

## Contracting with Payers – Discussion Guide with Facilitator Notes

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Thank you for leading a group discussion regarding key learning points from the HCCI online education activity, *Contracting with Payers: Demonstrating the Value of HBPC*. This guide is intended to help you prepare to facilitate this discussion.

### OVERVIEW

**Purpose:** The discussion’s purpose is to highlight possible ways to demonstrate value when negotiating with payers to obtain funding for patient needs.

**Audience:** This discussion is intended for learners who have successfully completed the online education activity, *Contracting with Payers: Demonstrating the Value of HBPC*. The discussion should take no longer than 60 minutes to complete.

### Materials:

- Hard copies of the *Next Steps* handout from the Resources screen in the course.
- *Optional:* A flipchart to capture comments and ideas to help focus discussions and/or save for future implementation.

**Instructions:** Use the question prompts provided to initiate group discussions.

### Learning objectives:

- List the various payer types relevant to home-based primary care (HBPC) and distinguish between the characteristics of each.
- Identify the key individuals to connect with when negotiating contracts.
- Demonstrate the value of your HBPC program through presentation of patient quality, utilization and outcome data, and compelling patient stories.

### AGENDA

#	Topic	~Minutes
1	Introduction	5 m in
2	Payer Types	5 m in
3	Key Players	5 m in
4	Demonstrating Value	20 m in
5	Debrief	5 m in

## TOPIC 1: INTRODUCTION

### Question prompts:

- There are many resources that may not be considered medical needs but do improve patient quality of care and reduce the number of hospital visits. What are some examples that you can think of?
- Do you recall the three methods payers typically reimburse for HBPC services? (*Fee-for-service (FFS)*, *FFS plus care management fee*, and *per enrollee per month*) Which method is ideal for covering both medical and non-medical services? How can our patients and practice benefit from this?

## TOPIC 2: PAYER TYPES

### Question prompts:

- Can you recall the four payer types the course discussed?
- Which payer type do you think currently pays the most of our patient services? Which payer type do you think currently pays the least?

## TOPIC 3: KEY PLAYERS

### Question prompts:

- A surprising point from the course is that funding is negotiable. When negotiating with payers, who are the key players we should be connecting with?
- What ideas for strategies do you have for building better connections with these important players?

## TOPIC 4: DEMONSTRATING VALUE

### Question prompts:

- The course discussed several types of data that can be tracked in our home-based practice to help demonstrate value to payers. For each of the following, explain why this could be an important negotiating point and discuss if we have access to this data or how we can consider collecting it. (NOTE: You may want to divide participants into pairs or small groups and assign a data type for discussion. Then debrief together.)
  - Patient/family/provider satisfaction
  - Number of hospital admissions and readmissions
  - Overall health care cost savings
  - Goals of care and advance directive conversations/documentation
  - Medication reconciliation documentation
- What other performance measures or data sources do we currently collect that we can use to demonstrate our value?
- Do you have any ideas for patient stories from our practice that we could use to help bring our numbers to life and demonstrate our value?
- Generally, many payers misunderstand the unique patient needs and services provided in HBPC. There was a point about having an “elevator speech” ready to explain this. Pair up and

take a few minutes to put together a quick 1-minute elevator speech that explains the services our practice provides. If possible, include as much detail regarding performance measures as possible to make a case for funding. (NOTE: Ask for volunteers to share their speech.)

**TOPIC 5: DEBRIEF**

**Question prompts:**

- Refer to the *Next Steps* handout. Review and mark which steps you would like to commit to taking next. Share your ideas for implementation.