcare choices that can lead to decreased cost, reducing waste and overuse. (60 minutes) CEU/CME credits: 1.5
Tackling Cost in the Triple Aim: Emergency Department	Colorado Health Neighborhoods, a large integrated organization, will share their practice experience on effective strategies to manage visits to the emergency department. (60 minutes)
Liberating Consumer Health Data: Patient Access to Data	Liberating Consumer Health Data: How patient access to data improves health and care. Christine Bechtel will cover recent research regarding what patients want from data access as well as the best ways to engage patients around their health data. (55 minutes)

Maximizing the Medicare Annual Visit	Please join us as Paul Clark, MD, FACP discusses Strategies & Best Practices to Maximize the Medicare Annual Visit. (58 minutes) CEU/CME credits: 1.5
Risk Adjustment 101 - Coding & Documentation Best Practices	Please join us to discuss Medicare Risk Adjustment 101 and Coding & Documentation Best Practices. This session will offer 2 AMA PRA Category 1 Credits™ and 2 ANCC contact hours. (66 minutes)
Shared Decision Making: The Art & Science	Shared decision making occurs when a health care provider and a patient work together to make a health care decision that is best for the patient. Emerging evidence suggests that shared decision making benefits the patient and the provider organization. Victor Montori, MD, MSc, Professor of Medicine from the Mayo Clinic, shared his expertise in translating shared decision making into practice, and highlighted shared decision making tools and resources that can set your practice up for success. (56 minutes)

Pediatric Collaborative Learning Recordings

Getting Adolescents in for Well Visits and Immunizations	According to our June 2016 survey results, providers across the country are struggling to get adolescents into the practice for well visits and immunizations. Join us as Dr. Amy Middleman offers creative strategies for reaching this elusive population. (57 minutes) CEU/CME credits: 1.5
The Critical Need for Family-Centered Care in Medical Homes	Dennis Z. Kuo, MD, MHS, Associate Professor of Pediatrics at University of Arkansas presented with Brad Thompson on the history, background, and evolution of patient and family engagement to 96 practice attendees and 29 Anthem associates. In addition, Dr. Kuo explored the differences in the way providers see the health care system vs. the way families do and offered suggestions for improving the provider-family dynamic. After the event, attendees shared that the practical examples of care and the collaborative approach to the Medical Home were very interesting to them, and one participant noted “I will be sharing the suggestions for keeping families in the loop and engaged around the care of their child with my practice.” (48 minutes)
Putting Patient and Family Engagement into Practice	Brad Thompson, co-founder of The HALI Project, shared his model for taking patient and family engagement to the next level. This model supports the critical components of the Medical Home model and creates deeper partnerships that positively impact the patient, provider, practice and the quality improvement efforts of the team as a whole. Additional benefits include giving families a voice in patient care, providing advanced family support while providers spend more time at the top of their license, reducing the number of unbillable hours spent with patients, and connecting families to people who have walked in their shoes. Also hear from a practice that successfully implemented this model in addition to their Parent Partner. CEU/CME credits: 1.5
Engaging Patients for Practice Quality Improvement	This session covered the importance of Quality Improvement (QI) efforts and the role the patient and family play in the process. Included will be a discussion of what national organizations are doing to partner through patient advisory councils in the clinical setting and offer a ‘roadmap’ to achieving QI goals. Attendees learned how to break the work down into smaller steps to make their goals more achievable. (66 minutes) CEU/CME credits: 1.5
Steering Families to their Medical Home	Join us for a presentation on the need for, and impact of, providing access to primary pediatric care, and the tools that are available to support your practice as you improve patient access. (57 minutes) CEU/CME credits: 1.5

Pediatric Providers CAN Positively Impact Injury Rates	<p>Studies have shown educating providers makes the biggest impact in injury prevention and these studies will be reviewed in addition to a review of the most recent data on leading causes of injury and death for pediatric patients. (58 minutes) CEU/CME credits: 1.5</p>
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General Recordings

