

Centers for Medicare & Medicaid Services

Evaluation of the Medicare Acute Care Episode (ACE) Demonstration

Contract Number: HHSM-500-2006-000071

Initial Site Visit Report Final

March 12, 2012

Attention:

Jesse M. Levy, PhD

Contract Officer's Representative

Center for Medicare and Medicaid Innovation

Submitted by:

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Appendix: Volume II

Materials from Sites

IMPAQ International, LLC

3/12/2012

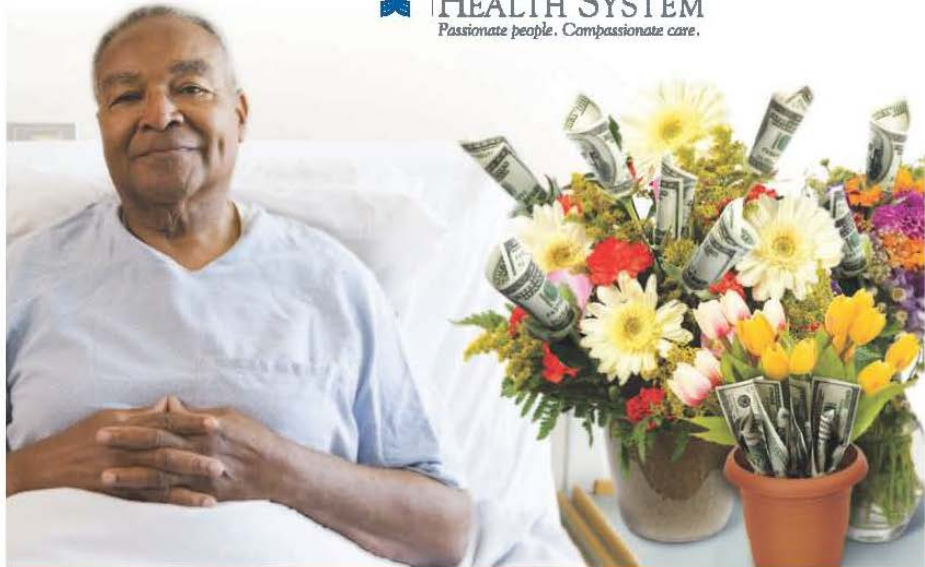
KEEP THE CHANGE

In your life and in your pocket

Are you on Medicare and in need of cardiac or orthopedic care? If so, a new program at Baptist could provide you with high-quality treatment at a lower cost.

Pick up a FREE brochure to see how you can keep the change.

Tome un folleto GRATIS para conocer más sobre cómo obtener ahorros.



BaptistHealthSystem.com/ACE • (210) 297-7005

Baptist Health System Marketing Materials

KEEP THE CHANGE



In your life and in your pocket.

If you have Medicare coverage and need a cardiac procedure or orthopedic surgery, you can get the high-quality treatment you need and receive savings from Medicare. Anyone with both Part A and Part B coverage is eligible.

Here's how: a pilot program called the Acute Care Episode (ACE) Demonstration is testing how Baptist and Medicare can raise quality and lower costs by encouraging doctors and hospitals to work together more efficiently. Baptist is the only hospital system in Texas that Medicare has selected for ACE. So if you want high-quality, cost-saving cardiac or orthopedic care, Baptist is the only place to get it.

Keep the change in your life and in your pocket. Ask your doctor about ACE.

CAMBIO QUE VALE LA PENNA

Para su salud y bienestar económico.

Si tiene cobertura de Medicare y necesita un procedimiento cardíaco o cirugía ortopédica, puede obtener el tratamiento de alta calidad que necesita y además, ahorros – gracias a Medicare. Cualquier persona con cobertura de Parte A y Parte B es elegible.

Baptist Health System está trabajando con Medicare por medio de un nuevo programa llamado el "Acute Care Episode Demonstration" o ACE, cuyo propósito es animar la colaboración entre doctores y hospitales para reducir los costos relacionados al cuidado de la salud. Baptist Health System es el único sistema de hospitales de Texas seleccionado para el ACE. Así que si usted desea cuidado ortopédico o cardíaco de alta calidad que le rinda ahorros, Baptist es el único lugar donde lo puede obtener.

Pregúntele a su doctor sobre ACE. Es un cambio que vale la pena... para su salud y bienestar económico.



BaptistHealthSystem.com/ACE • (210) 297-7005

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Baptist Health System Marketing Materials

Qualifying and Eligibility

How do I qualify?

Your first step is to ask your doctor about ACE. He or she should be able to tell you if you qualify. Medicare makes the final decision.

Am I eligible?

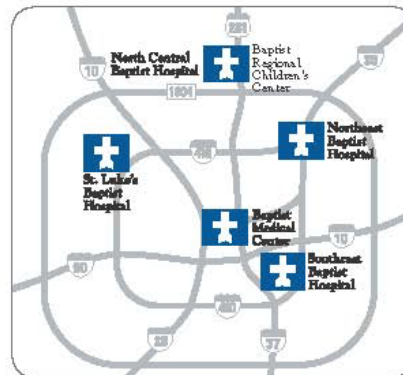
If you're a traditional Medicare beneficiary needing joint replacement or a heart procedure, you may be eligible for ACE.

Eligible

- Those who have BOTH Part A and Part B Medicare coverage

Not Eligible

- Those who have a Medicare Advantage plan
- Those who do not have BOTH Part A and Part B coverage
- Those who have BOTH Medicare and Medicaid coverage



Baptist Medical Center

111 Dallas Street, San Antonio, TX 78205

North Central Baptist Hospital

520 Madison Oak, San Antonio, TX 78258

Northeast Baptist Hospital

8811 Village Drive, San Antonio, TX 78217

Southeast Baptist Hospital

4214 E. Southcross Blvd., San Antonio, TX 78222

St. Luke's Baptist Hospital

7930 Floyd Curl Drive, San Antonio, TX 78229

KEEP THE CHANGE

In your life and in your pocket

If you have Medicare coverage and need a cardiac procedure or orthopedic surgery, you can get the high-quality treatment you need and receive savings from Medicare. Learn more inside.



Baptist Health System Marketing Materials

Keep the change in your pocket

A new program called the Acute Care Episode (ACE) Demonstration is testing how Baptist and Medicare can raise quality and lower costs by encouraging doctors and hospitals to work together more efficiently.

How does ACE save me money?

People with both Part A and Part B Medicare coverage are eligible for the savings. If you qualify, you can receive up to 50 percent of your Part B annual premium, as much as \$1,157. The exact amount of the shared savings payment will vary by hospital site and procedure.

