



APCD Consumer-Oriented Use Cases

NAHDO CONFERENCE

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Consumers as the “true north”

“The Commission's vision for Maryland is to ensure that informed consumers hold the health care system accountable and have access to affordable and appropriate health care services through programs that serve as models for the nation.”



Effective Use Cases

- APCD entities often have authority (if not a mandate) to do public reporting
 - High-level cost and quality reporting
 - Score cards, comparison dashboards
- Cross-payor (public and private) reports, able to capture whole patient panel
- APCD entities may be seen as an independent, trusted source

Ineffective Use Cases

- Personalized information, such as individual benefit and payment information for services
- Real-time information and analyses

What is “Consumer-Oriented?”

- ❑ Common meaning is public reporting, such as:
 - ❑ Cost and Quality Transparency, e.g. hospital quality reporting
 - ❑ Provider-level reporting, e.g. practice total cost of care and resource utilization
- ❑ Other ways to impact consumers:
 - ❑ Legislative Studies, e.g. evaluation of Assignment of Benefits legislation in Maryland
 - ❑ Demonstration Programs, e.g. Patient-Centered Medical Home, Maryland Hospital Payment Model
 - ❑ Regulatory Decision Support , e.g. insurance rate review

Data Release

- Develop user community and expand use cases

Industry Portals

- Drive public attention to healthcare costs and utilization
- Service-level prices
- Cross-payor reports, including Medicare
- Public dashboards, population statistics

Provider Portals

- Drive provider choice to cost-effective referrals and services
- Testing and Imaging Prices
- HealthPartners Total Cost of Care
- Practice and Facility-Level Reports

Consumer Portals

- Drive consumer choice to cost-effective providers
- Episode Prices
- Elective Procedures
- Practice and Facility-Level Reports