Introduction to ACP Practice Advisor®	<p>A virtual tour of ACP Practice Advisor®, demonstrating the value of the tool in addition to a brief orientation to the tool's structure. (13 minutes)</p>
Medical Cost Performance (MCP) Overview	<p>This recording will explain what the Medical Cost Performance is and how it is derived for practices. By understanding how to read the Medical Cost Performance Report, you will be better positioned to start influencing your practice's potential payout. (17 minutes)</p>
Medical Cost Target (MCT) Overview	<p>This recording will explain what the Medical Cost Target is and how it is derived for practices. The calculation is used to set financial goals within the Enhanced Personal Health Care Program. (10 minutes)</p>
PCMS Performance Management – Scorecard demo	<p>Provider Care Management Solutions (PCMS) is a web-based reporting tool to help practices manage patients' health in a value-based payment environment. This recording will provide a demo of Performance Management – Scorecard. (33 minutes)</p>
Accessing Reports through Availity	<p>The Enhanced Personal Health Care program aims to empower PCPs. The reports available to assist will be accessed free via Availity, a multi-payer portal. This recording will illustrate the process to gain access to your reports. (16 minutes)</p>
PCMS Introduction and Demonstration	<p>Provider Care Management Solutions (PCMS) is a web-based application to help practices manage patients' health and to thrive in a value-based payment environment. This recording will provide an introduction and demonstration of this application. (28 minutes)</p>
PCMS Population Management – Care Opportunities Demonstration	<p>Provider Care Management Solutions (PCMS) is a web-based reporting tool to help practices manage patient's health in a value-based payment environment. This recording will provide a demo of Population Management – Care Opportunities. (29 minutes)</p>
PCMS Population Management – ER Visits Demonstration	<p>Provider Care Management Solutions (PCMS) is a web-based reporting tool to help practices manage patients' health in a value-based payment environment. This recording will provide a demo of the Population Management – ER Visit report. (28 minutes)</p>
PCMS Population Management – Attributed Patients Demonstration	<p>Provider Care Management Solutions (PCMS) is a web-based reporting tool to help practices manage patients' health in a value-based payment environment. This recording will provide a demo of Population Management – Attributed Patients. (44 minutes)</p>
PCMS Referral Automation Provider Office Hour	<p>The Office Hour included a demonstration of the new Provider Care Management Solution (PCMS) Referral Automation enhancement followed by a Q&A session. Referral automation allows for a more streamlined and secure process for providers to submit Case Management, Diseases Management and Behavioral Health referrals directly within PCMS. These referrals will be sent electronically to the Anthem Care Management staff driving efficiency for outreach and engagement of attributed members. (51 minutes)</p>
PCMS 1.7 Release Provider Office Hour	<p>The Office Hour includes a demonstration of the new Provider Care Management Solution (PCMS) version 1.7 enhancements followed by a Q&A session. (52 minutes)</p>

PCMS 1.8 Release Provider Office Hour	The Office Hour will include a demonstration of the new Provider Care Management Solution (PCMS) version 1.8 enhancements followed by a Q&A session. (58 minutes)
PCMS Cost Performance Detailed Report & Total Cost	The Office Hour will include a demonstration of the new Provider Care Management Solution (PCMS) version 1.8.1 enhancements followed by a Q&A session. (51 minutes)
PCMS 1.9 Provider Office Hour - P360 Integration	The Office Hour will include a demonstration of the new Provider Care Management Solution (PCMS) version 1.9 enhancements followed by a Q&A session. (47 minutes)
PCMS Pharmacy Report	The Office Hours includes a demonstration of the new PCMS Pharmacy Report followed by a Q&A session. (55 minutes)
PCMS 1.92 Provider Office Hours	The Office Hours includes a demonstration of the new PCMS 1.92 Release enhancements followed by a Q&A session. (55 minutes)