How will I receive the savings?

If you are a qualified beneficiary, Medicare will send the shared savings payment directly to your home approximately 90 days after you are discharged from the hospital. These payments may be taxable, and you will be responsible for paying any federal, state or other taxes owed on these shared saving payments.

Keep the change in your life

The ACE program isn't only about saving you money; it's also about enabling you to enjoy a more active, more fulfilling quality of life.

Where will I be treated?

Baptist Health System is the only hospital system in Texas to be selected by Medicare for ACE. So if you want high-quality, cost-saving cardiac or orthopedic care, ask your doctor to schedule your procedure in a Baptist Health System hospital.

- Baptist Medical Center
Orthopedic Surgery, Cardiac Services
- North Central Baptist Hospital
Orthopedic Surgery
- Northeast Baptist Hospital
Orthopedic Surgery, Cardiac Services
- Southeast Baptist Hospital
Orthopedic Surgery
- St. Luke's Baptist Hospital
Orthopedic Surgery, Cardiac Services

More on Baptist

Who can answer my questions?

Questions about your hospital stay and general questions about the ACE program can be answered by one of our Patient Navigators at (210) 297-7790.

Cardiac Services at Baptist

As the first in San Antonio to earn accreditation as a Chest Pain Center by the Society of Chest Pain Centers, we are a leading provider of cardiac services in San Antonio and South Central Texas. Baptist provides the full spectrum of care from prevention to diagnosis, including heart attack treatment, open-heart surgery, catheterization and angiography.

Orthopedic Services at Baptist

Our board-certified orthopedic surgeons offer hip and knee replacement surgery, as well as other bone and joint treatments. Computer-assisted surgical tools help physicians treat patients more precisely, and outpatient rehabilitation is offered through our HealthLink Fitness and Wellness Center and HealthLink Physical Rehabilitation Centers. Our inpatient Acute Rehabilitation Unit is accredited by The Commission on Accreditation of Rehabilitation Facilities.

Baptist Health System Marketing Materials

Elegibilidad

¿Cómo participo?

El primer paso es consultar con su médico acerca de ACE. Él o ella le podrá decir si califica. Medicare toma la decisión final.

¿Soy elegible?

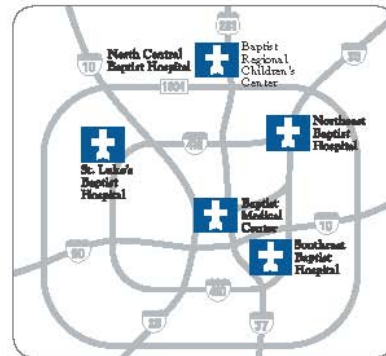
Si es beneficiario de Medicare tradicional y necesita operarse alguna articulación o el corazón, podría ser elegible para el ACE.

Elegible

- Cualquier persona con cobertura de Parte A y Parte B de Medicare.

No Elegible

- Personas con plan Medicare Advantage
- Personas sin las dos coberturas: Parte A y Parte B
- Personas con las dos coberturas: Medicare y Medicaid



Baptist Medical Center

111 Dallas Street, San Antonio, TX 78205

North Central Baptist Hospital

520 Madison Oak, San Antonio, TX 78258

Northeast Baptist Hospital

8811 Village Drive, San Antonio, TX 78217

Southeast Baptist Hospital

4214 E. Southcross Blvd., San Antonio, TX 78222

St. Luke's Baptist Hospital

7930 Floyd Curl Drive, San Antonio, TX 78229

Si desea información sobre el programa ACE del Baptist Health System o los médicos participantes, llame al (210) 297-7005 o visite baptisthealthsystem.com/ACE.

CAMBIO QUE VALE LA PENA

Para su salud y bienestar económico.

Si tiene cobertura de Medicare y necesita un procedimiento cardíaco o cirugía ortopédica, puede obtener el tratamiento de alta calidad que necesita y además, ahorros — gracias a Medicare. Lea los detalles a continuación.



Baptist Health System Marketing Materials

Ahorros Compartidos Para su Salud y Bienestar Económico

Un nuevo programa llamado “Acute Care Episode Demonstration” (ACE) está evaluando cómo Baptist y Medicare pueden aumentar la calidad del cuidado de la salud y bajar los costos asociados por medio de la colaboración entre doctores y hospitales para que trabajen de una forma más eficiente.

¿Cómo me ahorra dinero el programa ACE?

Cualquier persona con cobertura de Parte A y Parte B de Medicare es elegible para recibir ahorros. Si usted califica, recibirá hasta 50 por ciento de sus primas anuales de la Parte B, hasta un máximo de \$1,157. La cantidad precisa del pago de ahorros compartidos varía de acuerdo al hospital y el procedimiento.

¿Cómo recibirá los ahorros?

Si usted es un beneficiario calificado, Medicare enviará el pago directamente a su casa aproximadamente 90 días después de ser dado de alta del hospital. Usted deberá pagar los impuestos federales, estatales y otros que correspondan por recibir pagos por ahorros compartidos.

El programa ACE no sólo le ofrece ahorros, sino también le facilita una mejor calidad de vida.

¿Dónde recibiré mi tratamiento?

Baptist Health System es el único sistema de hospitales de Texas seleccionado por Medicare para el ACE. Si usted desea cuidado ortopédico o cardíaco de alta calidad que le rinda ahorros, dígame a su doctor que programe su cirugía en un hospital del Baptist Health System.

- Baptist Medical Center
Cirugía Ortopédica y Servicios Cardiológicos
- North Central Baptist Hospital
Cirugía Ortopédica
- Northeast Baptist Hospital
Cirugía Ortopédica y Servicios Cardiológicos
- Southeast Baptist Hospital
Cirugía Ortopédica
- St. Luke's Baptist Hospital
Cirugía Ortopédica y Servicios Cardiológicos

Más Sobre Baptist

¿Quién sabe responder a mis preguntas?

Uno de nuestros coordinadores especializados puede contestar sus preguntas generales sobre el programa ACE o sobre su hospitalización llamando al (210) 297-7790.

Atención cardiológica en Baptist Health System

Somos los primeros centros en San Antonio en estar acreditados por la “Society of Chest Pain Centers” y seguimos siendo líderes en atención cardiológica en la zona sur del centro de Tejas. Baptist ofrece una extensa gama de cuidado médico desde tratamientos de prevención hasta diagnósticos, incluyendo tratamiento para ataques al corazón, cirugía a corazón abierto, cateterismo y angiografía.

