

Agreement Overview for Public Use

Collaborative Services and Strategic Alliance Agreement United – CCHP

United and CCHP have agreed to collaborate to positively impact the care received by United Medicaid Members in Camden, NJ, which are some of the city's most vulnerable patients. The focus of this ground-breaking alliance will be to redirect improper emergency department utilization for non-emergent conditions and preventable hospitalizations, through patient education and outreach, care management, and improved access to health care resources.

Together, United and CCHP are going to dedicate resources to identify United Medicaid Members who are high utilizers. CCHP will staff a local care management team to arrange for and organize care for the high utilizers. The team will engage high utilizers with a proven integrated care management approach that includes outreach, transitional primary care, and coordination of behavioral health, social services, home health and health education. CCHP uses hand-on methods like field based and telephonic outreach, health risk assessments, transportation coordination, enrollment in disease management programs and other activities to successfully engage high utilizers.

United and CCHP expect to report on annual citywide outcomes of the collaboration, including de-identified data regarding aggregate cost, quality and utilization trends and the impact of the local care management team and NP clinics on trends. United and CCHP have agreed that aggregate costs will be costs benchmarked for Medicaid (cf. United Medicaid members only).

In phase 1 of the project, the financial arrangement between the parties is primarily based on the achievement of city-wide shared savings. After reaching an annual threshold savings, United will share with CCHP a portion of savings for all United Medicaid Members assigned to a CCHP member practice. CCHP will distribute its share of the savings to local stakeholders using a locally developed methodology based on standard metrics of quality, utilization, and patient satisfaction. As part of the collaboration United also will pay a membership fee to access CCHP's Health Information Exchange ("HIE"). There is no upfront investment by United for the local care management team's activities.

In phase 2 of the project United expects to create a Patient-Centered Medical Home incentive payment system to reward primary care practices that become NCQA certified and meet pre-determined criteria. These payments will go directly to the primary care offices in Camden.