Practice Essentials LIVE Recordings

Introduction and Overview of Tools	Practice Essentials LIVE! builds upon the concepts and principles for practice transformation presented in the recorded curricula in an interactive, hands on session. The Introduction session focuses on key supporting resources. (43 minutes)
Basic Practice Improvement Infrastructure	Practice Essentials LIVE! builds upon the concepts and principles for practice transformation presented in the recorded curricula in an interactive, hands on session. This session focuses on performance improvement infrastructure. (62 minutes) CEU/CME credits: 1.5
Model for Improvement	Practice Essentials LIVE! builds upon the concepts and principles for practice transformation presented in the recorded curricula in an interactive, hands on session. This session introduces the Model for Improvement and PDSA cycles. (60 minutes) CEU/CME credits: 1.5
Actualizing the Triple Aim: Impacting Cost of Care	This session provides practices with suggestions for reducing cost of care and creating strategies that can impact scorecards. Care Management opportunities, systems and data and creating a plan for moving forward will be reviewed. (55 minutes)
Registry Use and Population Health Management	Practice Essentials LIVE! builds upon the concepts and principles for practice transformation presented in the recorded curricula in an interactive, hands-on session. This session covers the Chronic Care Model and Population Health. (58 minutes) CEU/CME credits: 1.5
Sustaining Change and Moving Forward	Practice Essentials LIVE! builds upon the concepts and principles for practice transformation presented in the recorded curricula in an interactive, hands on session. This session covers sustaining performance improvement change. (58 minutes) CEU/CME credits: 1.5

Actualizing the Triple Aim:

Impacting Cost of Care Recording Library

For your patients and your practice, every dollar counts.

The EPHC program is focused around supporting primary care with achieving the Triple Aim and demonstrating value outcomes such as: Reduced Cost of Care, Improved Quality and Improved Patient Experience.

To assist your practice with achieving reduced Cost of Care, the EPHC program offers recordings on why managing the overall Cost of Care for your attributed members is essential to success in the EPHC program, as well as Cost of Care tools to assist your practice with managing Cost of Care.

These recordings are available 24 hours a day, 7 days a week, 365 days a year to accommodate your busy schedule.

Collaborative Learning Opportunity Recordings

Actualizing the Triple Aim: Impacting Cost of Care	Learn why managing the overall cost of care for your attributed members is essential to success in the EPHC program, and learn about Cost of Care tools to maximize your gain share opportunity. (26 minutes)
Anthem Care Compare	Anthem Care Comparison is an innovative cost comparison tool that discloses real price ranges for common services at local area facilities. Anthem Care Comparison offers side-by-side comparisons of all aspects of specific medical procedures including inpatient, outpatient surgeries, outpatient diagnostic and radiology, and some professional services. Available in all states except UniCare. (31 minutes)
AIM Radiology Pre-Certification Tool	The AIM (American Imaging Management) radiology pre-cert tool contains cost information on local facilities. By acting on this information at the time of pre-authorization, and requesting that your patients use local, high-quality, cost-effective sites of service as indicated in the tool, you and your patients can save money. (10 minutes)
Blue Distinction	Blue Distinction is a quality and cost designation earned by facilities offering Bariatric Surgery, Cardiac Care, Complex and Rare Cancers, Knee and Hip Replacement, Maternity Care, Spine Surgery and Transplants procedures. Blue Distinction can help your patient choose a site of service by identifying facilities which have met rigorous quality of care standards, and in some cases, also demonstrated their ability to deliver care that is both high in quality and lower in cost than their peers. (14 minutes)
Blue Precision	Blue Precision is a quality and cost designation earned by physician specialists including Allergy, Cardiovascular Disease, Ear, Nose & Throat, Endocrinology, Gastroenterology, Obstetrics and Gynecology (OB/GYN), Pulmonary Medicine and Rheumatology. Blue Precision can help your patient choose a specialist by identifying doctors who have met rigorous quality of care standards, and in some cases, also demonstrated their ability to deliver care that is both high in quality and lower in cost than their peers. (13 minutes)
Preferred Lab	Choosing an in-network lab when appropriate helps keep down costs for patients – and when you are participating in Enhanced Personal Health Care, it also means better potential for shared savings for your practice. (7 minutes)
Preferred Glucometer Program	The Preferred Glucometer Program helps your patients save money and lowers pharmacy costs. Pharmacy members get a preferred glucometer for free; providers prescribe the test strips used with the selected glucometer. (6 minutes)
Half Tab Program	Half-Tablet program helps your patients save money and lowers pharmacy costs. Providers can write prescriptions for qualified once-daily medications with directions to take ½ tablet per day. Based on the patients' benefit design, the patient almost always pays less out of pocket for these prescriptions, and savings also flows to the shared savings pool available to providers via the EPHC program. The program does not apply to Medicare or Medicaid. (5 minutes)
Generic Utilization	We recognize that you are in the best position to make clinical decisions about your patient's medical care. Choosing less expensive alternatives such as generics when clinically appropriate will help to decrease costs for the patients and facilitate success in our program. (9 minutes)

