



Nivano Physicians Overview

December 3, 2018



New Leadership - New Era of Transparency

- ◆ **Sarath Artham, CEO**
- ◆ **Blair Bryson, CAO**
- ◆ **Paul Dobrovolsky, Director of Network Operations**
- ◆ **Thiru Rajagopal MD, Medical Director**

Financial Condition

- ◆ Nivano's past and prior issues?
 - ◆ Financial difficulties
 - ◆ Internal differences
- ◆ All DMHC Financial Reporting Deficiencies have been resolved

Who we are today?

- ◆ 37,000 Lives
 - ◆ Servicing 9 counties, 95% Medi-Cal
- ◆ Over 300 PCPs and 500 Specialists
 - ◆ Specialty Clinic
 - ◆ Telemedicine Clinic
 - ◆ Rheum and Endo
- ◆ 30 new PCP contracts since April 2018
- ◆ 40 new Specialty contracts

Exploring Options



- ◆ 7,500 Lives
 - **Commercial** 27%
 - **Medi-Cal** 60%
 - **Medicare/Seniors** 13%
- ◆ Goal to get Medicare and commercials agreements reinstated
- ◆ Working to expand our Medi-cal presence

Technology Driven Approach

3:24 LTE

< PHYSICIAN CALL ...

Welcome to PHYSICIAN Health. We PHYSICIAN messages about your upcoming appointments and other updates related to your care. Message and data rates may apply. Reply STOP to stop messages

The risk of breast cancer goes up for women age 50 and over. A mammogram helps your Doctor detect any early signs of breast cancer. A breast cancer screening is recommended every 1 to 2 years. Call your doctor for an appointment at PHYSICIAN if you have not had a mammogram test in the past 1 to 2 years or reply Y. Reply STOP to Opt-out.

Y

Oct 30, 10:31 AM

PHYSICIAN Thank you for Response

QUICK CAP THE EVIDENCE

Home Register

NIVANO PHYSICIANS

Welcome To Nivano Physicians

Nivano Physicians is a strong and committed advocate for the MediCal community —ensuring that managed health care is actually 'manageable'. We educate and advise our clients and physician participants and oversee their managed health care needs. While our role is advocacy, our mantra is fairness, and we are proud to have a proven, 20-year track record of making managed care less burdensome for both patients and providers.

- UM decision making is based only on appropriateness of care and service and existence of coverage.
- The organization does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

Username
DOCTOR

Password

Remember me on this computer?

First time users, click here
Lost access my account

LOGIN

If you are unable to login,
Please contact us at
helpdesk@nivanophysicians.com
or (916) 457-2300

Janae

August 7, 2018

Hi Janae. Can you help me with the claim status for Claim #20180807123? Thank you!

Hola Janae. ¿Me pueden ayudar con el estado de la reclamación para Reclamo?

Translate 11:30 AM

NIVANO PHYSICIANS

Hello PHYSICIAN

Last Visited 29 Aug 2018, 02:51:28 AM

Membership Address List Payments (CAP & Claims)

Denial Summary Claims Aging Summary Membership by HP/PCP

Referral Trending Visits Summary HEDIS Report Card

Inpatient Summary Credential Provider Customer Service

Note To CEO Key Contacts

Strong Partnership Strategy



- ◆ Ensuring efficient & effective communication
- ◆ Working with Health Plans to notify populations in need

< +19165849131
11:28 AM, Nov 10

URGENT MESSAGE from your health plan Anthem Blue Cross's affiliation with Nivano Physicians IPA:

We are asking for your immediate help to share the below message to all within impacted areas. This temporary free service is available to anyone, not just Anthem Blue Cross Members.

"If you are impacted by California's wildfires, Anthem Blue Cross has partnered with LiveHealth Online to help you see a doctor 24/7 for non-emergency conditions through live video from a smartphone, tablet or computer at no cost through November 18, 2018.

Doctors can send prescriptions directly to your pharmacy if needed.

