



Department  
of Health

# 2019 Annual Report HHC ACO, Inc.

**A Multi-Payer Report of  
Quality Performance Results**



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## **Overview**

The New York State Accountable Care Organization Scorecard Report is a multi-payer view of performance results on a set of eight quality measures for Accountable Care Organizations (ACOs) that have been issued a certificate of authority by the New York State Department of Health (NYSDOH). Public Health Law (PHL) Article 29-E requires the NYSDOH to establish a program governing the approval of Accountable Care Organizations. PHL § 2999-p defines an ACO as "an organization of clinically integrated health care providers that work together to provide, manage, and coordinate health care (including primary care) for a defined population; with a mechanism for shared governance; the ability to negotiate, receive, and distribute payments; and accountability for the quality, cost, and delivery of health care to the ACO's patients" and that has been issued a certificate of authority by the NYSDOH.

### **ACO Profile and Quality Scorecard Report**

The ACO profile presented in the following pages is intended to provide consumers with a better understanding of HHC ACO, Inc's structure as an all-payer ACO. The profile includes the following information:

- Characteristics of the organization
- Type of ACO (e.g. Hospital, Provider-led, Hybrid)
- Regions where services are provided
- Number of participants and provider/suppliers contracted by the ACO
- Number of patients attributed to the ACO
- Quality of care provided under the ACO umbrella
- Endeavors to implement evidence-based care services, telemedicine, use of electronic medical records, and other initiatives intended to accomplish the goals of accountable care.

Each profile was created from supplemental, non-confidential information submitted by the ACO through ACO certification, a survey disseminated by NYSDOH to the ACO, and other publicly available data.

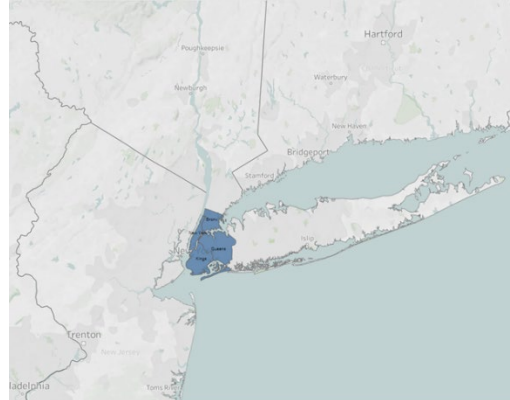
The ACO Scorecard Report is a multi-payer view of performance results on a set of eight quality measures. The report displays performance results based on data submitted by health plans. Details on how data is collected can be found in the technical notes section of this report. This report does not contain Protected Health Information (PHI), and results are shared with each ACO prior to publication.

## Section 1. HHC ACO, Inc. Profile

ACO Type: Academic/Teaching Hospitals



**Academic/Teaching  
Hospitals**



**Service Area:** Counties in which Providers of HHC ACO, Inc. Offer Services

### ACO Provided Care Coordination Highlights

HHC ACO, Inc. is a not-for-profit subsidiary of New York City Health + Hospitals (NYC H+H), New York City's safety-net healthcare system. The ACO network includes all of NYC H+H's 11 acute care academic hospitals, 6 Federally Qualified Health Centers (FQHCs), 70 community health centers, and 5 Post Acute care facilities; Community Healthcare Network's 14 FQHCs and a physician group. The ACO has been participating in the Medicare Shared Savings Program (MSSP) since 2013, earning shared savings all seven years, and have been accountable for 10,000-12,000 lives annually throughout those years. Approximately 70% of all patients have either End Stage Renal Disease, are disabled, or are dual eligible for Medicare and Medicaid.

NYC H+H has implemented the EPIC electronic health record (EHR) system throughout its entire network of acute care hospitals and FQHCs. This EHR is utilized by all providers and care teams. The ACO also implemented a patient portal called 'My Chart' that allows patients to access test results, schedule and change appointments, and communicate directly with their providers. In addition, the ACO has integrated a new tool into EPIC, called 'NowPow', which allows care teams to easily identify community-based organizations (CBOs) within a patient's zip code that can address their social determinants of health (SDOH) problems.

The ACO has created two data reports (ACO Dashboard and Care Transitions Report) that are delivered to ACO clinical leads at all facilities. The ACO Dashboard is a population health management tool for the attributed population. It identifies each facility's cost, utilization, high risk patients, and chronic disease statistics on its landing page. The report includes a drill-down function into patient records. The Care Transitions Report (CTR) incorporates near real-time hospital registration data to inform the ACO Clinical Leads when their patients have been admitted to an ED or inpatient setting.

