



ACCOUNTABLE CARE ORGANIZATION

ACO Capabilities

The future begins with your employee population

UMR understands the needs and the challenges hospitals face as they begin developing an ACO. Our unique ability to join forces with and leverage the strengths of our corporate partners at UnitedHealthcare Networks and Optum put us in the best position to help hospitals and health systems create a comprehensive ACO strategy.

A multi-phased approach

1 USE YOUR EMPLOYEE PLAN AS AN ACO “BETA” TO DEVELOP AND TEST STRATEGIES

Provides a risk-free environment to:

- Make improvements/adjustments
- Develop/monitor plan structure to drive domestic steerage
- Design multi-year care management strategies and expand population health resources

2 COLLECT DATA TO IDENTIFY GAPS AND MAKE IMPROVEMENTS

Plan results are used to measure:

- Efficiency of the plan
- Where care is performed
- Effectiveness of plan design
- Care management outcomes to improve health

3 DETERMINE MARKET READINESS

Once the hospital has enough data, the right infrastructure and physician alignment, it can:

- Assess ACO readiness
- Continue making plan adjustments
- Consider a market launch

Reduce health care spending

When an ACO exceeds targets in delivering both high-quality care and controlling health care spend, it will share in the savings.

6 key components of an ACO

- **STRATEGY DEVELOPMENT:** UMR assists hospitals with planning, executing, and monitoring the progress of all aspects involved in developing an ACO. UMR helps set short- and long-term strategies, administers the plan and then uses UMR's reporting capabilities to provide information on the plan's activity. These features are particularly important when a hospital is seeking to take a commercial ACO to market.
- **PLAN DESIGN:** UMR's ability to administer complex plan designs is a strong element in our value proposition. We can design and administer a variety of plan structures that include tiering, complex plan benefits, and custom reimbursement schedules with a goal to drive domestic steerage and maximize internal resources — two important components to an ACO structure.
- **CARE AND POPULATION MANAGEMENT:** One of UMR's strengths is its ability to integrate resources to meet care management and population management goals. In other words, the hospital can leverage their resources to provide the appropriate care management and/or population health programs and services, and UMR can direct referrals, conduct member outreach to engage them in programs, provide risk profiling and report on the impact.
- **REPORTING:** Analyzing the data helps hospitals identify trends and opportunities to adjust and improve their ACO strategy. UMR provides plan level, clinical, financial, and provider/network performance analysis data that may be necessary to transform the pilot ACO into a commercial ACO.
- **EDUCATION AND COMMUNICATION:** UMR offers a variety of tools to inform and educate members about their plan design and benefits, find providers in the tier 1 network, and get answers to questions about claims, programs for which they are eligible and information about their own health. UMR also provides some customization to the website, along with mobile access to the site. The advocacy model Plan Advisor can also provide steerage to domestic providers and conduct outreach to members if they are eligible for domestic or UMR programs or services.
- **INCENTIVE DEVELOPMENT:** Incentives or rewards are an effective way of engaging members to make choices to help them get healthy, stay healthy, or live successfully with chronic conditions. UMR offers a turn-key approach to incentive strategies, along with custom options.

