



Dear Health First Network/ ACC of NW Florida Physician Colleague,

Health First Network has received the first two rounds of historical CMS claims data on our ACO Fee-For-Service Medicare attributed beneficiaries. The data has been put into several easily understood reports and PowerPoint slides that have been shown to our various ACO Physician Committees and the ACO Board of Managers.

To meet the triple aim of an ACO – better health; better care; more cost effective care, within our Northwest Florida area, means analyzing the reports, determining which areas need improvement and which areas have actionable interventions we can undertake, and focusing on which areas need to be impacted fairly rapidly to meet the required ACO quality measures and standards.

The reports received from our partner, CHS, have painted a picture on the status of our beneficiaries. Our ACO Care Coordination and Quality Improvement Committee began the work on a Care Coordination and Quality Improvement Plan for 2013 based on the data.

A main area of concern is Medicare 30-day readmissions. All area hospitals show readmission percentages above the standard. A focus on causes for readmissions and on the important transition of care from acute care hospital to home, or SNF or Rehab, is a priority at this time for the ACO.

High ER utilization is also a concern, particularly as it relates to beneficiaries within certain practices.

I am asking your help on this. Health First Network's Accountable Care Coalition of NW Florida currently has 2 local RN Care Coordinators and we are hiring a 3rd. To tackle the high number of readmissions, the ACO needs to be notified when one of your Medicare Fee-For Service patients is admitted to the hospital so the local ACO Care Coordinator can work with hospital staff in the transition from hospital to home, SNF, Rehab or Assisted Living. I would ask that you review and sign the attached letter giving the hospital permission to notify Health First Network of your patient's admission. The information will be forwarded to a Care Coordinator to follow.

If you have any questions or concerns about this or wish to speak to me further, I can be reached at 850-434-8147. Thank you,

Sincerely,

A handwritten signature in black ink, appearing to read "William J. Whibbs".

William J. Whibbs, ACC of NW Florida, Medical Director



May 20, 2013

Dear Hospital Administrator:

I am requesting, as a Primary Care Physician, that Health First Network, Inc. be notified of any admission or ER Visit of any of my Fee-for-Service Medicare patients who list me as their Primary Care Physician.

Please forward notification of each acute hospital admission, observation admission, or ER visit with or without admission of any of my Fee-For-Service Medicare patients to Health First Network at their secure fax number 850-438-0298. Thank you,

Sincerely,

Physician's Signature

Physician Name (Please Print)