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Situation Analysis

To decrease the cost of care and generate a positive return on investment, Priority Health, an integrated health plan for Corewell Health, was moving from a fee-for-service to value-based care system. Challenges including building trust to guide teams through the change and aligning the new program with its primary care accountable networks (ACNs).

Project Goals

Design seamless integration of new program, processes and technology into clinical workflows to enable more accurate risk assessments, enhance care coordination and capture outcomes.

Build trust and create shared goals between providers and payers.

Use a consistent provider approach through ACNs and member PCP attribution.

Actions Taken

- Created clear expectations for each provider program specialist's role, responsibilities and accountabilities in partnerships with ACNs.
- Communicated new program through planning, prioritizing and continuously refining documentation and education via presentations and a provider manual.
- Delivered accurate, timely and meaningful data, reporting and analytics, sharing monthly performance with primary care ACNs.
- Hired vice president responsible for risk adjustment to drive the organization toward value-based care and away from a fee-for-service mindset.

Positive Outcomes

- 100% of ACNs attested.
- Drive towards 95% of attributed plan members having their annual visit with their PCP.
- Created a reliable and ongoing assessment of team structure, function and performance.
- Developed a self-sustaining financial model with positive ROI.

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