



# 2021 ANNUAL VALUE REPORT



A physician-driven clinically integrated network



Creating healthier communities

# WELCOME MESSAGE

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**Daniel Felton, MD**  
Board Chairperson



**Bob Sarkar, MBA, FACHE**  
President & CEO

Arkansas Health Network (AHN) is pleased to present our annual Value Report for 2021. This report details AHN's financial and quality performances across our key contracts. As the public health emergency for COVID-19 continued in 2021, AHN remained focused on our mission of obtaining measurable improvement in quality, health and financial sustainability for our patients and provider community in Arkansas through excellence in value-based care.

We want to thank all of our network providers, partners and care management staff for their commitment and dedication during the continuation of an unprecedented time. With Arkansans facing raging COVID-19 numbers, together we navigated a new "normal". Through remote work and telehealth, we kept our team safe and our members connected to their providers.

Despite another year of the pandemic, AHN continued to show excellent results across multiple key contracts. AHN earned over \$8.1 million in shared savings through the MSSP during performance year 2021. Since our inception, AHN's eight-year MSSP total savings has surpassed \$58 million, earning \$31.4 million in shared savings. We continue to be recognized as a best practice in the CommonSpirit enterprise for our repeated success.

Additionally, AHN demonstrated value and quality for our commercial contracts through increases in their quality metrics and total savings across multiple cohorts. This includes achieving over \$1.3 million in total savings for CHI St. Vincent through both earned savings and our at-risk fee arrangement.

These successes support AHN's growth in network size and capabilities. In 2021, we saw an increase of 24.8% in our provider network. AHN has a fully staffed, multidisciplinary care team dedicated to serving patients across the care continuum. Our AR NetPartners collaboration (AHN, Arkansas Children's Care Network (ACCN) and NextHealth) allows our CINs to work together to improve health outcomes for our employer based population health clients' employees and their dependents, across our state.

We owe a great deal of our success to the ongoing support of our member providers — primary care and specialty physicians, advanced practice providers and hospital partners. Our future is bright as we continue to collaborate across the continuum of care to provide our patients with the highest-quality healthcare.

# AHN LEADERSHIP TEAM



**Bob Sarkar, MBA, FACHE**  
President & CEO



**Pam Burgoyne**  
Market Director,  
Operations



**Lubna Maruf, MD, MBA**  
Market VP, Medical  
Operations/CMO



**Chris O'Dwyer**  
Market VP,  
Business Development



**Camille Wilson, MSN, RN**  
Market VP,  
Population Health



**Priyanka Muppidi**  
Manager, Data Analytics



**Hafeezah Brooks, RN**  
Nurse Manager,  
Population Health

# AHN Board of Managers

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**David Griffin, M.D.**

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**David Tamas, M.D.**

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**Bob Sarkar, MBA, FACHE**

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**J.P. Wornock, M.D.**

**John Jones, M.D.**

**Lisa Sajovitz, M.D.**

**Tom Hollis Jr., M.D.**

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## Hot Springs Chapter Advisory Board

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John Bouldin, M.D.

Michael Cloud, M.D.

Kyle Roper, M.D.

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William McColgan, M.D.

Vicki Lynn

Matt Troup

Rebekah Fincher

Troy Brooks

Wayne Cox



# Clinical Care Committee and Staff Support Roles

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## Clinical Care Committee

Lisa Sajovitz, M.D.  
Paul Valentin-Stone, M.D.  
J.P. Wornock, M.D.  
Jeff Carfagno, M.D.  
Meaghan Masini, M.D.  
Ben Bordador, M.D.  
Brad Tilley, M.D.  
David Wilkins, M.D.  
Seth Barnes, M.D.  
Kathryn Chenault, M.D.  
Jonathan Berry, M.D.  
William McColgan, M.D.

## Staff Support Roles

### RN Population Health Coach

Provides proactive care management to at-risk populations in order to maintain health and minimize illness. The RN Population Health Coach works with patients in collaboration with the patient, caregivers, providers and a social worker, the RN Population Health Coach creates a care plan for both short-term and long-term goals.

