

Fairview Physician Associates Network

SUPERIOR VALUE: QUALITY AND PATIENT EXPERIENCE AT A LOWER TOTAL COST OF CARE

What is Fairview Physician Associates Network?

Fairview Physician Associates (FPA) is an integrated multi-specialty network of nearly 3,400 providers, including 83 primary care and 233 specialty care clinics in the greater Twin Cities metropolitan area. As a provider and clinic administrator-led nonprofit healthcare organization, we work to provide personalized care to advance community health by providing exceptional clinical quality, patient experience and lower total cost of care. Member clinics include independent, Fairview-employed and University of Minnesota Physicians practices.

Why FPA Network?

Providers and clinics become part of FPA Network to enhance clinical integration and quality care through practice support and network health plan contracting. Formed in 1993, we negotiate rates for risk-based health insurance products—those plans for which patients choose a primary care clinic within a defined provider network. Contracts include **Blue Plus**, **Hennepin Health**, **Integrated Health Partnership**, **Medica Essential**, **PreferredOne** and **UCare**.

Our staff works with member providers and administrators to help practices achieve clinical performance goals and ease administrative burden. Clinics attaining cost and quality goals may receive financial rewards administered by FPA Network.

Examples include measurement of:

- *Successful treatment of patients with chronic diseases*
- *Patient experience*
- *Wellness and prevention*
- *Total cost of care*

Take advantage of value-added services

We offer services to enhance clinical integration, patient care, access and reimbursement, while reducing administrative burden.

- **Care coordination** available to our more than 500,000 patients participating in risk-based medical insurance products.
- **RN and social work case management** of our network's *UCare for Seniors*SM patients to support care transitions and chronic disease management.
- **Education**, including comprehensive diabetes and inhaler demonstration websites for providers and patients (fpanetwork.org/diabetes; fpanetwork.org/inhalers).
- **Discounted purchasing:**
 - Temporary staffing
 - Office and medical supplies
 - Interpreter services

- **Coding and documentation** training for accurate capture of patient acuity.
- **Clinical and patient engagement measurement** and benchmarking.
- **Annual survey** helps enhance clinical integration by evaluating satisfaction of primary care providers with network specialty referral experience.
- **Healthcare communication course**
With tuition coverage from FPA Network, physicians may attend a University of Minnesota course designed to improve patient engagement, reduce malpractice cases and address physician burnout.
- **Website, member directory, administrator educational forums, clinical presentations and electronic publications** to support network clinics and their patients.
- **Complimentary practice promotion in support of clinical integration:**
 - Network-wide feature articles about clinical services
 - Media relations consultation
 - Health fair connections
 - Network mailing lists to help promote providers and practices
- **Advance care planning education sessions** for patients and the public.
- **Health insurance** through PreferredOne and equipment maintenance contract through FPA Network; each offer potential cost savings.

Become a member of FPA Network

Provider and clinic members meet criteria including quality indicators (e.g., board certification), outcomes (quality initiatives and patient experience results), patient access and alignment with geographic needs to serve our patients. Our Membership and Credentialing committees review applications and make recommendations to the FPA Network board.

Once approved by the FPA Network board, clinics annually must meet defined clinical performance objectives. CPOs typically include achievement of:

- *Defined quality measures, and/or participation in a quality initiative*
- *Patient experience survey goals*
- *Other FPA Network clinical performance objectives as determined by our Care Delivery and Quality Improvement Committee.*

To learn more, visit fpanetwork.org or call 952-914-1800.

Fairview Health Network

Fairview Physician Associates Network practices may augment their membership by becoming part of Fairview Health Network. FHN advances clinical integration and generates shared savings for members by meeting quality, patient experience and total cost of care goals for a defined population. FHN includes more than 83 primary care and 142 specialty care clinics for a total of 2,677 providers.

Benefits

In addition to the advantages of membership in the larger FPA Network, Fairview Health Network members may access support and tools designed to help them achieve goals related to clinical quality, patient experience and reduced total cost of care (Triple Aim).

- **Alignment with a market-leading system** to deliver Triple Aim performance for accountable care contracts.
- **Access to patient growth** through new product opportunities and network growth.
- **Financial rewards** for delivery of high-quality, cost-effective care in partnership with shared savings contract payers.
- **Care coordination** provided onsite at primary care clinics for patients attributed to Fairview/FPA held risk-based contracts:
 - Complex care management
 - Identification of high-risk patients
 - Proactive outreach
 - Transition follow-up across the continuum of care
 - Resource referrals and condition-based education
 - Connection with care teams across the network and community.
- **Abstraction of primary and specialty care quality measures, data analytics and reporting** as required for our Accountable Care Organization quality requirements and risk-based contracts.
- **Data analysis and reports to support population management** in shared savings contracts.
- **On-site analysis and consultation** for clinics seeking Health Care Home Certification from the Minnesota Department of Health.
- **Patient experience surveys and training.**
- **Medication Therapy Management services** for in-scope patients of FHN independent family medicine clinics.
- * **Learning Management System (LMS)** offered at no cost to FHN ACO primary care practices. Available to FHN ACO specialty care practices at \$20 per learner per year; \$300 minimum.
- **Marketing in support of clinical integration**
 - Created at no charge video bios posted on Fairview's and independent clinic websites allow providers to introduce themselves to prospective patients.
 - Mailings using clinic branding to patients not seen in two years to encourage appropriate immunizations and screening visits.
 - Feature stories in FPA Network's publications.
- **Work with specialist providers** to develop quality standards for care.
- **CMS Office of Inspector General (OIG) Exclusion Verification** offered at no cost to FHN ACO primary care practices.



Shared Savings Contracts

Fairview Health Network shared savings contracts include:

- Blue Cross® Blue Shield® Aware, Blue Plus®
- HealthPartners®
- Integrated Health Partnership (PMAP beneficiaries)
- Medica® Choice
- Next Generation (Medicare beneficiaries)
- PreferredOne®—Fairview employee network

Other Products

Primary care providers may participate in defined network payer products:

- Fairview UCare® Choices available through MNsure™ insurance exchange
- PreferredHealth
- Fairview and North Memorial Vantage with Medica
- VantagePlus with Medica

For more about Fairview Health Network, contact Kim Thompson, FPA Network Provider Enrollment Manager, 952-914-1830, kthomps1@fairview.org.

fpanetwork.org