California Orthopaedic Association
MPN Selection Process

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Harbor Health's MPN

Outcomes Based Approach for Worker's Compensation

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CA MPNS – 14 Years of Experience

- 154 active MPNs owned/administered by Harbor
  - 9 network entity MPNs (11 payers)
  - 1.7M employees covered

Basic Premise

- Outcomes vary by doctor and the better doctors will have better outcomes
- Patients treated in a network of the best doctors will have the best outcomes

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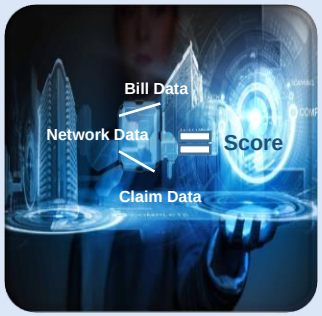
How do you identify Best Doctors ?

- Objective measurements based on claims data
- Doctors with highest total overall scores have best outcomes
  - Objective measurement with an objective outcome
  - No judgment of medical skill
  - Results are data driven
  - Real time data updates

Where do you start?

- History is a good predictor of Physician Performance
- Start with closed claims and look backwards to judge outcomes
- Measure key elements over the life of the claim to find providers most closely associated with positive outcomes

Harbor's 4 Core Components



ID 360

Data tools which identify the available providers down to the group and individual level

MD 360

Proprietary algorithms applied to claims, bill , and provider data to identify the best providers

Harborsys

Tools and services to match and schedule claimants with the best doctors

Network Management

Regulatory and compliance expertise coupled with comprehensive MPN program management

Role of ID360 in Scoring

Consolidate

Consolidate all versions of providers to a central identity record

Cleanse

Apply data cleansing and matching algorithms to connect bills to provider identities

Link

Link records to versions of doctors used in networks

Identifying Doctors (ID360)

- First, need to identify doctors and claims

  The Harbor solution: ID360

- Run identity algorithms to link all bill and claims data to specific doctors
  - ID methodology to link doctors to claims and bills
  - ID type of injury
  - ID which doctor is considered treating doctor
- Multiple iterations to resolve to actual doctors and related bills
  - i.e. 750,000 records ultimately refined to 2500 doctors

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Certainty	BillID From	BillID To	SourceIndividualName	Address1	Address1	City	TaxNumber	Group NPI	Individual NPI
0.92307	84714	84721	JEFFERY KANTOR MD	24355 Lyons Ave	24355 Lyons Ave	Newhall	954879092	1407869373	NULL
0.92307	84714	1912072	M KANTOR,JEFFERY	24355 Lyons Ave	24355 Lyons Ave	Newhall	954879092	1407869373	1396823431
0.92308	84714	5676006	JEFFERY KANTOR MD,	24355 Lyons Ave	24355 Lyons Ave	Newhall	954879092	1407869373	1396823431
0.92307	84714	9835947	JEFFERY KANTOR MD	24355 Lyons Ave	24355 Lyons Ave	Santa Clarita	954879092	1407869373	1407869373
0.92306	84721	84714	KANTORJEFFREY,	24355 Lyons Ave	24355 Lyons Ave	Newhall	953395942	NULL	1407869373
0.92307	84721	1912581	KANTOR MD,JEFFREY	24355 Lyons Ave	24355 Lyons Ave	Newhall	953395942	NULL	1396823431
0.92307	84721	5405833	KANTORJEFFREY	24355 Lyons Ave	24355 Lyons Ave	Santa Clarita	953395942	NULL	1396823431
0.92307	84721	8801812	KANTOR, JEFFREY	24355 Lyons Ave	24355 Lyons Ave	Santa Clarita	953395942	NULL	1407869373

SourceIndividualName	Address1	City	TaxNumber	IndividualNPI
JEFFREY KANTOR MD	24355 Lyons Ave	Santa Clarita	954879092	1396823431

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Scoring Doctors (MD360)

Next, we score the doctors ~

- Match IDs to bills from claim networks
- Add claim information
- Develop total claim cost by doctors and type of injury
- Requires enough data to accurately score
- Compare doctors within specialty classes
- Divide into quintiles with 5 star being top

- Harbor looks at 20 variables within data files associated with each physician.