Sign up at livehealthonline.com or download the free LiveHealth Online mobile app and select Help for Wildfires Medical to see a doctor."

<https://lnkd.in/grNNYMu>

URGENT CA WILDFIRES LHO MEDICAL NO COST ALL LOB'S THROUGH 11/18/18 Close

Date: 09 Nov 2018 Page 1 of 1

Anthem Blue Cross is taking important action to support those in California who have been impacted by recent tragedies. We are asking for your immediate help to share the below message to all within impacted areas. This temporary free service is available to anyone, not just Anthem Blue Cross Members. The link below a registration flyer for Anthem Blue Cross members, which has helpful general instructions.

"If you are impacted by California's wildfires, Anthem Blue Cross has partnered with LiveHealth Online to help you see a doctor 24/7 for non-emergency conditions through live video from a smartphone, tablet or computer at no cost through November 18, 2018. Doctors can send prescriptions directly to your pharmacy if needed.

Sign up at www.livehealthonline.com or download the free LiveHealth Online mobile app and select Help for Wildfires Medical to see a doctor."

<https://lnkd.in/g6yJBHs>

in

Nivano Physicians, Inc.
31 followers
18h

Anthem Blue Cross is taking important action to support those in California who have been impacted by recent tragedies. We are asking for your immediate help to share the below message to all within impacted areas. This temporary free service is available to anyone, not just Anthem Blue Cross Members. The link below a registration flyer for Anthem Blue Cross members, which has helpful general instructions.

"If you are impacted by California's wildfires, Anthem Blue Cross has partnered with LiveHealth Online to help you see a doctor 24/7 for non-emergency conditions through live video from a smartphone, tablet or computer at no cost through November 18, 2018. Doctors can send prescriptions directly to your pharmacy if needed.

Sign up at www.livehealthonline.com or download the free LiveHealth Online mobile app and select Help for Wildfires Medical to see a doctor."

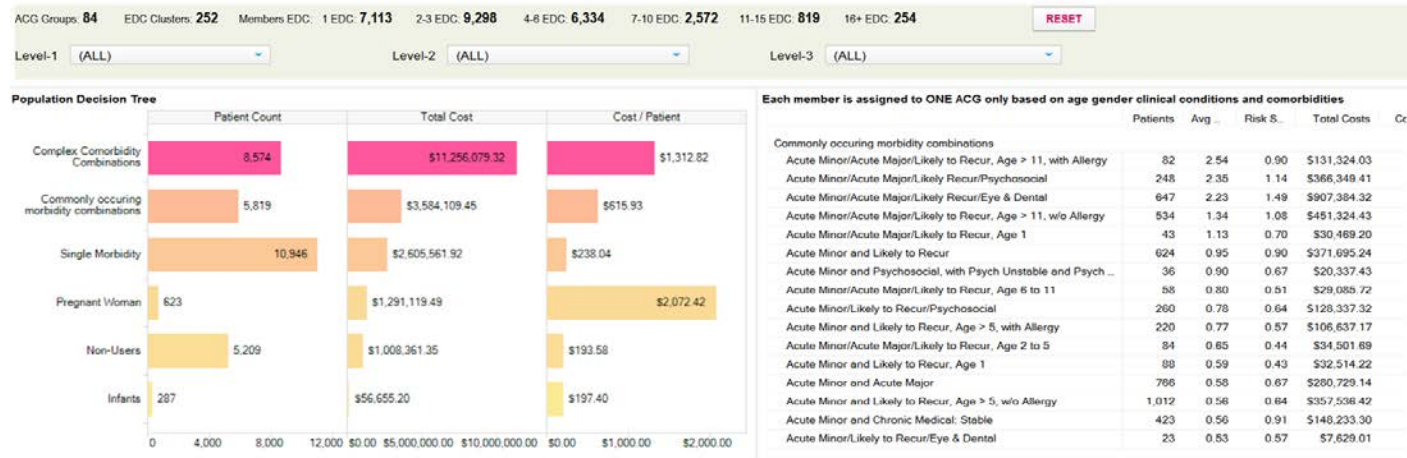
<https://lnkd.in/g6yJBHs>

2 Likes



QualMetrix Reporting

- ◆ Detailed reporting on population's health
- ◆ Customizable reports to made to help you improve HEDIS and quality scores



