

Overview: Affiliated Network Providers (ANP)



Affiliated Network Providers (ANP) organized in 2022 as a clinically integrated **"ONEcare Network"** managed by **Alera Health** to facilitate the coordination of medical, behavioral health, and social services to:

- ✓ **Improve** health outcomes
- ✓ **Streamline** patient care (access, convenience, and reliability)
- ✓ **Reduce costs** through the development and implementation of systems and processes relating to care redesign, quality improvement, and enhanced coordination and integration of healthcare services.



Reducing Costs & Improving Care for High-Risk Populations

ANP, a high-performing integrated system of care including behavioral health and primary care clinicians located across Central Arizona, is contracted with various health plans including **Mercy Care Aetna** where ANP assumes whole-health cost and performance responsibility for 24,000 members diagnosed with a severe mental illness. Of this population, 58% are diagnosed with heart disease, 43% with Asthma/COPD, and 41% with diabetes. In addition, over 70% of the population has at least one health-related social need and 22% attempted suicide in the last year.

At the time, total cost of care exceeded \$2,500 per member per month with over 51% spent in facility-based settings and 18% spent on brand-name prescriptions with generic alternatives. To accomplish its goals, ANP focused on fully engaging members in outpatient primary care, behavioral health, and social care services as an alternative to high-cost inpatient and crisis services. The knock-on effect of timely and coordinated outpatient care was a reduction in medical and behavioral crisis, fewer ED visits and hospitalizations, better pharmacy and poly-pharmacy management, and improved treatment and medication adherence.

Outcomes & Success Metrics: Affiliated Network Providers (ANP)

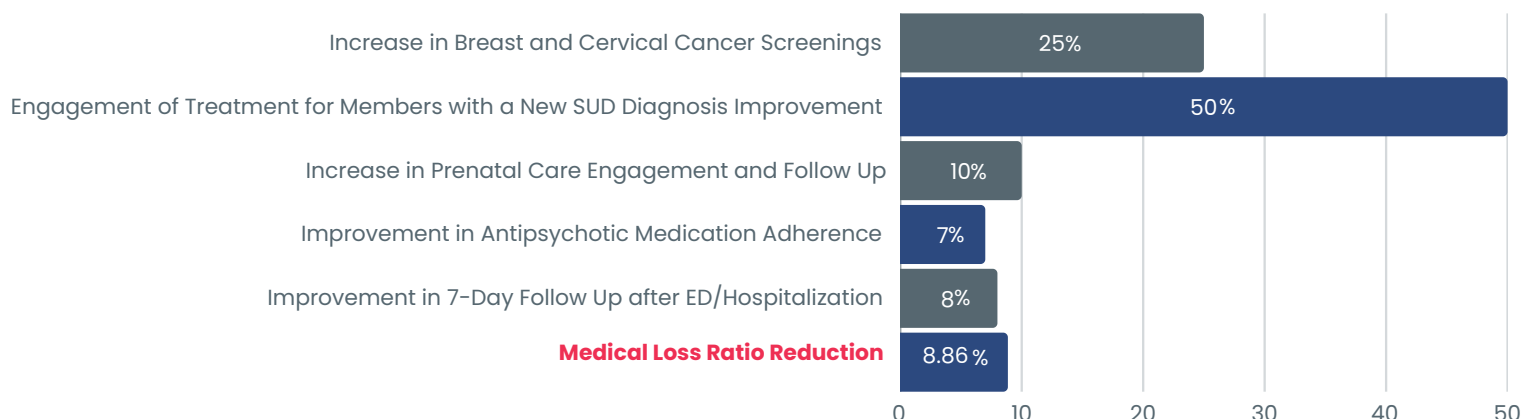
The ANP **ONEcare** network was tasked with:

- ✓ Improving Member Adherence with Medications
- ✓ Maximizing Preventative Health Screenings and Subsequent Follow-up
- ✓ Reducing All-Cause 30-day Hospital Readmission Rates
- ✓ Timely Follow Up with Members after ED/Hospitalization
- ✓ Initiation of prenatal care within first trimester
- ✓ Initiation and Engagement in Substance Use Disorder Treatment for Newly Diagnosed Members
- ✓ Improving Collaboration and Coordination of Care to Optimize Resource Utilization.

Optimizing Care Through Data & Collaboration

To identify and effect systemic opportunities for improvement, **Alera Health** helped ANP organize and manage forums for clinical and operational leadership to identify best practices, standardize workflows, and improve provider/member literacy. In addition, **Alera Health** provided analyzed reports, dashboards, and registries which identified opportunities for preventative care, pre- and post-crisis intervention, and obstacles to ongoing treatment engagement. **Alera Health** helped ANP identify and partner with various hospital and medical providers who were willing to close care gaps, attempt crisis de-escalation, and reconnect members to their ANP health homes to minimize treatment fragmentation.

ANP: Key Performance Improvements in 2023



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