### RN Practice Coach

Works directly with providers and clinic staff to provide education and coaching to achieve improvement in quality and cost performance. The RN Practice Coach will provide clinic and provider-level dashboards on key metrics, education on evidence-based medicine guidelines, and collaborate on practice transformation efforts.

### RN Transition Coach

Provides transitional support to support patients hospitalized. With the goal of reducing readmissions, the RN Transition Coach provides face-to-face bedside coaching and high touch telephone follow-up for 30 days post discharge.

### Wellness Coordinator

Collaborates with key employer stakeholders to coordinate and implement a corporate wellness program including online platform, health risk assessments, annual biometrics and more.

### Social Worker

Works closely with the RN Population Health Coach to identify barriers to medical care and provide education and links to community resources to help address needs such as transportation, financial concerns, end of life planning, housing, food availability, access to medications, and behavioral health issues.

### Pharmacist

Works with prescribers, patients, and AHN's care management and analytics teams to analyze prescription use patterns and provide education on best practices, medication reconciliation, medication therapy management, formulary management, and conversion of brand name to generic medications.

### Data Analyst

The Data Analyst will leverage existing platforms, hospital and clinic electronic medical records, and payor data to develop reports and dashboards that identify cost and quality success opportunities.

# AHN by the Numbers (2021)

	<b>2021</b> <i>Numbers Current as of Dec. 31, 2021</i>
<b>Unique Participating Providers</b>	<b>3288</b>
% Primary Care Providers	24.4%
% Independent Providers	88.3%
<b>Network Facilities</b>	<b>41</b>
<b>Managed Patient Lives</b>	<b>129,777</b>
% Medicare	42.1%
% Employer Health Plan Lives	13.3%
% Medicaid	16.6%
% Other Commercial	42.1%
<b>Total Earned Shared Savings</b>	<b>\$6.7M</b>

AHN's network and contract portfolio continues to grow each year. As of September 2023, AHN is contracted with over 4300 participating providers, 68 facilities and manages over 140,000 patient lives.

# Medicare Shared Savings Program (MSSP) Accountable Care Organization

## MSSP Overall Performance

<b>Total ACO Savings:</b>	\$8,106,613
<b>Overall Quality Score:</b>	89.2%
<b>ACO Savings Rate:</b>	3.0%
<b>Earned Shared Savings:</b>	\$4,766,689
<b>Attributed Lives:</b>	28,127

In 2021, Arkansas Health Network continued its multi-year streak of success as a Track 2 ACO, achieving overall ACO and earned shared savings. For PY 2021, AHN achieved \$8.1M in total savings for Medicare and in the process earned back \$4.7M to distribute to its 665 participating providers and reinvest in its infrastructure, operations and financial reserves. This year brings **AHN's seven year Medicare savings total to \$58M with earned shared savings totaling \$31.4M in the same time period.**

In 2021, AHN's expenditures were 15% below all other ACOs in the country. Such results are the byproduct of AHN's multidisciplinary, care management approach which seeks to proactively manage high risk and rising risk patients and prevent unnecessary hospitalizations, readmissions and emergency room visits. AHN was able to achieve these results even through the public health emergency — COVID-19 with the support of our member providers — primary care and specialty physicians, advanced practice providers and hospital partners.


AHN has achieved over

**\$58M**

In total MSSP ACO  
savings to date!

# Medicare Shared Savings Program (MSSP) Accountable Care Organization

## CMS Web Interface Measure Set

 Indicates AHN Performance exceeded Performance Rate of other MSSP ACOs

Measure Title	2021 Performance
Diabetes: Hemoglobin A1c (HbA1c) Poor Control <sup>2**</sup>	10.42
Preventative Care and Screening: Screening for Depression and Follow-up Plan	62.69*
Controlling High Blood Pressure	77.29
Falls: Screening for Future Fall Risk	78.61
Preventative Care and Screening: Influenza Immunization	81.56
Preventative Care and Screening: Tobacco Use: Screening and Cessation Intervention	52
Colorectal Cancer Screening	75.47
Breast Cancer Screening	77.63
Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	80.68*
Depression Remission at Twelve Months	24.32*
CAHPS for MIPS <sup>***</sup>	N/A
Hospital-Wide, 30-Day, All-Cause Unplanned Readmission (HWR) Rate for MIPS Groups <sup>2**</sup>	0.1568
All-Cause Unplanned Admissions for Patients with Multiple Chronic Conditions for ACOs (MCC) <sup>2**</sup>	31.2

[\*] For PY 2021, measures #134, #438, and #370 do not have CMS Web Interface benchmarks and are not scored as a result.