Atención Ortopédica en Baptist Health System

Nuestros cirujanos afiliados están certificados y ofrecen cirugías para reemplazar caderas y rodillas, así como otros tratamientos para huesos y articulaciones. Estos médicos utilizan instrumental asistido por computadora para tratar con mayor precisión a los pacientes. Nuestras unidades de rehabilitación aguda – “HealthLink Fitness” y los centros “Wellness Center & HealthLink Physical Rehabilitation” — están acreditados por la “Commission on Accreditation of Rehabilitation Facilities”.

Baptist Health System Marketing Materials

Other materials provided by Baptist Health System (Available upon request):

- PAACE Physician Agreement
- ACE Quarterly RTI
- Physician Report Cards
- Financial Report QOC Metrics
- Baptist North East Gainsharing Metrics
- Order Sets: CATH Lab, Ortho, Post Procedure
- Quality Metrics Powerpoint

Hillcrest Medical Center Marketing Materials

Q: If I have a Medicare Advantage or a supplement plan, do I still qualify?

A: This program is only for those with basic Medicare coverage. If you have a supplemental plan, you may still qualify as long as your primary coverage is basic, fee-for-service Medicare. Medicare Advantage members and those with dual eligibility for Medicare and Medicaid are not eligible to participate in CMS shared savings.

Q: Do I have to sign up to participate in the program?

A: No. If you are covered by basic Medicare, you may automatically qualify.

Q: When does this program end?

A: The program is part of a three-year demonstration scheduled to begin in 2009.

Q: How can I receive more information?

A: Call Angela Peterson at (918) 579-5203 or visit www.todayshillcrest.com/incentiveprogram.

Quality Outcomes

Today, value is more important than ever. However, it shouldn't come at the expense of quality. When you choose HMC for your procedure, it doesn't have to. For more than 90 years, HMC has been quietly setting the standard for healthcare in Tulsa. With high quality rankings from independent organizations and some of the nation's best trained physicians, HMC continues to invest in new facilities, equipment and services like the new Oklahoma Heart Institute.

About Oklahoma Heart Institute

Located on the Hillcrest campus, Oklahoma Heart Institute is the state's largest, most advanced hospital dedicated exclusively to the prevention, diagnosis and treatment of heart disease. From groundbreaking research and first-time procedures to outstanding quality outcomes, OHI has earned a reputation as one of the finest tertiary cardiovascular care programs in the country. In addition, OHI encompasses CVT Surgery, eastern Oklahoma's most advanced cardiovascular and thoracic surgical program. The new \$65 million facility opened in March 2009. For more information, visit us at oklahomaheart.com.



Introducing Silver Elite

Silver Elite is a free social group with a health and wellness focus designed especially for individuals 60 and over. Members receive invitations to monthly events, social activities, health screenings, special in-hospital benefits and so much more. For more information or to sign-up, please call (918) 579-5203 or visit www.todayshillcrest.com.

Interested in Learning More?

For more information, please call (918) 579-5203 or visit www.todayshillcrest.com/incentiveprogram.

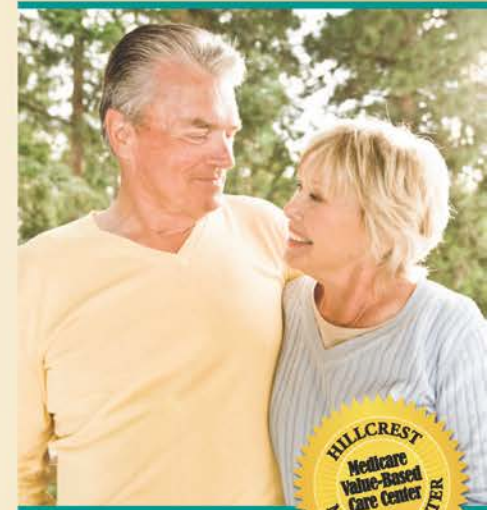


1120 South Utica
Tulsa, Oklahoma 74104
(918) 579-1000

Oklahoma Heart Institute: (918) 592-0999
Cardiovascular Thoracic Surgery: (918) 749-6400
www.todayshillcrest.com/incentiveprogram

*Introducing Our
Incentive Payment Program*

Want More From Your Medicare Plan?



www.todayshillcrest.com

Hillcrest Medical Center Marketing Materials

An Exceptional Opportunity

At Hillcrest Medical Center (HMC), we believe you deserve more for your healthcare dollar. Now you can get it – in the form of a special incentive payment on select cardiac procedures.

HMC and Oklahoma Heart Institute (OHI) have been designated as Value-Based Care Centers for Medicare beneficiaries. This means seniors with basic Medicare coverage could be eligible to receive incentive payments of up to \$1,157, the maximum annual Part B premium, when they choose HMC or OHI for cardiology care.

The program is part of a special demonstration from the Centers for Medicare & Medicaid Services (CMS), which strives to improve efficiency and quality while allowing patients to share in the cost savings. HMC is the only hospital in Tulsa offering this unique savings opportunity to Medicare beneficiaries.



Frequently Asked Questions

Q: What is a Medicare Value-Based Care Center?

A: Value-Based Care Centers offer Medicare patients quality outcomes and the chance to share in savings to the federal Medicare program. As part of a demonstration project that encourages improvements in the efficiency and quality of care provided to Medicare beneficiaries, five regional health systems – including HMC – were designated as Value-Based Care Centers. The project is designed to support a more integrated approach to treating – and paying for – common cardiovascular procedures such as heart surgery or pacemaker implantation.

Q: How does this program work?

A: If you are covered by basic Medicare, you may qualify to receive a special incentive payment when you elect to have certain cardiac procedures performed at HMC or OHI.

As part of the demonstration project, Value-Based Care Centers provide services to Medicare beneficiaries at special rates. To help offset Medicare co-payments, CMS will share up to 50 percent of their savings with beneficiaries in the form of incentive payments. The payments to beneficiaries cannot exceed the annual Part B premium of \$1,157.

Q: What are the qualifying procedures?

A: There are 28 cardiac inpatient surgical services and procedures included in the demonstration. Some of the procedures include:



- Cardiac valve replacement (with and without catheterization)
- Defibrillator implantation (with and without catheterization)
- Coronary bypass surgery (with and without catheterization)
- Permanent pacemaker implantation
- Pacemaker replacement and revisions
- Balloon angioplasty (with and without drug-eluting stent placement)

Q: How did HMC receive this special designation?

