

BILHPN MSSP 3 Day Waiver Program Communication Plan

January 2025

Beth Israel Lahey Health Performance Network (BILHPN) is a value-based, physician and hospital network and an Accountable Care Organization (ACO), whose highest goal is to promote the best quality and value of care to patients, providers, health insurers, and employers. Based on our beneficiaries' needs, BILHPN partners with SNF facilities that meet the standard for inclusion in the BILHPN MSSP 3-Day Waiver Program.

Purpose of the 3-Day SNF Rule Waiver Program

The 3-Day SNF Rule Waiver Program intends to improve patient experience, outcomes and reduce total medical expense (TME) by avoiding unnecessary hospitalizations for patients in need of skilled nursing care.

Communication Guidelines

1. BILHPN will communicate biannually with SNF affiliates based on claims based and self-reported, aggregated data submitted by all SNF affiliates. The reports may consist of metrics focused on utilization, transitions to SNF, clinical management, transitions to home and patient experience. SNF affiliates will report specific data to BILHPN both directly, and through SNF utilization management on a regular basis, and will maintain a process for ongoing communication regarding matters related to quality of care and SNF utilization metrics.
2. Biannually, BILHPN will aggregate and deliver back to affiliate facilities the results of the self-reported data and will engage in discussions on issues of concern on an as needed basis.
3. Semi-annually, BILHPN will evaluate each SNF affiliate, based on performance and collaborative practice engagement. SNF affiliates identified as underperformers are reviewed with all key BILHPN Risk Unit leaders and, when appropriate, corrective action plans are developed and communicated to the individual facility. Failure to meet action plan goals will result in removal from the BILHPN MSSP 3 Day Rule Waiver Program. BILHPN will inform CMS of such actions promptly when appropriate.
4. Each SNF affiliate will be required to identify an individual point of contact for communication and coordination of admissions including monitoring SNF length of stay with BILHPN. This information will be verified monthly.
5. The BILHPN Communication Plan will be provided to all SNF affiliates participating with the ACO under the Waiver prior to July 1, 2019 by BILHPN and then annually, if there are no changes to the plan. The Communication Plan will be communicated to SNF affiliates through an email to the designated point of contact and posted on the BILHPN website. The Post Acute Care Medical Director will be responsible for any updates to the plan and will share any updates to the plan with the SNF affiliates at the biannual meetings and with an updated emailing and reposting on the BILHPN website with the updated version of the Communication Plan.

Steering Committees/Work Groups:

- BILHPN Leadership Team for Post-Acute Care (monthly)
 - Reviews SNF claims data
 - Reviews feedback from SNF affiliates

- Evaluates each SNF affiliate semi-annually based on: STAR Rating, Provider Coverage, Volume, ALOS, Readmission Rates, Utilization, Quality/Safety, Engagement
- Determines which SNF affiliates will be removed/added, based on CMS criteria, and communicates changes with the SNF affiliates, key BILHPN Risk Unit leaders, Directors of Case Management at BILHPN owned/affiliated hospitals and CMS.
- Reviews any complaints or quality care concerns regarding clinical or utilization outcomes / metrics for action planning.
- 3 Day Waiver SNF Affiliate Meeting (Biannually)
 - Reviews clinical metrics
 - Reviews any patient safety issues
 - Identifies opportunities for improved communication around clinical transitions
 - Reviews any SNF Waiver Program and CMS Regulatory updates

Management of the SNF Database Contact List

BILHPN Administration support includes updating and maintaining the SNF database contact listing used to identify participant and contact information for both internal (BILHPN) use and external use and/or distribution as determined by the BILHPN Medical Director or designee.

Approval of changes regarding SNF affiliates or SNF Corporate Contacts will be the responsibility of Centralized Care Management Team, Manager of Post Acute Care Management, Medical Director of Post Acute Care.

Approved:

Signature: