

### C.8. Kentucky Health Information Exchange (KHIE) and Electronic Health Records

- a. Describe strategies and incentives the Vendor will implement to encourage provider adoption and use of electronic health records that result in improvements in the quality of care for Enrollees and cost of health care services.
- b. Describe strategies for requiring participants to establish connectivity to the Kentucky Health Information Exchange (KHIE) for a minimum of:
  - i. Providers: applicable public health reporting
  - ii. Hospitals: applicable public health reporting and Admit Discharge Transfer (ADT's).
- c. Provide a description of initiatives and incentives to encourage adoption of electronic health records and information exchange.

### Passport Highlights: Kentucky Health Information Exchange and Electronic Health Records

How We Are Different	Why It Matters	Proof
<p>Passport has built the trust of Kentucky providers over more than twenty (20) years.</p>	<ul style="list-style-type: none"> <li>• The relationships we have developed with providers allows us to better encourage KHIE participation and drive adoption of new technology as it emerges.</li> <li>• Passport has developed numerous touch points that it uses to educate providers on the benefits of KHIE, including assisting providers with applying for state participation grants.</li> </ul>	<ul style="list-style-type: none"> <li>• Passport has helped multiple providers with KHIE connectivity.</li> <li>• Passport currently has ten (10) different touch points that it uses to educate, encourage and reinforce requirements for KHIE adoption.</li> </ul>
<p>Passport has developed strong working relationships with the KHIE program staff and joined forces to increase utilization of KHIE.</p>	<ul style="list-style-type: none"> <li>• Once the KHIE team completes testing and connectivity is established, Passport clinical staff will have access to the most up-to-date and accurate data (such as ADTs) through the KHIE</li> <li>• We can leverage the relationship with both the KHIE staff and the providers to bridge the gap between all entities and increase KHIE participation.</li> </ul>	<ul style="list-style-type: none"> <li>• Passport met with the deputy executive director and KHIE staff in the fall to collaborate on establishing a data exchange between Passport and KHIE.</li> </ul>

## Introduction

Passport has built the trust of the provider community over the last two (2) decades, working toward a common goal of providing the best care possible for the Kentucky members. Leveraging the trust the providers have in us, we will continue our efforts in getting all providers connected to and using the KHIE and electronic health records (EHRs) to improve the care provided to our members. Our extensive efforts in promoting the adoption of these technologies has resulted in eighty percent (80%) of our members using providers connected to the KHIE. We have an ongoing multitiered approach to achieve one hundred percent (100%) provider network connectivity, including:



- Educating providers on the benefits to their practice and the members they serve, including more comprehensive and timelier member information, along with reports that identify gaps in care and at-risk members needing intervention, and opportunities for improving treatment outcomes.
- Assisting providers in adoption and integration of KHIE and EHR technologies into their workflow to ensure the administrative burden is minimized. This includes education on the Provider Assistance Program mini-grant opportunity through KHIE and any extramural funds available for connecting.
- Using every touch point, we have cultivated with providers to further educate them on the benefits and requirements of KHIE and EHR. This includes interactions with Passport Provider Relations and Network Management, hospitals, provider and hospital associations, and numerous methods of regular communication.
- Passport will offer incentives to expand provider connection to KHIE and utilization of EHR. This will range from Passport-sponsored meetings with KHIE to further educate providers on health system benefits to technical support and financial incentives to help defray the costs of connecting.

Using this collaborative approach with its Kentucky stakeholders, Passport is continually raising awareness, educating and reinforcing the advantages and requirements of KHIE and EHR participation, thus moving toward complete utilization by providers.

## Passport's Strategy to Incentivize Use of EHR Benefits Through Integration Services

### Encouraging Provider Adoption of EHRs

C.8.a. Describe strategies and incentives the Vendor will implement to encourage provider adoption and use of electronic health records that result in improvements in the quality of care for Enrollees and cost of health care services.

Passport's mission is to improve the quality of care delivered to its members while reducing the cost of said care. Technology is one of the keys to helping providers across all disciplines improve the quality of care they provide. While many larger practice groups and hospitals have had incentives to adopt certified EHRs through the Health Information Technology for Economic and Clinical Health (HITECH) Act and have done so, smaller practices often have lagged. This puts these practices at a disadvantage, and can disadvantage the members they serve, even when all efforts are made to otherwise provide the highest quality care.