[\*\*] A lower performance rate corresponds to higher quality.

[\*\*\*] CAHPS for MIPS is a composite measure, so numerator, denominator, and performance rate values are not applicable (N/A).


See Table 4 for details on CAHPS for MIPS performance.



# Medicare Shared Savings Program (MSSP) Accountable Care Organization

## 2021 Quality Performance Detail:

### CAHPS for MIPS

 Indicates AHN Performance exceeded Performance Rate of other MSSP ACOs

Measure Title	2021 Performance
CAHPS: Getting Timely Care, Appointments, and Information	85.73
CAHPS: How Well Your Providers Communicate	94.33
CAHPS: Patients' Rating of Provider	92.88
CAHPS: Access to Specialists	78.24
CAHPS: Health Promotion and Education	58.08
CAHPS: Shared Decision Making	60.74
CAHPS: Health Status/Functional Status	70.93
CAHPS: Stewardship of Patient Resources	26.43

# MSSP Shared Savings Celebrations

For the 2021 performance year, Arkansas Health Network has distributed a combined total of \$1.19M to the provider groups participating in the Medicare Shared Savings Program (MSSP). These payments were made in recognition of the high quality performance and financial successes driven by the contributions of each individual provider. Distributions were calculated using three criteria: Participation, Volume, and Value (i.e. Quality). AHN leaders President & CEO Bob Sarkar, Chief Medical Officer Dr. Lubna Maruf and Camille Wilson, Market Vice President of Population Health and visited each provider group to deliver their distribution check and extend gratitude for their continued dedication to their patients. AHN's repeat success in MSSP relies on excellent, coordinated care being delivered across the continuum.



**Lawrence Family Medicine**



**Conway Counseling and Wellness Center**



**Family First Primary Care**



**Conway Regional Health System**



**Tilley Family Medicine**



**Carfagno Family Medicine**

# PY2021 Medicare Advantage (MA) Earned Shared Savings

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## Humana Medicare Advantage (MA) Overall Performance

<b>Total Savings:</b>	\$3,811,941.44
<b>Overall Star Rating:</b>	2.23
<b>Savings Rate:</b>	50% allocation
<b>Earned Shared Savings:</b>	\$1,905,745.72
<b>Attributed Lives:</b>	5,475

## Arkansas Blue Cross and Blue Shield Blue Advantage Medicare Advantage (MA) Overall Performance

<b>Total Savings:</b>	\$40,975.07 (\$11.19 PMPM)
<b>Overall Star Rating:</b>	2.50
<b>Savings Rate:</b>	60%
<b>Earned Shared Savings:</b>	\$24,585.04
<b>Attributed Lives:</b>	1,013

***AHN has achieved over \$2.9M  
in total MA savings to date!***

# AR NetPartners



In 2021, AHN's collaboration with Arkansas Children's Care Network (ACCN) and NextHealth CIN (NH) was formally branded as AR NetPartners. This collaborative approach was initiated to broaden the scope and geographical reach of services to jointly and better care for Arkansans by working together instead of competing with each other.

AR NetPartners improves the quality of care to employees and their families by going above and beyond standard insurance benefits to reduce utilization and costs through proactive engagement with a variety of care management and provider network services. Moving forward, this collaborative is actively engaging with employers in Arkansas to offer a new option of care. Through a willingness to take on higher levels of risk, with appropriate guardrails, AHN shows commercial clients its belief in this value care model, which is unprecedented in Arkansas.

Results in 2021 include improvements in both financial and quality metrics for two major central Arkansas employer contracts. To learn more, visit [arkansashealthnetwork.com/employers](https://arkansashealthnetwork.com/employers).