A: Participating hospitals were selected based on many factors, including experience performing the covered procedures, outcomes and ongoing quality improvement efforts. In addition to providing select services at discounted rates,

Value-Based Care Centers were also required to demonstrate a commitment to improving efficiency and delivering patient-centered, coordinated care.

Q: How soon after the procedure will I receive my incentive payment?

A: You should receive your check approximately three months after your procedure.

Q: How much will I receive?

A: The incentive payments vary by procedure and range from \$140 to \$1,157, which is the maximum of your Part B premium.

Q: As a Medicare patient, can I receive inpatient care at HMC if I normally use another hospital?

A: Yes.

Q: Are other hospitals in Tulsa participating in this program?

A: No. HMC is the only hospital in Tulsa offering this unique program to Medicare beneficiaries.



Hillcrest Medical Center Marketing Materials



Introducing Our Incentive Payment Program

Want More From Your Medicare Plan?

An Exceptional Offer
At Hillcrest Medical Center (HMC), we believe you deserve more from your Medicare plan. Now you can get it – in the form of a special incentive payment on select orthopedic and cardiology procedures.

HMC and Oklahoma Heart Institute (OHI) have been designated as Value-Based Care Centers for Medicare beneficiaries. That means patients with basic Medicare coverage could be eligible to receive incentive payments up to \$1,157 when they choose HMC or OHI for orthopedic and cardiology care.

Sound too good to be true?
It's not. HMC and OHI are the only hospitals in Tulsa participating in a special demonstration from the Centers for Medicare & Medicaid Services. Designed to improve quality and reduce cost, this unique program allows Medicare beneficiaries to share in the savings in the form of a special incentive payment when they select a Value-Based Care Center for care.

Now value doesn't have to come at the expense of quality. With high quality rankings, state-of-the-art facilities and unprecedented value, you can have it all! **To learn more, call 1-800-XXX-XXXX today and ask for your FREE Incentive Payment Kit!**



The difference is our doctors.

1120 South Utica, Tulsa, Oklahoma 74104 • (918) 585-8000 • todayshillcrest.com

Hillcrest Medical Center Marketing Materials

Other materials provided by Hillcrest Medical Center (Available upon request):

- Quarter Four 2009 Quality Report
- Hillcrest Beneficiary Acknowledgment Form
- Final Hillcrest Operational Protocols
- Physician Participation Agreements (Ortho and Cardio)

Oklahoma Heart Hospital Marketing Materials

[Home](#) [About OHH](#) [South Campus](#) [Physician Directory](#) [Patient Education](#) [Careers](#)

[Home](#) | [About OHH](#) | [Hospital Information](#) | [Medicare Incentive Payment Program](#) | [ACE Frequently Asked Questions](#)

ACE Frequently Asked Questions

What is a Medicare Value-Based Care Center?

Value-Based Care Centers offer Medicare patients quality outcomes and the chance to share in savings to the federal Medicare program. As part of a demonstration project that encourages improvements in efficiency and quality of care provided to Medicare beneficiaries, five regional health systems – including OHH – were designated as Value-Based Care Centers. The project is designed to support a more integrated approach to treating – and paying for – common orthopedic and cardiovascular problems such as hip/knee replacement or heart surgery.

How does this program work?

If you are covered by basic Medicare, you may qualify to receive a special incentive payment when you elect to have certain cardiac and orthopedic procedures performed at OHH. As part of the demonstration project, Value-Based Care Centers provide services to Medicare beneficiaries at special rates. To help offset Medicare co-payments, CMS will share up to 50 percent of their savings with beneficiaries in the form of incentive payments. The payments to beneficiaries cannot exceed the annual Part B premium of \$1,157.

What are the qualifying procedures?

There are 28 cardiac inpatient surgical services and procedures included in the demonstration. Some of the procedures include:

- Cardiac valve replacement (with and without catheterization)
- Defibrillator implantation (with and without catheterization)
- Coronary bypass surgery (with and without catheterization)
- Permanent pacemaker implantation
- Pacemaker replacement and revisions
- Balloon angioplasty (with and without drug-eluting stent placement)

How did OHH receive this special designation?

Participating hospitals were selected based on many factors, including experience performing the covered procedures, outcomes and ongoing quality improvement efforts. In addition to providing select services at discounted rates, Value-Based Care Centers were also required to demonstrate a commitment to improving efficiency and delivering patient-centered, coordinated care.

How soon after the procedure will I receive my incentive payment?

You should receive your check approximately three months after your procedure.

ACE Frequ
Questions

ACE Frequ
Questions

Search Site:

Oklahoma Heart Hospital Marketing Materials

How much will I receive?

The incentive payments vary by procedure and range from \$135 to \$1,157, which is the maximum of your Part B premium.

As a Medicare patient, can I receive inpatient care at OHH if I normally use another hospital?

Yes.

Are other hospitals in Oklahoma City participating in this program?

No. OHH is the only hospital in Tulsa offering this unique program to Medicare beneficiaries.

What if I have a Medicare Advantage or a supplemental plan, do I still qualify for this offer?

This program is only for those with basic Medicare coverage. If you have a supplemental plan, you may still qualify as long as your primary coverage is basic, fee-for-service Medicare. Medicare Advantage members and those with dual eligibility for Medicare and Medicaid are not eligible to participate in CMS shared savings.


Do I have to sign up to participate in the program?

No. If you are covered by basic Medicare, you may automatically qualify.

When does this program end?

The program is part of a three-year demonstration scheduled to begin in mid-2009.

If you have questions please call (405) 608-4643.

FOLLOW US ON 

Affiliations with:



OKLAHOMA
HEART HOSPITAL
PHYSICIANS





Cash Incentive Payment up to \$525 for Medicare patients that choose Lovelace for orthopedic care.

want more from your MEDICARE PLAN?

If you have Medicare and need hip or knee replacement surgery, you are eligible to receive a special incentive payment by having your procedure done at a Lovelace hospital. Because of our commitment to quality and value, the Centers for Medicare and Medicaid Services has designated Lovelace as a Value-Based Care Center for orthopedic services.

For your free information kit and to sign up for our upcoming seminar, call 727-5550.

UPCOMING SEMINARS:
Learn about knee and hip replacements from orthopedic surgeon, Dr. Krishna R. Tripuraneni. Enjoy refreshments and time to ask the doctor your questions.

WHEN: Wednesday, May 25th at 10am
WHERE: Lovelace Medical Center
Seats are limited.