Case Management Programs

- ◆ High utilization of emergency rooms
 - ◆ Coordinate and monitor these members to ensure best care plan maintained

Most Frequent ER Diseases				
Disease Group	ER Visits ▼	ER Visits % Change		ER Costs
Symptoms; signs; and ill-defined conditions	4,049	-14.66%	↓	\$314,667
Respiratory infections	2,877	-4.5%	↓	\$163,600
Other lower respiratory disease [133.]	2,575	-3.88%	↓	\$76,735
Diseases of the heart	2,384	-14.14%	↓	\$191,042
Other injuries and conditions due to external causes [244.]	1,911	+2.19%	↑	\$105,387
Diseases of the urinary system	1,453	-5.41%	↓	\$126,735
Other connective tissue disease [211.]	1,287	-8.18%	↓	\$56,914

Most Frequent ER Diagnosis				
	Avoidable	ER Visits ▼	ER Costs	Avoidable ER Cost
Chest pain, unspecified	N	1,411	\$52,671.78	\$0.00
Cough	Y	1,102	\$24,271.44	\$24,271.44
Unspecified abdominal pain	N	1,079	\$75,705.86	\$0.00
Acute upper respiratory infection, unspecified	Y	884	\$44,867.72	\$44,867.72
Other chest pain	N	796	\$70,378.96	\$0.00
Shortness of breath	N	739	\$23,260.87	\$0.00
Headache	Y	677	\$51,122.21	\$51,122.21
Urinary tract infection, site not specified	N	547	\$37,618.03	\$0.00

Case Management Programs

- ◆ **Complex Case Management**

- ◆ Coordinate with the health plans for complex cases such as transplant, HIV, terminal illness, and high risk pregnancies

High Cost Patients

Member Name	Total Cost	Age	Risk Score	Risk Score Prospective	Current PCP
	\$100,345.61	30	11.10	31.99	
	\$163,200.40	52	1.12	14.71	
	\$66,476.93	49	3.39	13.73	
	\$51,650.29	62	3.96	11.37	
	\$53,079.09	53	3.39	8.83	
	\$76,948.31	55	2.88	8.69	
	\$57,041.34	62	2.23	8.36	
	\$65,309.17	47	5.32	7.60	
	\$186,908.75	58			
	\$54,521.74	70			
	\$55,083.48	55			
	\$102,350.96	35			
	\$60,057.13	48			
	\$60,840.79	40			
	\$63,878.84	60			
	\$54,232.66	46			
	\$58,596.78	27			
	\$59,083.33	61			
	\$53,996.58	29			
	\$72,469.54	23			

Case Details | Care Plan | Treating Physician | Contact Information | Diagnosis/Medication/Allergies | Other Information

Case Status

Status: OPEN Since: 2 Day(s) Assign To: Seema Chohan

Type: Case Status

Note: NOTE [Add Note](#)

Note Type | Note | Added By | Added On

Note Type	Note	Added By	Added On
Case Status	Member needs assistance with referrals	Eileen Pendergrass	11/7/2018 5:05:36 P