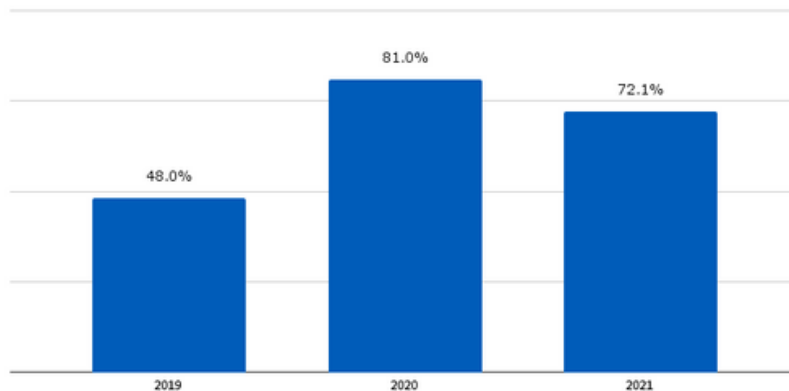
# Employer Based Population Health: Employees and Dependents

In addition to our Medicare members, AHN provided population health and case management services for Employer A's health plan for the seventh year in a row. During 2021, AHN achieved **\$1.3 million** in total savings compared to the projected health plan spend.

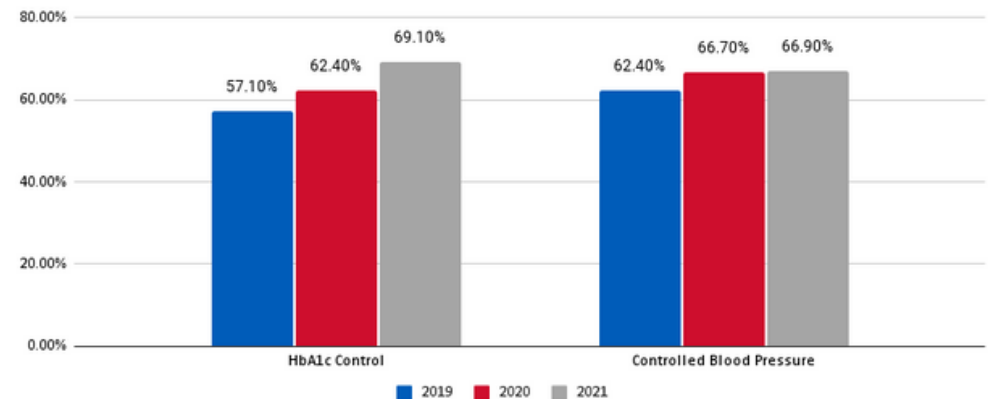
## 2021 Overall Performance — Company A

<b>Total Claims PMPM:</b>	\$397.52
<b>Actual Claims vs. Projected Claims:</b>	4.56% Savings
<b>Total Savings:</b>	\$1,338,411
<b>Overall Quality Score:</b>	72.1%
<b>Performance Bonus:</b>	\$162,175.92

Employer A - Overall Quality Performance (2019-2021)



Individual Quality Measure Performance (2019-2021)





# Additional Employer Based Population Health Contracts

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Through AR NetPartners, our unique partnership with Arkansas Children's Care Network (ACCN) and NextHealth (NH), AHN continued our work with Employer Based Population Health contracts.

Together, AR NetPartners provided multidisciplinary care management expertise to over 14,000 employee and dependent lives.

Despite COVID-19 challenges, AR NetPartners actively identified and engaged a "high risk" cohort of plan members at each organization to provide proactive, preventative case management services that addressed gaps in care, safe care transitions and wellness.

2021 quality measures included access to preventative/ambulatory health services, hypertension care, comprehensive diabetes control and testing, and breast cancer screening for adults.

Additionally, AR NetPartners tracked childhood and adolescent immunization status and access to primary care practitioners in 2021. This emphasis on improving pediatric outcomes reinforces our commitment to improving the health of not just employees, but their dependents as well. The ability to provide important services for the entire family is a differentiator in the industry as AR NetPartners strives to maximize the health and wellness.



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