  Focus on:

  - Cost
  - Duration
  - Litigation
  - Recidivism
  - Total disability
- Algorithms score providers based on measurements of key elements
- Scores are derived on providers mean value vs. population mean value
- Final scores are sum of network of individual Z values for provider

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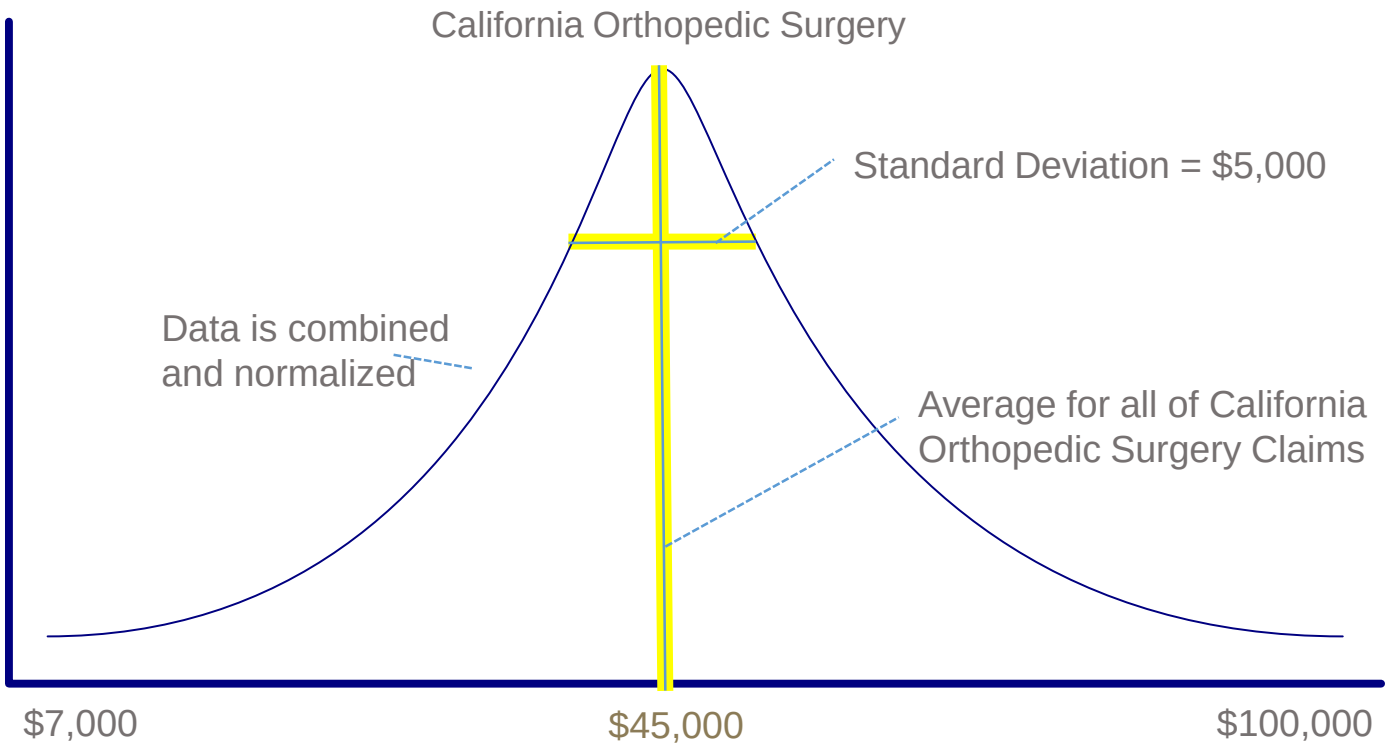
Calculating Scoring Factors

- Data from claims and bills are staged in tables
- MD360 draws from relevant data to capture scoring factors
- E.g. Duration = date closed – DOI
- All scoring factors are tracked for each specific specialty
- Adding Z values allows comparison across varying categories of scoring factors.