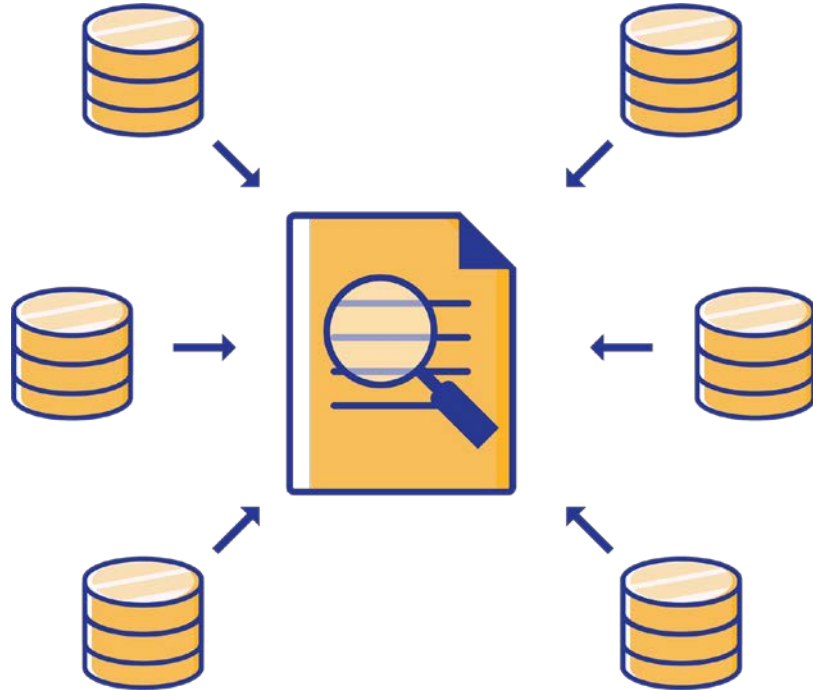
- Documents
- Timeline
- Referral Form
- Eligibility Verification
- Assessment Details
- Hospitalization
- ER Visits
- Claim History
- Authorization History
- Member Conditions
- Member Letters

Name: Likar Name [Q](#) [Add](#)

Name: Seema Chohan

Virtual Examiner Quality Integration

- ◆ Millions of edits applied instantly
- ◆ Checks member history
- ◆ Reduction in unclean claims and improvement in quality reported



Encounter Management

- ◆ Encounter reconciliation
- ◆ Improved data quality through VE
- ◆ Provider outreach
- ◆ Provider incentives
- ◆ Daily Submissions
- ◆ Periodic supplemental data sweeps

% of Encounters Received Within 60 Days: NORTHERN CALIFORNIA PHYSICIANS MEDICAL GROUP (NIVANO PHYSICIANS INC) Data as of 11/9/18

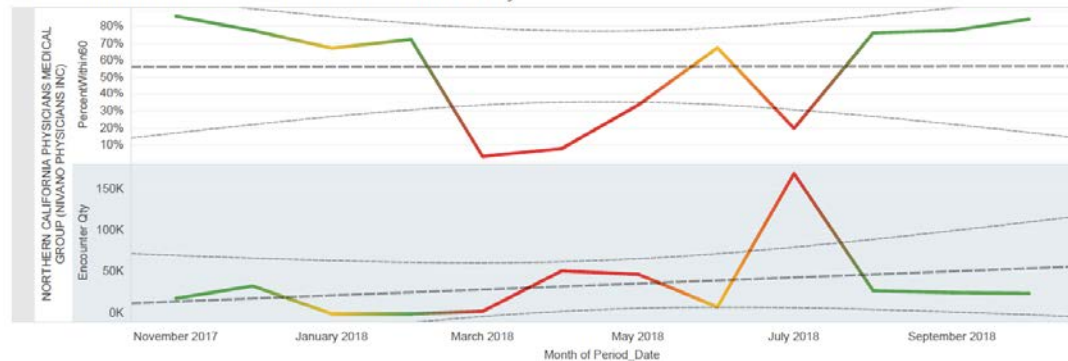
Rend Type	2017, Q4		2018, Q1			2018, Q2			2018, Q3			2018, Q4
	November	December	January	February	March	April	May	June	July	August	September	October
Outpatient	✓ 100.0%	✗ 54.5%	✓ 81.8%	66.7%	✓ 77.8%	✓ 84.6%	✓ 92.3%	✓ 80.0%	67.6%	✗ 10.5%	✓ 79.0%	✓ 88.3%
Professional	✓ 86.6%	✓ 78.1%	67.6%	✓ 72.8%	✗ 3.6%	✗ 8.2%	✗ 34.0%	✓ 67.9%	✗ 20.2%	✓ 76.7%	✓ 78.1%	✓ 84.8%