Our core strategy for encouraging providers to adopt an EHR begins with educating them on the intrinsic value EHRs offer. Passport interacts with providers across multiple touchpoint, and departments, but we have a unified message related to the benefits of EHR adoption. Passport focuses education related to EHR utilization around provider benefit, member benefit and the benefit to the provider-payer partnership. While we acknowledge that change from paper-based charting and billing often feels daunting or financially out of reach, we know that, with the right EHR, charting and billing processes are often simplified for the provider. We focus on the ease of charting, medication reconciliation and searching for member information within an EHR, versus a large paper chart, which speeds up workflows when the member comes in for a visit.

The reports generated by EHRs can help providers trend data for individual members and help members see their own progress toward health goals. Providers are also educated on the way an EHR can assist with planning key performance indicators and targets based on population health level need, thereby bending the curve in performance metrics more efficiently. This helps providers and payers achieve their mutual goal of improved member health outcomes and allows providers to better quantify these outcomes when working with payers around contracting and value-based payment models. We acknowledge that providers often feel that the sole use of claims data to determine practice performance by a payer does not tell the whole story. The ability to track and trend, for example, the number of members for whom they measured body mass index (BMI) in a year through a simple data pull from an EHR goes beyond what claims alone can show and demonstrates the impactful member outcomes achieved with the provider.

Once providers find the right EHR system for the population and practice approach, Passport staff can then partner with the providers and explain how they can take their practice beyond what the EHR alone provides by participating in KHIE. Passport has a long-standing integrated care model for whole-person care that is predicated on care coordination and collaboration across providers of all disciplines, within Passport's clinical programs and between Passport and our providers and community partners. We believe that when every provider in the Commonwealth participates in KHIE, everyone will have greater opportunity to potentiate that model of care. Therefore, when working with providers to understand the benefits of KHIE, we focus on how external historical and current health care data can improve care coordination while reducing the likelihood of duplicative services, unnecessary medical procedures and polypharmacy.

As they import information into their EHRs from KHIE, providers will also be better able to identify members at risk of increased care needs, determine and address care gaps, and prevent escalation from lower to higher acuity care needs. In addition, we show how these technologies allow the providers to securely exchange treatment information and coordinate care with other providers across all disciplines, thus acting as a unified treatment team to make better medical decisions. Finally, we know this is better for the health outcomes and safety of the members, and for reducing overall costs to the system. Amplifying the benefits of an EHR with the power of KHIE will allow for even better contract options for providers as they move into value-based payment models because of the outcomes it can drive and the even greater potential for shared savings.

We recognize that not all providers are equipped with the resources required for the technology that enables EHR adoption, which is why we educate them on incentives to overcome this. The Provider Assistance Program mini-grant opportunity through KHIE is one example. During Passport-sponsored events, we will continue our efforts to educate providers on the myriad of benefits available to those who connect and use the KHIE and EHR. Lastly, Passport is enhancing its requirements on providers connecting to the KHIE and using an EHR, and will offer incentives for providers to be compliant, including technical assistance to defray costs. Those requirements are detailed below.

C.8.b. Describe strategies for requiring participants to establish connectivity to the Kentucky Health Information Exchange (KHIE) for a minimum of:

C.8.b.i. Providers: applicable public health reporting

### Strategies for Requiring Participants to Connect to KHIE

In support of Passport’s shared goal with Department for Medicaid Services (DMS) of higher quality care and better health outcomes for Kentuckians, providers and hospitals in Passport’s network will be required to connect to and use the KHIE to promote the facilitation of real-time data usage and improved care coordination. Currently, eighty percent (80%) of our members are being treated by providers that are connected to and using the KHIE. To move toward one hundred percent (100%) connection and adoption of KHIE, understanding that not all providers will be able to connect, we have requirements for connection and participation that differ based on the provider type.

**Passport Provider Handbook KHIE Requirement:**

Passport’s participating providers are required to connect to the KHIE.

The vast majority of nonhospital providers contracted with Passport are connected to the KHIE and are using its capabilities to improve member care. Because smaller participating providers do not have the technical knowledge to connect to and use KHIE, the contractual requirements are lower than that of hospitals, with the minimum contractual obligation being connection to and use of KHIE to exchange applicable public health data. We will, however, encourage them to exchange a much broader range of data to improve the overall member treatment dataset.

Nonhospital providers that do not employ an EHR system are still required to sign a Participation Agreement with KHIE and for Direct Secure Messaging services so that clinical information can be shared securely with other providers in their community of care.

C.8.b.ii. Hospitals: applicable public health reporting and Admit Discharge Transfer (ADT’s).

Currently, all newly contracted hospitals in the Passport network will be required to connect and utilize the Kentucky Health Information Exchange (KHIE) to facilitate improved care coordination. Hospitals will be required, at a minimum, to exchange applicable public health reporting data and Admit-Discharge-Transfer data (ADT’s).