Achieving the Triple Aim Learning Opportunities

Anthem has created a transformation change package that includes targeted educational opportunities, tools and resources to support primary care practices. Anthem's on demand education series, Achieving the Triple Aim, now offering CEU/CME credits, bundles together interventions, small, straightforward sets of evidence-based practices – generally three to five – that when performed collectively and reliably, have been proven to improve patient outcomes.

These recordings are available 24 hours a day, 7 days a week, 365 days a year to accommodate your busy schedule.

Medication Management	<p>Medications are involved in more than 80% of all treatments and therefore have an important role for managing acute and chronic conditions. This learning opportunity session lists predictors related to medication non-adherence and outlines strategies and interventions that can be incorporated in any medical practice to promote medication adherence. CEU/CME credits: 1.5</p>
Readmission Reduction	<p>Hospital readmissions are one of the drivers of high health care costs in the United States, and many are avoidable. This learning opportunity session offers strategies to support transitions of care and reduce the risk of readmission. CEU/CME credits: 1.5</p>
Emergency Room – Reducing Avoidable Utilization	<p>The use of the Emergency Room for conditions that could be managed in outpatient settings is a significant health care cost driver. This learning opportunity session will review strategies to prevent unnecessary ER visits. CEU/CME credits: 1.5</p>
Care Management and Care Planning – 2-part series	<p>Care Management and Care Coordination benefits, implementation strategies, and resources and tools are discussed and reviewed in part one. Care Planning: Strategies for Practice Transformation is the second installment of a 2-part series. The presentation offers a review of chronic illness management in addition to discussing the critical importance of data-driven care planning programs. CEU/CME credits: 3.0 (<i>credits available through 7/31/2017</i>)</p> <p style="text-align: center;">Care Management and Care Coordination - Part 1 of 2 Care Planning - Part 2 of 2</p>
Behavioral Health Integration – 3-part series	<p>Behavioral health is a broad term that encompasses health behaviors such as smoking, diet and exercise, mental health such as depression and anxiety, as well as substance abuse. This 3-part series looks at three approaches to behavioral health integration with primary care, including the coordinated, co-located and fully integrated models of care. CEU/CME credits: 4.5 (1.5 credits per session) <i>credits available through 3/31/2017</i></p> <p style="text-align: center;">Building the Foundation Co-Located Model of Care Fully Integrated Model of Care</p>
Targeting the Triple Aim: Management of Chronic Conditions – 6-part series	<p>Chronic disease is a major driver of health care costs and deterrent to overall health and quality of life. This learning series will review strategies targeting those conditions. CEU/CME credits: 9.0 (1.5 credits per session) <i>credits available through 3/31/2017</i></p> <p style="text-align: center;">Asthma Diabetes Chronic Obstructive Pulmonary Disease Congestive Heart Failure Coronary Artery Disease Hypertension</p>
Low Back Pain	<p>Low Back pain is the second most common cause of symptom-related doctor visits in primary care. Low back pain is associated with annual medical care costs in the billions. This session outlines strategies for providers and care teams to effectively address low back pain in the practice setting. Highlights of this session include practice redesign principles as well as shared decision making to support patient engagement and cost-effective, positive outcomes. CEU/CME credits: 1.5 (<i>credits available through 9/30/2017</i>)</p>



Creating an LGBT-Friendly Practice

Bridging Multicultural Health Care Gaps

What you **may not** know about your LGBT patients may be putting their health at risk.

You know it makes sense for you to learn how to create an LGBT-friendly practice IF...

... **You aren't quite sure what the letters "LGBT" represent.**

Lesbian, Gay, Bisexual and Transgender

... **You have patients.**

Almost 4% of adults are estimated to identify as being lesbian, gay, bisexual, or transgender. Chances are that some of your patients identify as being LGBT.