Quantity of Encounters Received:

Rend Type	2017, Q4		2018, Q1			2018, Q2			2018, Q3			2018, Q4
	November	December	January	February	March	April	May	June	July	August	September	October
Outpatient	9	11	11	6	9	13	13	526	1,889	7,224	2,180	1,218
Professional	18,722	33,666	142	125	3,184	51,829	47,796	8,389	169,176	27,864	25,671	24,773

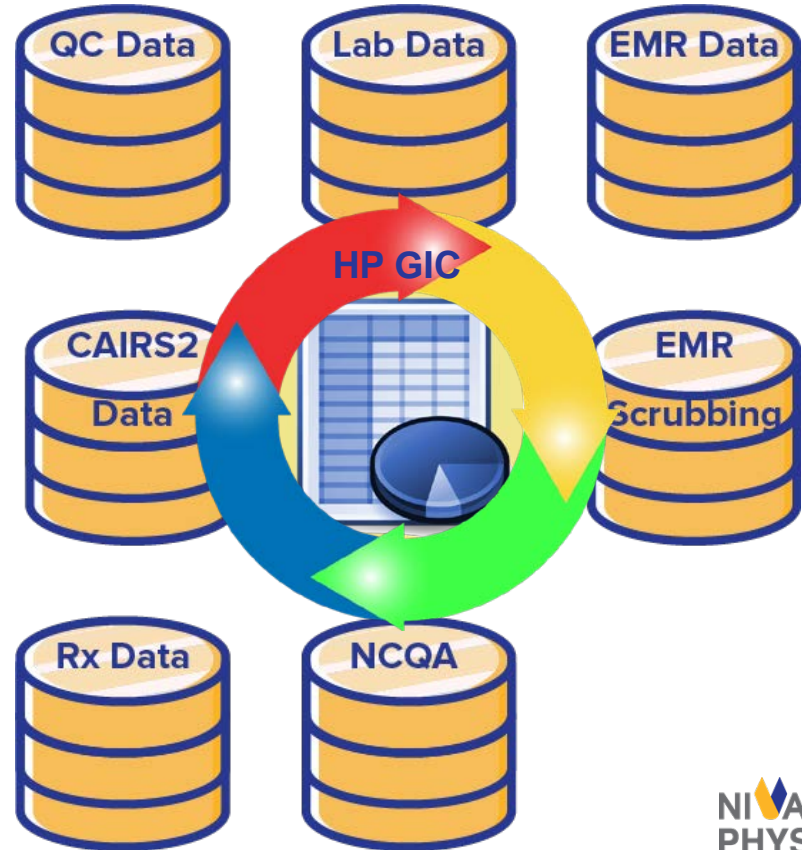
Legend: ✓ G, ✗ R, ! Y

Professional Encounter Timeliness - % Received Within 60 Days



HEDIS Data

← HEDIS Report Card Measures			
BCS	MPL: 52.7%	Compliant: 34.14%	▼
BCS - Breast Cancer Screening			
Non compliant	1003	65.86%	
Compliant	520	34.14%	
Eligible Population	1523	-	
MPL	-	52.7%	
HPL	-	-	
Members needed for MPL	283	-	
CDC	MPL: 84.25%	Compliant: 63.68%	▼
CIS	MPL: 65.25%	Compliant: 12.88%	▼
MPM1	MPL: 85.93%	Compliant: 62.13%	▼
MPM1 - Ace/ARB			
Non compliant	242	37.87%	
Compliant	397	62.13%	
Eligible Population	639	-	
MPL	-	85.93%	
HPL	-	-	
Members needed for MPL	152	-	
PPC	MPL: 77.66%	Compliant: 76.92%	▼
PPC	MPL: 59.59%	Compliant: 48.35%	▼
W34	MPL: 66.18%	Compliant: 34.83%	▼





Questions?