

PPOC member update

March 2, 2018

Dear Colleague,

We are embarking on a long-anticipated journey together this week as we go live on the Tufts Health Together with Boston Children's ACO. Nearly every PPOC practice will be impacted by the change, including some of our members who serve substantially more than the network average of 24% Medicaid recipients. We realize this is a huge transition and will take manpower and practice resources to manage. Folks at the PPOC are ready to help and answer your questions. There are tools in place at PPOC, CHICO, THPP and MassHealth to assist our ACO patients and their families in this transition. As with any major system transformation, there will be some bumps in the road. We are resilient clinicians who are devoted to our patients, so we will weather this transition as well as any provider group in the Commonwealth. Please take advantage of the available resources as your practice goes live on the new ACO.

A few interesting stats about our ACO, which is one of 17 in the state:

- Our ACO will cover nearly 78,000 children
- There are more than 60 hospitals in our network
- Children comprise 70% of THPP's ACO population, and $\frac{3}{4}$ of those children are in our ACO
- Our ACO will include around 600 primary care providers and more than 80 practices
- We are one of the only ACOs that has a 90-day continuity of care, or "grace" period, so our patients will be able to switch plans through June 1st, during the MassHealth Plan Selection Period

What does it mean to have a 90-day Continuity of Care period? This covers office visits, behavioral health services, prescriptions and Durable Medical Equipment (DME) access, among other services for a period of no less than 90 days so that patients can continue getting care without unnecessary barriers. Click here to access [Tufts Health Together with Boston Children's ACO Continuity of Care FAQ](#).

In a monumental effort to advocate for better reimbursement rates and quality metrics, CHICO and the PPOC went back and forth with both MassHealth and THPP so that our ACO would be optimized for children--the state's most vulnerable population. We have developed many practice materials, presentations, and FAQs to answer some of your questions. We have multiple mailboxes for your questions including aco.info@childrens.harvard.edu and aco-questions@childrens.harvard.edu. Our team has held several Medicaid Readiness Workshops (presentations linked at the bottom of this email) to update you on roster management, patient issues escalation, enrollment information, and network development. Our network of other providers, such as specialists, continues to grow. We've reached out to 276 Out of Network providers to provide specialist coverage in every area of the Commonwealth.

By now, you may be aware that there are geographic limitations for our ACO, as pictured in the map below. If your office has current patients that live outside of our geographic service area, they will be "grandfathered in" to our ACO, and still able to be seen at your practice. Current MassHealth rules stipulate that any new patients who live outside this service area will not be eligible for our ACO. This is an area of

continued advocacy on our part as we work with MassHealth to make sure that families do not have children assigned to different ACOs, and that children in the same family can be seen by the same pediatrician. Naturally, as our network expands in the coming years to include new primary care practices in other areas of the state, the service area will expand to include those regions.

Note on service area limitations:



You are encouraged to attend our Medicaid ACO Readiness webinars run by Program Administration Manager Leah Bozza, and our Quality team members. Your investment of time may help answer questions you have and could help you help your ACO patients. Additionally, THPP is hosting a series of webinars that will outline key policies and procedures of their health plans and how they will be partnering with our ACO. Please see our most recent [Weekly Roundup](#) for a list of these dates and times so that you can add them to your calendar. All resources can be found in our Weekly Roundup Medicaid ACO Corner. The provider orientation webinar from Tufts Health Public Plan [can be found here](#).

Our Quality Team is committed to helping all PPOC practices navigate through this transition. Please reach out to ACO-questions@childrens.harvard.edu for any questions you have and a member of our staff will reply as soon as possible. Your practice consultant remains a solid resource for your needs.

The changing healthcare environment is one we've been navigating as a network for nearly two decades now. We are not new to this. We will get through this together, as there is no challenge too great for the PPOC.

Most Sincerely,

[Gregory J. Young, MD](#)

President and Chief Executive Officer
PPOC

Resources:

- [Medicaid ACO Readiness Webinar 1 Recording](#)

- [Medicaid ACO Readiness Webinar 2](#) Recording
- [Medicaid ACO Readiness Webinar 3](#) Recording
- [Medicaid ACO Readiness Webinar 4](#) Presentation
- [Medicaid ACO Readiness Webinar 5](#) Recording