Determining Provider Performance

Assess Distribution of Each Scoring Factor by Specialty



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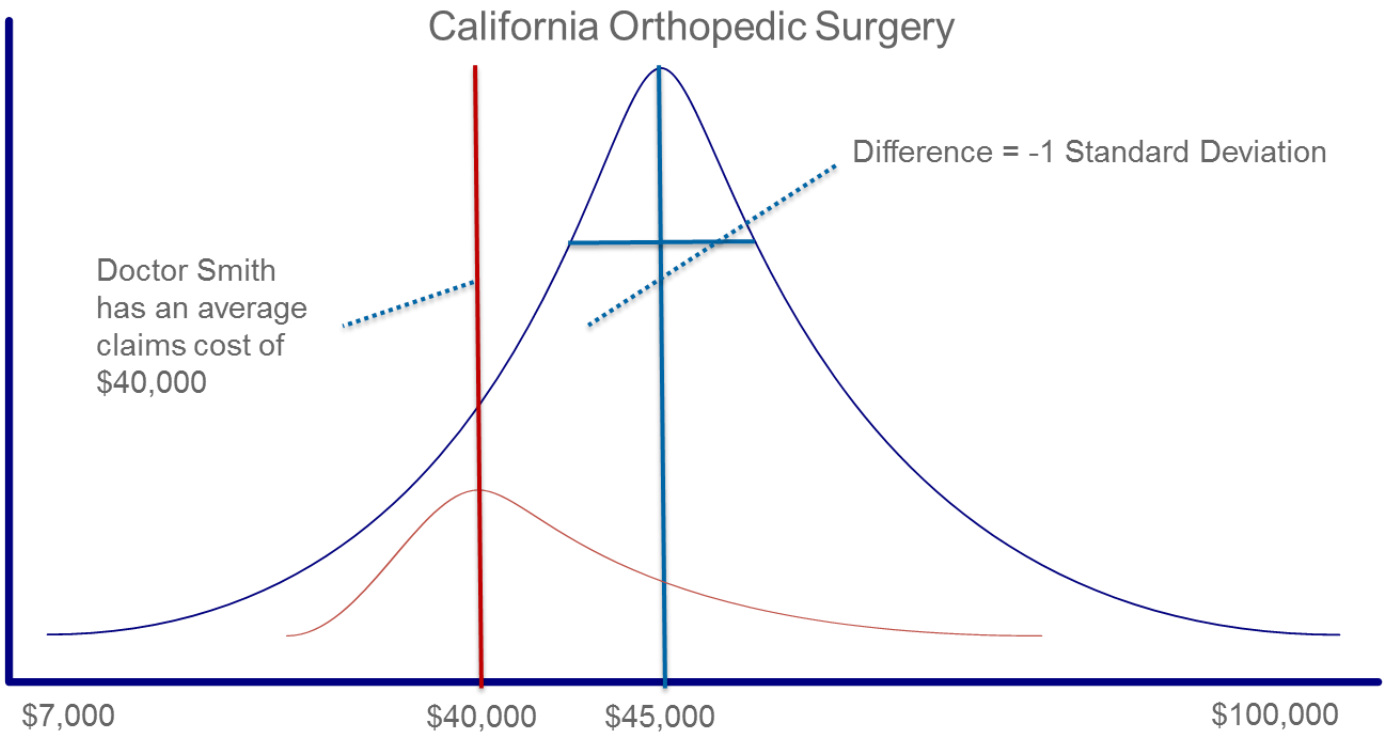
Step 3 – Determine Provider Performance



Provider finder

- OBN's don't work unless you get the injured worker to the right doctor
- Physicians are ordered by taxonomy codes to determine specialty
- Each specialty is scored by comparing to mean averages
- Top providers in each specialty used to populate network by zip codes
- Total network presented to payor using Harbor System tools allowing adjuster to find provider and schedule patient.