... **You're not aware of unique LGBT concerns.**

In addition to privacy, many LGBT patients have unique health worries.

... **You feel like a deer in headlights when patients tell you that they are LGBT.**

Some practitioners wonder what to say or whether to say anything once they are told.

... **You understand the importance of having a welcoming environment for all your patients.**

However, you might not know how to create this for your LGBT patients.

... **You haven't thought about how discrimination-related stress can take a toll on the health of LGBT patients.**

Chronic stress such as that derived from perceived discrimination often leads to an increased risk for several diseases.

... **You have staff that talks with your patients.**

Including staff in the learning experience is essential. One misstep, although unintentional, may keep LGBT patients from sharing important health information.

... **You strive for the highest quality of care for all your patients.**

Now you know. Take the next step.

In about an hour, through a series of vignettes that present critical information about working with LGBT populations in a caring and culturally sensitive way, you'll gain an understanding of how to create an LGBT-friendly practice including strategies to enhance your interactions with LGBT patients and address health care disparities affecting the community. Visit anthem.com/LGBT for free access to online program.



Moving Toward Equity in Asthma Care

Free CME course for providers at www.anthem.com/asthma.equity

Did you know...

- Hispanics and African Americans with asthma are less likely to take daily controllers AND are more likely to visit the emergency room and be hospitalized for asthma-related conditions than non-Hispanic Whites¹
- Asian Americans are more likely to die from asthma than non-Hispanic Whites²

Can you help us address asthma disparities?

As a trusted health care provider, you can make a difference. Anthem Blue Cross (Anthem) offers a free online experience to support providers interested in delivering culturally appropriate asthma care to diverse patients.

Key features of the course:

- Can be accessed from any mobile device, laptop or desktop computer
- Interactive learning
- Bookmarking feature allows users to pause the course and resume it later
- Content is relevant for multiple diverse populations
- Focus on current disparities and what may contribute to them
- Available to all providers – regardless of Anthem contract status

How will this benefit providers?

- You will receive 1.0 Continuing Medical Education (CME) credit upon successful completion
- Empowers providers and patients to work together more effectively
- Provides easy access to additional provider and patient resources about asthma disparities

Like you, Anthem is committed to achieving health equity in asthma outcomes with diverse populations, and we are proud to work collaboratively with physicians and other organizations in reaching this mutual goal.

Take the course today!

Sources:

¹ Asthma and Allergy Foundation of America & National Pharmaceutical Council. (2005). *Ethnic Disparities in the Burden and Treatment of Asthma*. Retrieved from www.aafa.org/media/Ethnic-Disparities-Burden-Treatment-Asthma-Report.pdf

² U.S. Department of Health & Human Service, Office of Minority Health. (2016, May 9). *Asthma and Asian Americans*. Retrieved August 8, 2016, from www.minorityhealth.hhs.gov/omh.

This Enduring Material activity, Moving Toward Equity in Asthma, has been reviewed and is acceptable for up to 1.00 Prescribed credit(s) by the American Academy of Family Physicians. Term of approval begins 09/28/2016. Term of approval is for one year from this date. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Speaker Disclosures:

The speaker for this event is a Consultant recognized as an expert in his or her field of practice and has been retained by Anthem, Inc. to provide services related to the Consultant's expertise.

Commercial Support Statement:

There has been no commercial support for this activity.

Physicians

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Institute for Continuing Healthcare Education (Institute) and Anthem. The Institute is accredited by the ACCME to provide continuing medical education for physicians.

The Institute designates this activity for a maximum of 1.5 AMA PRA Category 1 Credits. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses

Institute for Continuing Healthcare Education is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

This activity offers 1.5 contact hours to participating nurses. This credit may be applied toward licensure requirements in those states that recognize American Nurses Credentialing Center's Commission on Accreditation (ANCC-COA) accredited providers.

Accreditation applies solely to educational activities and does not imply approval or endorsement of any commercial product by the ANCC-COA.

To obtain credit for this event, you will be directed to the CME/CEU site at the end of the event where you can take the posttest. Upon successful completion of the posttest (a score of 65% or higher), your CME/CEU certificate will be immediately sent to you via email.

Please contact cpagano@cmematters.org with any questions regarding accreditation.



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