## Section 2. HHC ACO, Inc. Report

**Table 1.** Most Common Specialties for Providers in HHC ACO, Inc. Network

| Classification     | Number of Providers |
|--------------------|---------------------|
| Internal Medicine  | 393                 |
| Psychiatry         | 227                 |
| Anesthesiology     | 211                 |
| Emergency Medicine | 211                 |
| Pediatric Medicine | 206                 |
| Other*             | 1,526               |
| <b>Total</b>       | <b>2,774</b>        |

### Legend

\* Other includes all other specialty types including but not limited to Social Work, Medical Oncology, and Addiction services.

**Note:** Provider information was collected in 2020 for the MY 2019. See: **Technical Notes**.

**Table 2.** Members Qualifying for a Quality Measure Attributed to a Provider in HHC ACO, Inc.; Results Stratified by Health Plan and Product

| Health Plan | Commercial | Medicaid | Medicare* | Total   |
|-------------|------------|----------|-----------|---------|
| All MCOs    | 21,688     | 224,946  | 18,372    | 265,006 |

### Legend

\* Medicare Advantage results only. See: **Technical Notes**.

**Note:** This table represents a defined subset of members in the ACO's network. Inclusion criteria was limited to members who met denominator criteria for one or more health care quality measures during the MY 2019. Member attribution information was collected from January 1 – December 31, 2019 for MY 2019. See: **Technical Notes**.

**Table 3.** 2020 Quality Measure Results for Eligible Members in HHC ACO, Inc., Stratified by Payer

| Domain          | Measure   | Total       |           |        | By Payer   |          |           |
|-----------------|---|-------------|-----------|--------|------------|----------|-----------|
|                 |   | Denominator | Numerator | Result | Commercial | Medicaid | Medicare* |
| Prevention      | Breast Cancer Screening                                       | 22,055      | 17,264    | 78%    | 77%        | 76%      | 85%       |
|                 | Cervical Cancer Screening                                     | 51,929      | 34,094    | 66%    | 67%        | 65%      | --        |
|                 | Childhood Immunization Status Combo 3                         | 6,007       | 4,891     | 81%    | 54%        | 82%      | --        |
|                 | Chlamydia Screening in Women (16-24 Years)                    | 12,688      | 9,523     | 75%    | 76%        | 75%      | --        |
|                 | Colorectal Cancer Screening                                   | 34,552      | 20,563    | 60%    | 56%        | 59%      | 68%       |
| Chronic Disease | Comprehensive Diabetes Care Eye Exams                         | 18,895      | 11,926    | 63%    | 57%        | 63%      | 71%       |
|                 | Comprehensive Diabetes Care HbA1c Testing                     | 16,552      | 15,042    | 91%    | 91%        | 91%      | --        |
|                 | Comprehensive Diabetes Care Medical Attention for Nephropathy | 16,552      | 14,625    | 88%    | 87%        | 89%      | --        |