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Doctor Performance by Score

Orthopedics Physicians – Results: Large Empire

Average	5-Star	4-Star	3-Star	2-Star	1-Star
Duration (in days)	450	998	1,243	1,606	2,193
Total cost	$ 25,789	$ 68,261	$ 100,306	$ 135,002	$ 240,249
Litigation rate	10%	26%	40%	54%	64%
Recidivism	10%	17%	22%	25%	29%
TTD (in days)	73	187	239	299	418
Indemnity	$ 9,759	$ 27,011	$ 36,937	$ 49,087	$ 73,280
Total entities	*570*	*190*	*94*	*121*	*113*
Total claims	*10,247*	*3,140*	*1,383*	*2,180*	*1,491*

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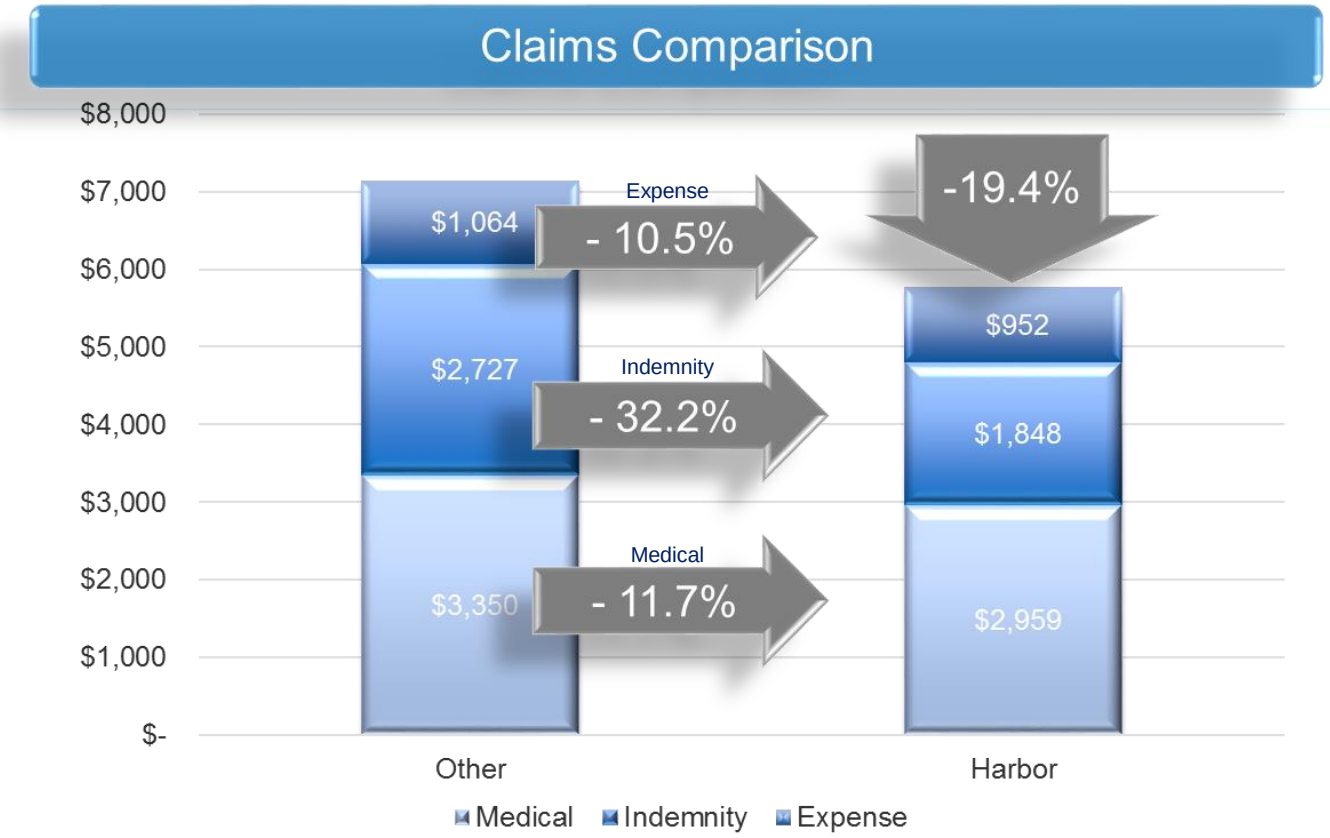
Claims Comparison
$8,000
$7,000
$6,000
$5,000
$4,000
$3,000
$2,000
$1,000
$-
$1,064
$2,727
$3,350
Expense
- 10.5%
Indemnity
- 32.2%
Medical
- 11.7%
-19.4%
$952
$1,848
$2,959
Other
Harbor
Medical
Indemnity
Expense