Lovelace
Health System
lovelace.com

Lovelace Health System Marketing Materials

More Frequently Asked Questions

Q: If I have a Medicare Advantage or a supplement plan, do I still qualify?

A: This program is only for those with basic Medicare coverage. If you have a supplemental plan, you may still qualify as long as your primary coverage is basic, fee-for-service Medicare. Medicare Advantage members and those with dual eligibility for Medicare and Medicaid are not eligible to participate in CMS shared savings.

Q: Do I have to sign up to participate in the program?

A: No. If you are covered by basic Medicare, you may automatically qualify.

Q: Do I still need to pay my Medicare premiums and deductible?

A: Yes, you are still required to pay your Medicare premiums and deductible.

Q: How can I receive more information?

A: For additional information, please give us a call at 505.727.5600.

Participating Orthopedic Physicians

Rosalind G. Epstein
101 Hospital Loop NE, Suite 113
Albuquerque, NM 87109
505.881.6900

ABQ Health Partners
5150 Journal Center Blvd NE
Albuquerque, NM 87109
505.342.8400

Thomas A. McEnerney
Richard Meredith
Mario Quesada
Damon M. Sacoman

ABQ Health Partners
10511 Golf Course Rd NW, Suite 103
Albuquerque, NM 87114
505.342.8400

Thomas A. McEnerney
Mario Quesada
Damon M. Sacoman

New Mexico Orthopaedics
201 Cedar SE, Suite 6600
Albuquerque, NM 87106
505.724.4300

Joshua T. Carothers
Jeffrey W. Racca
Krishna R. Thipuraneni
Daniel W. Junick
Edward J. Atler

Lovelace Health System
4101 Indian School Rd. NE | Albuquerque, NM 87110
505.727.5550 | lovelace.com

Incentive Payment Program for Orthopedic Procedures


**MEDICARE
INCENTIVE
PAYMENT PROGRAM**



Lovelace
Health System

Quality Outcomes

Today, value is more important than ever. However, it shouldn't come at the expense of quality. When you choose Lovelace for your procedure, it doesn't have to. Lovelace has been setting the standard for healthcare in Albuquerque. With high quality rankings from independent organizations and some of the nation's best trained physicians, Lovelace continues to invest in new facilities, equipment and services like our state-of-the-art Gamma Knife Center and Cardiac Care Center.

Introducing Lovelace Silver Elite

Silver Elite is a free social group with a health and wellness focus designed especially for individuals 60 and over. Members receive invitations to monthly events, social activities, health screenings, special in-hospital benefits and so much more. For more information or to sign-up, please call 727.5703 or visit www.lovelacesilverelite.com.



Lovelace Health System Marketing Materials

An Exceptional Opportunity

At Lovelace, we believe you deserve more for your healthcare dollar. Now you can get it – in the form of a special incentive payment on select orthopedic procedures.

Lovelace Medical Center, Lovelace Westside Hospital and Lovelace Women's Hospital have been designated as a Value-Based Care Center for Medicare beneficiaries. This means seniors with basic Medicare coverage could be eligible to receive incentive payments of up to \$525, when they choose Lovelace Medical Center, Lovelace Westside Hospital and Lovelace Women's Hospital for orthopedic surgical procedures.

The program is part of a special demonstration from the Centers for Medicare & Medicaid Services (CMS), which strives to improve efficiency and quality while allowing patients to share in the cost savings. Lovelace Medical Center, Lovelace Westside Hospital and Lovelace Women's Hospital are the only hospitals in New Mexico offering this unique savings opportunity to Medicare beneficiaries.



Frequently Asked Questions

Q: What is a Medicare Value-Based Care Center?

A: Value-Based Care Centers offer Medicare patients quality outcomes and the chance to share in savings to the federal Medicare program. As part of a demonstration project that encourages improvements in efficiency and quality of care provided to Medicare beneficiaries, five regional health systems – including Lovelace – were designated as Value-Based Care Centers. The project is designed to support a more integrated approach to treating and paying for common orthopedic problems such as hip and knee replacements.

Q: How does this program work?

A: If you are covered by basic Medicare, you may qualify to receive a special incentive payment when you elect to have certain orthopedic procedures performed at Lovelace Medical Center, Lovelace Westside Hospital and Lovelace Women's Hospital.

As part of the demonstration project, Value-Based Care Centers provide services to Medicare beneficiaries at special rates. CMS will share up to 50 percent of their savings with beneficiaries in the form of incentive payments.

Q: As a Medicare patient, can I receive inpatient care at Lovelace Medical Center, Lovelace Westside Hospital and Lovelace Women's Hospital if I normally use another hospital?

A: Yes.

Q: How did Lovelace Medical Center, Lovelace Westside Hospital and Lovelace Women's Hospital receive this special designation?

A: Participating hospitals were selected based on many factors, including experience performing the covered procedures, outcomes and ongoing quality improvement efforts. In addition to providing select services at discounted rates, Value-Based Care Centers were also required to demonstrate a commitment to improving efficiency and delivering patient-centered, coordinated care.

Q: What are the qualifying procedures?

A: There are 9 orthopedic inpatient surgical services and procedures included in the demonstration. Some of the procedures include:

- Hip and knee total joint replacements
- Revisions of hip and knee total joint replacements

Q: How soon after the procedure will I receive my incentive payment?

A: You should receive your check approximately three months after your procedure.

Q: How much will I receive?

A: You could receive up to \$525. Payments vary by procedure.

Q: Are other hospitals in New Mexico participating in this program?

A: No. Lovelace Medical Center, Lovelace Westside Hospital and Lovelace Women's Hospital are the only hospitals in New Mexico offering this unique program to Medicare beneficiaries.

Lovelace Health System Marketing Materials

Other materials provided by Lovelace Health System (Available upon request):

- LHS Staff Powerpoint
- BO Access and Billing
- BO Cash Follow-up
- BO Powerpoint Presentation
- Prehab Survey Results
- Ortho Quality Metrics Quarter One 2011
- Quality November 2010-June 2011
- Non Participating Physician Agreement
- Physician Participation Agreement
- Provider Incentive
- Women's Hospital Town Hall Meeting Notes—August and July

Exempla St. Joseph Hospital Marketing Materials



Medicare Value-Based Care Center
EXEMPLA SAINT JOSEPH HOSPITAL
The Cardiac & Vascular Institute

Gary Johnson chose Exempla Saint Joseph Hospital when he needed cardiac and peripheral arterial disease surgery.

"It's now one month after surgery and I am feeling much better, I'm even able to walk around the block. I chose Exempla Saint Joseph Hospital because of its reputation. I would recommend it to anyone."