**Legend**

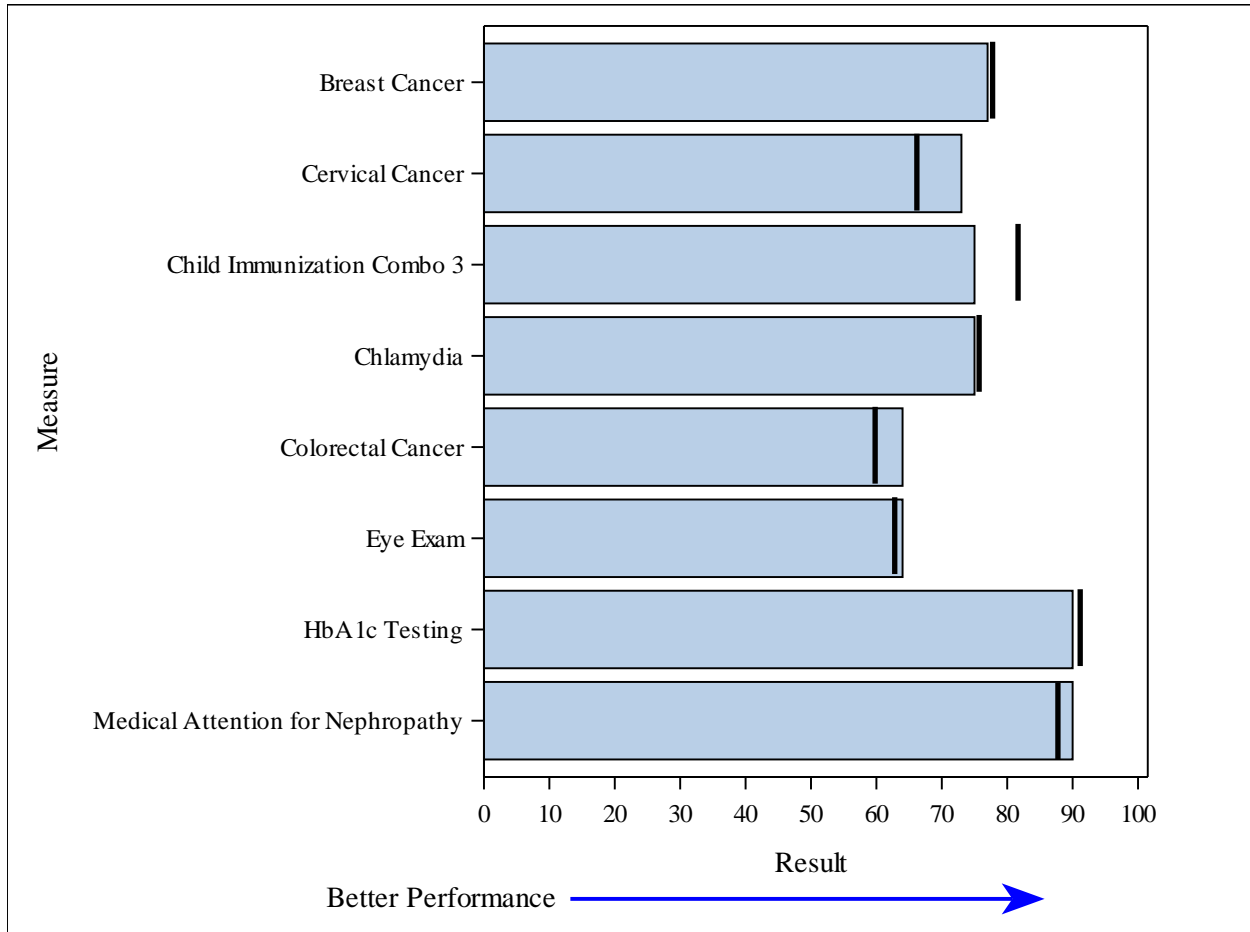
-- Measure result not reported.

\* Medicare Advantage results only. See: **Technical Notes**.

**Note:** Results are based on MY 2019. See: **Technical Notes**. Diabetes denominators differ across measures because not all diabetes measures are calculated and reported for all payers. See Appendices B, C, and D for payer-specific denominator and numerator values.

### Section 3. Statewide Benchmark Comparisons

Figure 1. 2020 HHC ACO, Inc. Results Compared with the Statewide ACO Average



**Legend**

- = HHC ACO, Inc. Rate
- = Statewide Average

**Note:** Results shown are averaged across all product lines (Commercial, Medicaid, Medicare). Results are based on MY 2019. This table includes results averaged across all products. For Medicare members, only Medicare Advantage results are included. See: **Technical Notes**.

## Technical Notes

### DEFINITIONS

#### Domain

The measures are categorized by two domains: Prevention and Chronic Disease.

#### Denominator, Numerator, Result

For each measure, the denominator represents the total number of members that are eligible for that measure, and the numerator represents the number of members who meet the specific criteria for the measure. The result is shown as a percentage and represents the numerator divided by the denominator, multiplied by 100 unless otherwise noted.

#### Measures

Data included in this report were collected during calendar year 2020 for the 2019 Measurement Year (MY 2019) using the 2020 NYS ACO Core Measure Set. . Data collected for MY 2019 reflects performance between January 1, 2019 through December 31, 2019.

The quality measures in the NYS ACO Core Measure Set are from the Healthcare Effectiveness Data and Information Set (HEDIS®) measures established by the National Committee for Quality Assurance (NCQA). Please refer to Appendix A of this report for a list of the measures and measure descriptions. Results for these measures were calculated using health plan reported results for members attributed to practices participating in the ACO's network.

#### Methods

Health plans operating in NYS submitted Patient-Centered Medical Home (PCMH) files containing quality measurement results for members who were included in at least one of the ACO quality measure core set during the MY 2019. In addition to primary care provider (PCP) information for each member, the file contained member-specific details on denominator inclusion and numerator compliance for each measure in the ACO core set. The National Provider Identifier (NPI) to whom the member was attributed was matched to the NPI and provider Practice Tax Identification Number (TIN) supplied by each ACO; this indicated that the practice was part of the ACO provider network. Members were attributed to provider practices using each health plan's attribution method (see section below: Member Attribution). Member-level data was aggregated across health plans linking the Practice TIN of the PCP to whom the member was attributed to a list of participating providers reported by the ACO. Linking quality measurement information for members to ACO-participating providers allows NYSDOH to produce aggregated results at the ACO level for selected quality measures.