Through our education process, we will demonstrate the value to the hospitals, provider community and members of submitting all data that can be used by the KHIE.

These requirements will be explained by our Provider Relations team and detailed in Passport’s Provider Manual. We will also reinforce this requirement through multiple communication channels, including Passport *eNews*, a key communication method the Provider Relations team uses to share timely information with new and existing participating providers in our network. Operational updates, announcements and information are shared with providers in real time via email. This distribution method can be tailored to specific provider types for targeted messaging or sent to all providers with communications that have a broader impact. As appropriate, we also distribute Passport *eNews* via traditional mail for targeted communications, such as secondary reminders about the importance of connecting with KHIE.

Passport is committed to working with DMS to monitor KHIE utilization. In addition to raising the awareness of KHIE through our *eNews* emails and follow-up mailings, Passport’s Provider Relations team will be responsible for outreach to providers who have not connected to KHIE. This will include in-person, telephonic and email communications. Providers will be required to provide a KHIE connectivity attestation and a screenshot validating their enrollment.

Hospital providers that do not employ an EHR system are still required to sign a Participation Agreement with KHIE and are also required to sign for Direct Secure Messaging services so that clinical information can be shared securely with other providers in their community of care.

C.8.c. Provide a description of initiatives and incentives to encourage adoption of electronic health records and information exchange.

## Initiatives and Incentives to Encourage Adoption of EHR and KHIE

### Ongoing Support for Providers’ KHIE Participation

Passport strives to realize one hundred percent (100%) KHIE participation by our network providers and hospitals. Providers have different capabilities, and thus we offer multiple types of initiatives and incentives to encourage adoption of EHRs and KHIE. Through multiple touch points with the providers, we raise awareness on the benefits to the entire system of care, educate and reinforce the requirement of KHIE participation, and offer incentives to encourage adoption of EHR and KHIE.

### Passport Network Providers

#### Connected to KHIE

~75% of KHIE participants are current Passport network providers, which totals nearly 80% of Passport membership.

### Passport Provider Handbook KHIE Requirement:

Hospitals are also required to submit ADTs to KHIE.

As a first step, we review the benefits of adopting KHIE and make providers aware of the **inherent incentives** including:

- Improve member safety by reducing medication and medical errors.
- Increase efficiency by eliminating unnecessary paperwork and handling.
- Provide caregivers with clinical decision support tools for more effective care and treatment.
- Eliminate redundant or unnecessary testing.
- Improve public health reporting and monitoring.
- Engage health care consumers regarding their personal health information.
- Improve health care quality and outcomes.
- Reduce health-related costs.
- Enable providers to participate more effectively in value-based contracts.

Passport will also cover the fees for all our in-network providers to use the Identifi Practice portal, a service from our contractor Evolent Health. Identifi Practice brings patient insights and a holistic patient view to provider practices. The portal also offers functionality that supports providers entering value-based payment arrangements. Bundling Identifi Practice with a provider’s adoption of KHIE supports providers in using newly available data to inform clinical decisions.

Passport seeks to raise awareness and support provider adoption as a part of our new provider onboarding. All newly participating provider groups or facilities receive KHIE program enrollment education and instruction during their New Provider Orientation session. During these sessions, conducted either on-site or via webinar, the Provider Relations representative provides guidance and the tools for the provider to sign up, and go meet their requirement we will encourage participation within thirty (30) days of contracting with Passport to meet the connection and participation requirements. In addition to New Provider Orientation sessions, KHIE program information and instructions for signing up are communicated to providers via the following methods:

- **Provider Contracting Packet:** KHIE program information is included in the contracting packet sent to providers who express an interest in joining the Passport Provider Network.
- **Provider Welcome Letter:** A reminder to participate with KHIE is incorporated into the provider welcome letter upon contract confirmation with Passport.
- **Passport Provider Manual:** Passport dedicates a section of the Provider Manual to a summary of the KHIE program and its benefits with hyperlinks to the Kentucky KHIE resources at [khie.ky.gov](http://khie.ky.gov).
- **Passport Provider Portal:** Detailed information about the KHIE program is predominantly located on the homepage of the Passport Provider portal.
- **Routine On-Site Visits:** The Provider Network Management team confirms KHIE participation during provider on-site visits as a component of our Provider Site Visit Form.
- **Clinical Interactions:** Passport clinical staff uses daily interactions with providers to demonstrate the information available on KHIE to improve care efficacy.
- **Passport eNews:** We use this key communication to share timely information with participating providers in our network in real time via email.
- **Ongoing Provider Relations Interactions:** Passport’s Provider Network Management team inquires about KHIE status in its ongoing conversations and communications with network providers.
- **KHIE Webinar:** KHIE participation is a topic presented in one of the informative webinars hosted by Passport for providers as part of ongoing engagement and continuing education.