The physicians at the Cardiac & Vascular Institute at Exempla Saint Joseph Hospital have a proven track record in treating cardiac illnesses like Gary's with the care, compassion and quality that is among the best in the nation.

The Cardiac & Vascular Institute
SAINT JOSEPH HOSPITAL

A New Day for Quality Care

Selection and participation by the Cardiac & Vascular Institute is evidence of our commitment to providing quality care, a core value of Exempla Saint Joseph Hospital's health care ministry.

If you would like additional information, please contact the Cardiac & Vascular Institute at
303-866-8939.

www.SaintJosephHeart.org

Be the one...

**Who Receives
High Quality, Affordable
Heart Care**

The Cardiac & Vascular Institute
SAINT JOSEPH HOSPITAL

Exempla St. Joseph Hospital Marketing Materials

EXEMPLA SAINT JOSEPH HOSPITAL BECOMES A VALUE-BASED CARE CENTER FOR MEDICARE

The Cardiac & Vascular Institute at Exempla Saint Joseph Hospital is proud to have been selected as a participant in Medicare's Acute Care Episode (ACE) demonstration project. ACE is a hospital-based demo project that is testing the use of a single "bundled" payment to the hospital and physician for their professional services.

WHAT THIS MEANS FOR EXEMPLA

Being named a Value-Based Care Center offers Exempla the opportunity to expand efficiencies in the care provided to patients, and the coordination of care among specialists.

WHAT THIS MEANS FOR HEART PATIENTS

Value-Based Care Centers provide services to Medicare beneficiaries at special rates. CMS will share up to 50% their savings with beneficiaries in the form of a Shared Savings Payment. If you are a senior with basic Medicare Fee-for-Service coverage, this means that you could be eligible to receive a Shared Savings Payment of up to \$1,157 through the ACE program.

VALUE-BASED BENEFITS

Heart patients in Colorado are able to receive care from the leading heart center in the region while saving time and money. You and your family will also benefit from ESJH's convenient location and program participants may qualify to receive free overnight accommodations at the Saint Christopher Inn, located across from the hospital.

HOW EXEMPLA SAINT JOSEPH HOSPITAL RECEIVED THIS SPECIAL DESIGNATION

Participating hospitals were selected based on many factors, including extensive experience performing the covered procedures, positive outcomes and ongoing quality improvement efforts.

FREQUENTLY ASKED QUESTIONS

How do I know if I am eligible to participate in ACE?

You are eligible to participate if you are a fee-for-service Medicare patient with both Medicare Part A and B coverage.

What if I have a Medicare Advantage plan, do I still qualify for this offer?

This program is only for those with basic Medicare coverage. If you have a supplemental plan, you may still qualify as long as your primary coverage is traditional, fee-for-service Medicare. Medicare Advantage members and those with dual eligibility for Medicare and Medicaid are not eligible nor are patients with Medicare coverage through the United Mine Workers or Railroad programs, and all Medicare managed care patients including Kaiser.

What procedures are included in ACE?

There are 28 cardiac inpatient surgical services and procedures included in the ACE program. Some of the procedures include:

- Cardiac Valve Replacement (with and without catheterization)
- Defibrillator Implantation (with and without catheterization)
- Coronary Bypass Surgery (with and without catheterization)
- Permanent Pacemaker Implantation
- Pacemaker Replacement And Revisions
- Balloon Angioplasty (with and without drug-eluting stent placement)

Do I have to sign up to participate in the program?

No. If you are covered by basic Medicare, you may automatically qualify.

I've recently been diagnosed with a heart condition, but do not know if or when I may need medical care. Can I enroll in this program in the event I do need to be hospitalized in the future?

The ACE Demonstration is applicable only to patients receiving inpatient services and no enrollment is required.

Should you require heart care in the future, are treated at ESJH, and meet the eligibility requirements described in this brochure, you will be a participant in the program.

I already have a primary care physician and/or cardiologist, how do I find out if they are a participant in the project?

You can ask your provider or call the Cardiac & Vascular Institute.

My current physician is not a participant, but I'm still interested in receiving care at the Cardiac & Vascular Institute for my heart condition. How can I get a physician referral?

Physician referrals can be obtained by calling the Cardiac & Vascular Institute.

As a Medicare patient, can I receive inpatient care at ESJH if I normally use another hospital?

Yes.

Are other hospitals in Colorado participating in this program?

No. ESJH is the only hospital in Colorado offering this unique program to Medicare beneficiaries.

How soon after the procedure will I receive my incentive payment?

You should receive your check approximately three months after your procedure.

How much will I receive?

The incentive payments vary by procedure and range from \$154 to \$1,157, which is the maximum of your annual Part B premium.

When does this program end?

The project is scheduled to last for 3 years.

To learn more about the quality care available at the Cardiac & Vascular Institute, and how you could participate in the ACE savings program,

CALL 303-866-8939.

Exempla St. Joseph Hospital Marketing Materials



Be the one...
Who Takes Care of Your Heart Problem

MEDICARE VALUE-BASED CARE CENTER
EXEMPLA SAINT JOSEPH HOSPITAL
The Cardiac & Vascular Institute

At the Cardiac & Vascular Institute at Exempla Saint Joseph Hospital, our heart team is one of the leading teams in the nation in successful procedure outcomes.

Because of our ongoing commitment to high quality, cost-effective care, Exempla Saint Joseph Hospital has been designated as a Value-Based Care Center for Medicare beneficiaries.

If you are a beneficiary with basic Medicare Fee-for-Service coverage, this means that in addition to receiving care at a top-rated cardiac program, you could also be eligible to receive a Shared Savings Payment of up to \$1,157 through the Acute Care Episode (ACE) program from Medicare.

To learn more about the quality care available at the Cardiac & Vascular Institute, and how you could participate in the ACE savings program, please **call 303-866-8939.**

 **The Cardiac & Vascular Institute**
SAINT JOSEPH HOSPITAL

www.SaintJosephHeart.org

Be the one...

Who Receives High Quality, Affordable Heart Care

The physicians at the Cardiac & Vascular Institute at Exempla Saint Joseph Hospital are honored to have been chosen to participate in the Acute Care Episode (ACE) program from Medicare.

This program allows us to offer select inpatient cardiac services to you with two important benefits: the opportunity to be cared for at the leading heart center in the region, and reduced hospital and physician costs.

When you participate in ACE at Exempla Saint Joseph Hospital you could be eligible to receive a Shared Savings Payment of up to \$1,157 from Medicare.