Statewide benchmarks were calculated using the MY 2019 health-plan submitted PCMH files.



### **Member Attribution**

Each health plan employed its own member attribution methodology to link members to primary care provider practices. Each ACO provided NYSDOH a list of participating providers and practices.

### **Measure Selection**

A parsimonious set of primary care relevant measures were selected for the 2020 NYS ACO Core Measure Set to examine the quality of care for the population attributed to ACO organizations for quality improvement and monitoring. See Appendix A for detailed descriptions of each measure. Note this measure set may change or expand over time.

### **Measure Calculation**

Administrative data were used to calculate each measure. For measures with both hybrid and administrative specifications, the administrative method was used.

Product results were calculated using all practices for which data were available and were stratified by payer (Commercial, Medicaid, Medicare).

### **Medicaid Managed Care Results**

Please note that the Medicare advantage results shown in this report do not represent the Medicare Shared Savings Program (MSSP). This report includes Medicaid quality scores only in the case of ACO contracts with Medicare Advantage health plans. This report does not include quality scores for Medicare patients covered by the conventional Medicare program, MSSP.

The CMS quality score data for ACOs is available using the following link:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/Downloads/MSSP-ACO-data.pdf>.

For more information on Medicare fee-for-service, please refer to the CMS website <https://www.cms.gov/Medicare/Medicare.html>.

### **Data Source**

Member-level data from the 2020 HEDIS® data were submitted by the health plans.

## Report Interpretation Limitations

Please note the following limitations of this ACO Report:

1. This ACO report includes claims-based data pooled from multiple payers. The performance results represent the quality of care provided to a larger number of members than reports distributed by individual health plans that reflect the quality of care for members insured by that health plan alone. This report is not a replacement for performance reports or gap analyses provided by individual payers or Medicare Advantage Stars, Medicare ACOs Scorecards, or other transformation or payment programs. The report does not display member-level data.
2. These ACO results do not account for the entire panel population. Only those members meeting continuous enrollment criteria at the payer and plan level were included in these quality measure results.

### ACO Program Information

For information about New York State's Accountable Care Program, including information about how to apply for a Certificate of Authority, and to find answers to frequently asked questions, please visit the NYS website at:

[https://www.health.ny.gov/health\\_care/medicaid/redesign/aco/](https://www.health.ny.gov/health_care/medicaid/redesign/aco/)

If you have any questions about the New York State's Accountable Care Program, please contact us:

Center for Health Care Policy and Resource Development  
Corning Tower, Room 1695  
Empire State Plaza  
Albany, New York 12237  
Telephone: (518) 408-1833 Fax: (518) 474-0572  
Email: [acobl@health.ny.gov](mailto:acobl@health.ny.gov)

### Feedback

We welcome suggestions and comments on this publication. Please contact us at:

Office of Quality and Patient Safety  
Corning Tower, Room 1938  
Empire State Plaza, Albany, New York 12237  
Telephone: (518) 486-9012 Fax: (518) 486-6098  
E-mail: [nysqarr@health.ny.gov](mailto:nysqarr@health.ny.gov)

## Appendix A – 2020 NYS ACO Core Measure Set

| MEASURE (NQF#/Developer)   | DESCRIPTION  |
|--|--|
| <b>Breast Cancer Screening</b><br>(2372/HEDIS)                                   | Percentage of women 50-74 years of age who had a mammogram to screen for breast cancer.  |
| <b>Cervical Cancer Screening</b><br>(0032/HEDIS)                                 | Percentage of women 21–64 years of age who were screened for cervical cancer using either of the following criteria:<br>- Women age 21–64 who had cervical cytology performed every 3 years.<br>- Women age 30–64 who had cervical high-risk human papillomavirus (HPV) testing performed within the last 5 years.<br>- Women age 30–64 who had cervical cytology/human papillomavirus (HPV) co-testing performed every 5 years. |
| <b>Childhood Immunization Status – Combo 3</b><br>(0038/HEDIS)                   | Percentage of children 2 years of age who had four diphtheria, tetanus and acellular pertussis (DtaP); three polio (IPV); one measles, mumps and rubella (MMR); three haemophilus influenza type B (HiB); three hepatitis B (HepB); one chicken pox (VZV); and four pneumococcal conjugate (PCV) vaccines by their second birthday. The measure calculates one combination rate.   |
| <b>Chlamydia Screening for Women</b> (0033/HEDIS)                                | Percentage of women 16–24 years of age who were identified as sexually active and who had at least one test for chlamydia during the measurement year. Reported as three rates:<br>1. Patients of age 16 – 20 years<br>2. Patients of age 21 – 24 years<br>3. Total  |
| <b>Colorectal Cancer Screening</b><br>(0034/HEDIS)                               | Percentage of members 50-75 years of age who had appropriate screening for colorectal cancer.  |
| <b>Comprehensive Diabetes Care: HbA1c Testing</b><br>(0057/HEDIS)                | Percentage of members 18–75 years of age with diabetes (type 1 and type 2) who received a Hemoglobin A1c (HbA1c) test during the measurement year.   |
| <b>Comprehensive Diabetes Care: Eye Exam (Retinal) Performed</b><br>(0055/HEDIS) | Percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had an eye exam (retinal) performed.  |
| <b>Comprehensive Diabetes Care: Nephropathy</b><br>(0062/HEDIS)                  | Percentage of members 18–75 years of age with diabetes (type 1 and type 2) who received a nephropathy screening or monitoring test or had evidence of nephropathy during the measurement year.   |

