Intensive Outpatient Care Program (IOCP)
Update for Joint Select Committee on Health Care Reform Implementation - July 26, 2011
Dr. Joe Gifford, Regence BlueShield of Washington
Elizabeth James, PEBB Plan Management, Health Care Authority

Regence Program History
- IOCP started with Boeing Pilot (IOCP 1.0) in 2007
- Current version of IOCP (IOCP 2.0) began in 2010

Regence Current Program Structure
- Ambulatory intensivist practice for the predicted 5-20% highest cost members
- Practices staffed by MD, dedicated RN Care Manager, and other support
  - Nurse is embedded in clinic
  - Nurse is DEDICATED to enrolled members in the program (<200/RN)
- Care teams develop shared care plans with the patient; clinics provide increased access; care team proactively manages care
- Behavioral health and pharmacy integration
- Sites are paid a case rate per IOCP enrolled member per month care management payment; delivered services are paid using fee-for-service methodology
  - Care management payment supports the direct cost of the RN Care Manager’s salary, enabling care coordination events not typically reimbursed by fee-for-service methodologies
- Enrolled members receive a program-specific intake visit with care team
  - Member cost-share is waived
  - Typically 90 minutes long to develop a shared care plan and build the patient-nurse relationship
- Program savings are split between Provider and UMP
  - With the savings, UMP pays Regence a fee for administration of the program and $5 per IOCP enrolled member per month to the external party who does the data modeling and validation

Future Direction
- Develop a more continuous enrollment model
  - Current model has fixed windows of enrollment
- Develop a nurse care manager model that is more flexible
  - Currently restricted to the nurse manager being hired by clinic
- Expand the program to more provider groups across the state to reach more members

UMP Status Update
- Claims data reviewed and eligible members are identified and provided to clinics
- Clinics have begun recruiting eligible members (non-Medicare only)
- Current eligible member update

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Eligible UMP Members*</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Everett Clinic</td>
<td>210</td>
</tr>
<tr>
<td>MultiCare</td>
<td>406</td>
</tr>
<tr>
<td>The PolyClinic</td>
<td>482</td>
</tr>
<tr>
<td>Virginia Mason</td>
<td>511</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1609</strong></td>
</tr>
</tbody>
</table>

*Some members may be eligible at clinic locations (within a clinic system) that are not actively enrolling