We are proud of our proven track record for treating cardiac illnesses with care and compassion. We are equally proud to now offer a new way to make quality cardiac care more affordable.

All Medicare Fee-For-Service beneficiaries may be eligible for ACE. To learn more about participating in this revolutionary new health care program at the Cardiac & Vascular Institute, **please call 303-866-8939.**

www.SaintJosephHeart.org



The Cardiac & Vascular Institute
SAINT JOSEPH HOSPITAL

Exempla St. Joseph Hospital Marketing Materials



Sample A. Sample
1234 Main St.
Denver, CO 80000
|||||

Dear Sample A. Sample,

Choosing where to receive heart care is one of the most important decisions of your life. The heart team at the Cardiac & Vascular Institute at Exempla Saint Joseph Hospital is one of the leading teams in the nation in positive heart procedure outcomes.

We are proud of the quality care we consistently provide our patients and are pleased that, as a result of our efforts, we have been selected as a participant in the Centers for Medicare & Medicaid Services (CMS) Acute Care Episode (ACE) demonstration project.

ACE is a hospital-based project testing how the use of a single payment to the hospital and physicians for certain inpatient cardiovascular procedures can increase both the efficiency and quality of care delivered.

Exempla Saint Joseph Hospital was chosen to participate in this important project because of its demonstrated leadership in the areas of quality and cost-effectiveness. As the largest provider of cardiovascular services in the region, and with the recent implementation of an Electronic Medical Record system, ESJH is uniquely positioned to test the viability of this innovative program. ESJH is the only hospital in Colorado to have been offered the opportunity.

Beneficiaries with basic Medicare Fee-for-Service coverage can now receive care at our top-rated cardiac program, and could also be eligible to receive a Shared Savings Payment of up to \$1,157 through the ACE program from Medicare.

For Exempla Saint Joseph Hospital, being named a Valued-Based Care Center offers us the ability to expand the care we provide to patients through our clinical pathways, and enhance the coordination of care among specialists.

- The ability to share in the savings via a "Shared Savings Payment."
- The opportunity to be cared for at the leading heart center in the region.
- The opportunity to be better informed about the price and quality of your care.

please continue

Be the one... www.SaintJosephHeart.org
303-866-8939

Exempla St. Joseph Hospital Marketing Materials

CMS' selection of the Cardiac & Vascular Institute as a participant in this important initiative validates our history of quality care, a core value of Exempla Saint Joseph Hospital's health care ministry.

To learn more about the quality care available at the Cardiac & Vascular Institute, and how you could participate in the ACE savings program, call 303-866-8939. It could make one of the most important decisions of your life a whole lot easier.

Sincerely,

Name A. Name
Title

P.S. Find out how you can **Be the one** who receives affordable, high quality heart care. **Call 303-866-8939** to learn more about this innovative new Medicare program at Exempla Saint Joseph Hospital.



Questions?

www.SaintJosephHeart.org
303-866-8939

Exempla St. Joseph Hospital Marketing Materials



EXEMPLA SAINT JOSEPH HOSPITAL BECOMES A VALUE-BASED CARE CENTER FOR CMS


The Cardiac & Vascular Institute at Exempla Saint Joseph Hospital is proud to have been selected as a participant in the Centers for Medicare & Medicaid Services (CMS) Acute Care Episode (ACE) demonstration project. ACE is a hospital-based project that is testing the use of a single (or bundled) payment to the hospital and physician for their professional services for a select grouping of inpatient cardiac services.

WHAT THIS MEANS FOR EXEMPLA

Being named a Value-Based Care Center offers Exempla the opportunity to develop and expand efficiencies in the care provided to patients through quality improvements in clinical pathways, and coordination of care among specialists. By achieving these goals, the hospital and its physician partners will also benefit from "gain sharing," where they will share remuneration for successfully implementing and coordinating these improvements.

WHAT THIS MEANS FOR PHYSICIANS

Participating physicians will become key partners in the creation and development of a new approach to health care reform, as well as an important member of the Cardiac & Vascular Institute medical team.






A New Day for Quality Care

Selection and participation by the Cardiac & Vascular Institute is validation to our program for the degree of quality care already achieved—a core value of Exempla Saint Joseph Hospital's health care ministry.

If you would like additional information, please contact the Cardiac & Vascular Institute at
303-866-8939.

Physician's Guide to ACE

The Centers for Medicare & Medicaid Services Acute Care Episode (ACE) Demonstration Project



Exempla St. Joseph Hospital Marketing Materials

ACE PROGRAM INFORMATION

PHYSICIAN BENEFITS

Physicians who participate in the demonstration will enjoy a number of important benefits:

- Will be “at the table” and an important part of designing the future of healthcare.
- May have an increase in the number of patients cared for.
- Enjoy an enhanced reputation via the affiliation.
- Improved collaboration with other medical disciplines.
- Improve Quality and Efficiency.

PHYSICIANS’ ELIGIBILITY

To be eligible to participate you must be a member of the Exempla Saint Joseph Hospital Medical Staff.

WHY EXEMPLA SAINT JOSEPH HOSPITAL IS PARTICIPATING IN ACE

The ACE project is designed to test the efficacy of an alternative payment method to the current fee-for-service environment. This alternative model, known as “bundling,” will more closely align the interests and incentives of the hospital and key physicians. We believe that this will increase quality, improve efficiencies, and create greater value for both Medicare and our patients.

Medicare has included an attractive incentive for patients to choose Exempla Saint Joseph Hospital for cardiovascular procedures. CMS will share 50% of the savings it achieves by having a patient cared for at Exempla Saint Joseph Hospital, and the patient may be eligible to receive an incentive payment of up to \$1,157 from Medicare. We see this as a means of increasing patient preference and market share.

THE FUTURE OF HEALTH CARE

There are many who feel that no matter what direction health care reform takes, the current fee-for-service environment is unsustainable. Bundling represents one alternative to the current structure and we want to be in a position to assist CMS in evaluating it—and gaining important experience.

If successful, the outcome of this 3-year demonstration project may well become the blue print for CMS health care services in the future.

FREQUENTLY ASKED QUESTIONS

Which medical specialists will be participating providers?

Physicians most involved in the ACE project will be those that render care to cardiac patients on a routine basis. This will include Cardiologists, Cardiac Surgeons, ER Physicians, Hospitalists, Radiologists, Anesthesiologists, Infectious Disease and Pathologists. However, any ESJH medical staff member who cares for an ACE patient will be participating in the project.