## Appendix B – Quality Measure Results for Commercial

|                 |   | Commercial Results |           |        |
|-----------------|---|--------------------|-----------|--------|
| Domain          | Measure   | Denominator        | Numerator | Result |
| Prevention      | Breast Cancer Screening                                       | 3,824              | 2,927     | 77%    |
|                 | Cervical Cancer Screening                                     | 7,446              | 4,999     | 67%    |
|                 | Childhood Immunization Status Combo 3                         | 108                | 58        | 54%    |
|                 | Chlamydia Screening in Women (16-24 Years)                    | 1,477              | 1,122     | 76%    |
|                 | Colorectal Cancer Screening                                   | 6,799              | 3,790     | 56%    |
| Chronic Disease | Comprehensive Diabetes Care Eye Exams                         | 3,697              | 2,108     | 57%    |
|                 | Comprehensive Diabetes Care HbA1c Testing                     | 3,697              | 3,356     | 91%    |
|                 | Comprehensive Diabetes Care Medical Attention for Nephropathy | 3,697              | 3,222     | 87%    |

**Note:** Overall denominator and numerator results shown represents the eligible population in the ACO.

## Appendix C – Quality Measure Results for Medicaid

|                 |   | Medicaid Results |           |        |
|-----------------|---|------------------|-----------|--------|
| Domain          | Measure   | Denominator      | Numerator | Result |
| Prevention      | Breast Cancer Screening                                       | 11,944           | 9,022     | 76%    |
|                 | Cervical Cancer Screening                                     | 44,483           | 29,095    | 65%    |
|                 | Childhood Immunization Status Combo 3                         | 5,899            | 4,833     | 82%    |
|                 | Chlamydia Screening in Women (16-24 Years)                    | 11,211           | 8,401     | 75%    |
|                 | Colorectal Cancer Screening                                   | 24,239           | 14,400    | 59%    |
| Chronic Disease | Comprehensive Diabetes Care Eye (Retinal) Exams Performed     | 12,855           | 8,156     | 63%    |
|                 | Comprehensive Diabetes Care HbA1c Testing                     | 12,855           | 11,686    | 91%    |
|                 | Comprehensive Diabetes Care Medical Attention for Nephropathy | 12,855           | 11,403    | 89%    |

**Note:** Overall denominator and numerator results shown represents the eligible population in the ACO.

## Appendix D – Quality Measure Results for Medicare

|                 |   | Medicare Results |           |        |
|-----------------|---|------------------|-----------|--------|
| Domain          | Measure   | Denominator      | Numerator | Result |
| Prevention      | Breast Cancer Screening                                       | 6,287            | 5,315     | 85%    |
|                 | Cervical Cancer Screening                                     | --               | --        | --     |
|                 | Childhood Immunization Status Combo 3                         | --               | --        | --     |
|                 | Chlamydia Screening in Women (16-24 Years)                    | --               | --        | --     |
|                 | Colorectal Cancer Screening                                   | 3,514            | 2,373     | 68%    |
| Chronic Disease | Comprehensive Diabetes Care Eye (Retinal) Exams Performed     | 2,343            | 1,662     | 71%    |
|                 | Comprehensive Diabetes Care HbA1c Testing                     | --               | --        | --     |
|                 | Comprehensive Diabetes Care Medical Attention for Nephropathy | --               | --        | --     |

### Legend

-- Measure result not reported

**Note:** Medicare fee-for-service results are not included in this table. Medicare Advantage results only. See: **Technical Notes**