KHIE awareness and education incorporates the Summary of Care record submission requirement by providers, as well as the requirement to submit ADT messages to KHIE by hospitals that contract with Passport. Per the provisions of the draft Medicaid Managed Care Contract, Passport will submit a monthly report to the Kentucky Office of Health Data and Analytics regarding these items.

Passport will cover the inherent benefits, use of Identifi Practice, and educational onboarding for all interested providers in our network. For some providers not already participating in KHIE, those incentives will not be enough to prompt provider adoption. In targeted cases, Passport will offer technical support and help providers fund the costs of KHIE adoption. The goal of this additional level of support is to maximize the number of providers connecting to the KHIE providing care to large numbers of Passport members.

Examples of providers that will be our top priority include participants in our HealthPlus or PassportPlus value-based programs, large volume specialists and multispecialty groups. Targeted incentives will include:

- We will assist providers in obtaining any grant or extramural funds available for connecting to the KHIE.
- We will provide technical support for providers that want to connect to the KHIE.
- We will provide financial incentives to help subsidize the costs of connecting to the KHIE.

### Real-World Example

In October 2019, Dr. Jessica Biel from Passport’s Health Integration department presented to a room full of behavioral health (BH) providers at a workshop for the Kentucky Psychological Association on “Focusing on Outcomes: Navigating the Changing Reimbursement World.” Her presentation included the importance of BH providers having awareness of the physical health needs and utilization patterns of their patients to achieve whole-person outcomes, which would allow them to better demonstrate to payers the value of their interventions, citing that BH needs can drive, for example, emergency department visits. She pointed specifically to the KHIE as a way to access the data they need to understand their patients better and to collaborate with medical providers more efficiently.

### Vision for Improving Health Outcomes with Unique Partnership with KHIE

Passport has deep relationships with provider organizations and believes in working collaboratively with providers to improve member outcomes and costs. A key focus is availability of timely and accurate data to drive decisions. Unlike other managed care organization (MCOs) that are heavily reliant on administrative claims for all operational and clinical purposes, Passport has access to purpose-built infrastructure that can integrate with data assets such as KHIE. The integration of claims data with a comprehensive set of information from KHIE can drive a multitude of member and provider initiatives in a much more automated, accurate and timely manner.

## Proposed Approach

KHIE has an incredible repository of information connecting a large percentage of health systems and physician practices in the state. Eighty percent (80%) of Passport members get their care from providers who are sharing information with KHIE. Passport's technology platform is capable of ingesting real-time information through a secure web service that serves Continuity of Care Documents (CCDs) from the KHIE. **The technology platform that we have selected is being used to connect similar data sources in more than ten (10) states across the country.** Once this service is deployed, it will provide access to real-time clinical information, with response times of less than three (3) seconds, while adhering to all security and compliance requirements of the KHIE. The information payload will include current dispensed medications, recent emergency department and inpatient visits (ADT), ambulatory visits, diagnoses, problem lists and gaps in care for preventive health screenings and chronic disease management. Passport will add a comprehensive set of data rules to screen out prohibited data related to HIV, substance abuse, and mental health-specific diagnoses, procedures and medications.

## Use Cases

The collected information will be used for multiple initiatives to improve quality and reduce adverse events for members, using better collaboration with the providers. A few examples include:

- **Quality Measures:** Limitations of the claims data is well known, and the added availability of KHIE information will significantly improve Passport's quality improvement efforts.
- **Risk Stratification:** Passport has access to artificial intelligence and machine learning care management but is limited by availability of comprehensive member data.
- **Real-Time Alerts:** Availability of ADT and other real-time information can drive creation of alerts for both providers and internal population health teams. This is especially beneficial for improving outcomes such as readmissions, where the opportunity to intervene is very small.

Passport remains committed to the use and support of new and existing technologies for KHIE, EHRs, and personal health records (PHRs). Closer collaboration with KHIE will accelerate Passport's mission of improving health in the community.

## Conclusion

Passport is committed to supporting DMS' priorities pertaining to our network providers' engagement in the EHR initiative and participation with the KHIE. We look forward to partnering with DMS to move toward one hundred percent (100%) provider connection and utilization of EHR and KHIE.

***Passport has been honored to serve the Kentucky Medicaid and foster care populations for 22 years and will continue to comply with all provisions of the Medicaid Managed Care Contract and Appendices (including Kentucky SKY) as we continue to serve them in the future.***