Which procedures are included in ACE?

ACE is an inpatient-oriented program consisting of 28 cardiac-related DRGs. These include valve and bypass surgeries, stents and other PCIs, pacemaker implants and revisions, and defibrillator implants. *It is important to remember that only inpatient procedures qualify.*

What cardiovascular DRG’s will be covered?

216-221 Valves	226-227 Defibrillators
231-236 CABG	242-244 Pacemaker
246-251 Stents	258-262 Pacer Revisions

Which Medicare patients are eligible to participate in ACE?

Only “traditional” fee-for-service Medicare patients are eligible for participation in ACE. They must have both Medicare Part A and B coverage and Medicare must be primary. Medicare patients in the program with Medicaid will be able to participate but will not receive the shared savings payment.

Which Medicare patients ARE NOT eligible to participate nor receive shared savings?

Medicare “HMO” patients (Medicare Advantage, Secure Horizons, etc.), patients with Medicare coverage through the United Mine Workers or Railroad programs, and all Medicare managed care patients including Kaiser.

How are physicians reimbursed under the ACE project?

Physicians will be reimbursed by CPT code for services that they provide to ACE patients—that is, physicians will receive exactly the same amount for patients treated at Exempla Saint Joseph Hospital in the ACE project as they would if they treated these patients at another facility.

What is the anticipated reimbursement rate for each medical specialty?

Exempla Saint Joseph Hospital will reimburse physician offices 100% of the Medicare allowable amount, meaning

that physician practices will not have to bill or collect the Part B co-payment from patients or supplemental insurers.

Who is going to be responsible for reimbursing physicians and will providers have to change the way that they submit claims?

Exempla Saint Joseph Hospital is engaging the services of a third party administrator (“TPA”) to facilitate reimbursement payments to physicians. Physicians will continue to submit their claims to TrailBlazer in the usual manner.

Are physicians still responsible for collecting the 20% Part B co-payment from patients or supplemental insurers?

No—Exempla Saint Joseph Hospital will pay physicians 100% of the Medicare allowable amount per CPT code. This will result in lower practice collection costs and eliminate bad debt on the ACE patient population.

I perform pre-admission testing in my office setting—should I expect to be reimbursed by the TPA or Exempla Saint Joseph Hospital for this?

You will bill for these services as you normally do and will be reimbursed as you normally are—the ACE project is only applicable to services rendered in the inpatient setting.

Which hospitals are participating and are there any others in Colorado?

Only hospitals in Colorado, New Mexico, Oklahoma, and Texas were given the opportunity to bid for participation in ACE. Each hospital was awarded exclusivity over its immediate market area and, as such, Exempla Saint Joseph Hospital is the only participant in the Denver area. The other ACE hospitals are: Hillcrest Medical Center of Tulsa, OK; Baptist Health System of San Antonio, TX; The Oklahoma Heart Hospital of Oklahoma City, OK; and Lovelace Health System of Albuquerque, NM.

How long will the ACE demonstration last?

The project is scheduled to last for three years.

How do I become a participating ACE physician?

Contact the the Exempla Saint Joseph Hospital Medical Staff Office at **303-837-7065**.

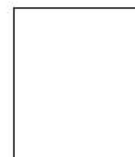
Exempla St. Joseph Hospital Marketing Materials



**You May Be Eligible
to Participate in ACE,
a new Program from
Medicare**

- Receive Top Cardiac
Care – from one of
the leading teams in
the nation
- Save Money –with
incentive payments

Only at Exempla
Saint Joseph Hospital



Be the one...
**Who Receives High Quality,
Affordable Heart Care**

Sample A. Sample
1234 Main St.
Denver, CO 80000



Be the one...
**Who Takes Care
of Your Heart
Problem**



Exempla St. Joseph Hospital Marketing Materials

Be the one...

Who Chooses Top Heart Care and Saves

Choosing where to receive heart care is one of the most important decisions of your life. The heart team at the Cardiac & Vascular Institute at Exempla Joseph Hospital, is one of the leading teams in the nation in successful heart procedure outcomes.

As a result of our high quality, cost-effective care, and the largest provider of cardiovascular services in the region, Exempla Saint Joseph Hospital is proud to have been selected as a Value-Based Care Center for Medicare beneficiaries—the only one in the State of Colorado.

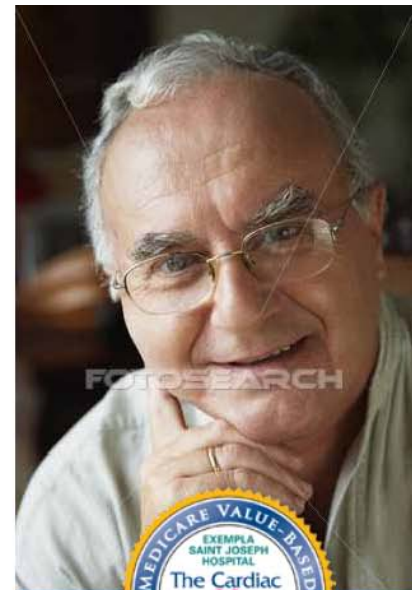
If you are a beneficiary with basic Medicare Fee-for-Service coverage, this means that in addition to receiving care at a top-rated cardiac program, you could also be eligible to receive a Shared Savings Payment of up to \$1,157 through the Acute Care Episode (ACE) program from Medicare.

The ACE Medicare Value-Based Care Center:

- **Provides Top-Rated Heart Care** – Get care from the leading heart center in the region.
- **Makes You an Active Participant** – With the ACE program you have a say in the cost and quality of your care.
- **Saves You Money** – Medicare offers a Shared Savings Payment for program participation.
- **Convenient for You and Your Family** – Program participants may receive free overnight accommodations at the Saint Christopher Inn, located right across the street.

Call 303-866-8939 today

Learn more about the care and services available at the Cardiac & Vascular Institute and how you could participate in this special savings program.



Gary Johnson chose Exempla Saint Joseph Hospital when he needed cardiac and peripheral arterial disease surgery.

"It's now one month after surgery and I am feeling much better, I'm even able to walk around the block. I chose ESJH because of its reputation. I would recommend it to anyone."



www.SaintJosephHeart.org

Exempla St. Joseph Hospital Marketing Materials

Other materials provided by Exempla St. Joseph Hospital (Available upon request):

- Gainsharing Protocol
- Report Card Definitions
- Quarterly Quality Measures
- ACE Operational Protocols
- ACE Charts (Report Cards)