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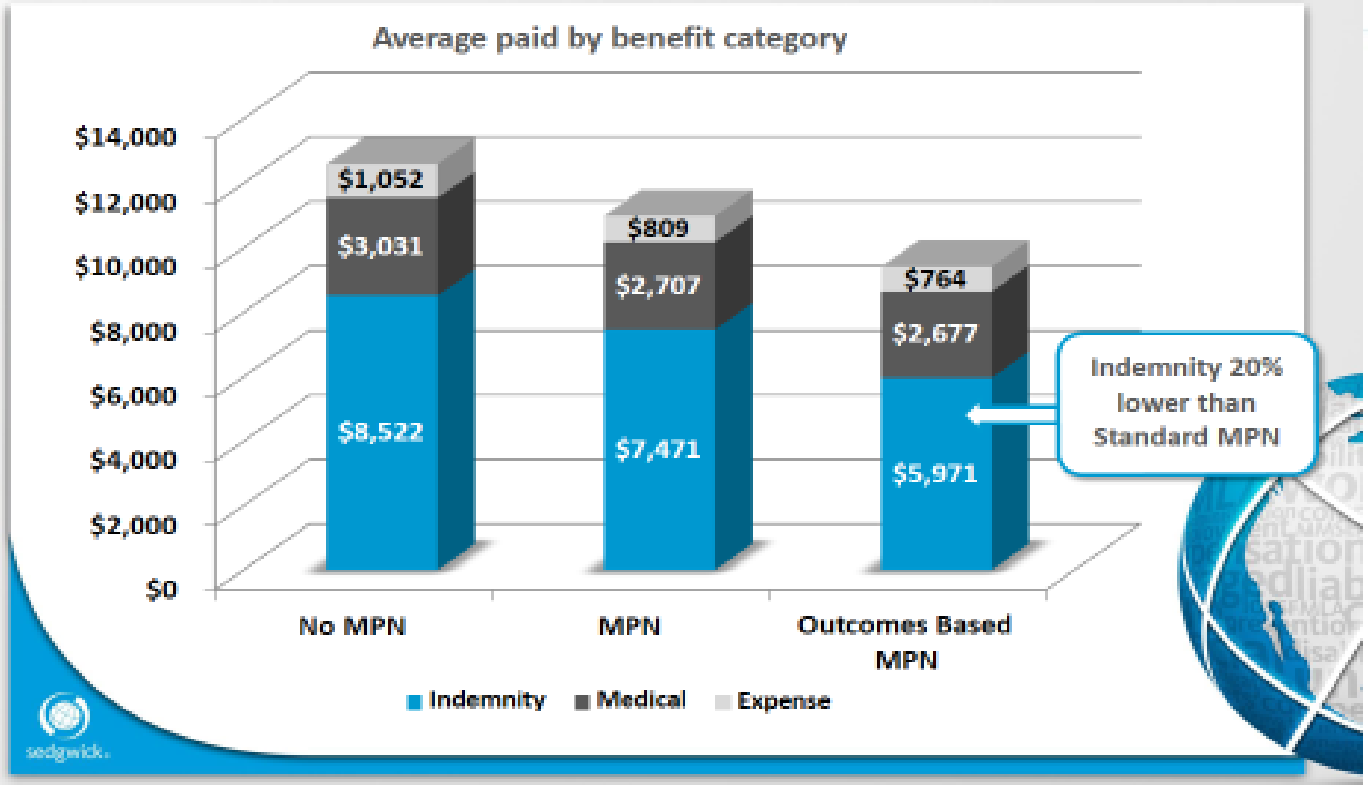
stay CONNECTED to a world of resources

California medical provider network analysis



Results: Mid Size TPA

- 9 Months into New MPN
- Following Transfer of Care to MPN Doctors
- Closed Claims % increased by 50%
- Average Claim amount allowed decreased by 9.1%
- Still too early to measure overall results but trend is positive.

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