

2020 Annual Report Greater Buffalo United Accountable Care Organization

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



**Greater Buffalo United Accountable Care Organization
2020 Annual Report**

Contents

Overview3
Section 1. Greater Buffalo United Accountable Care Organization Profile 4
Section 2. Greater Buffalo United Accountable Care Organization Report..... 5
Section 3. Statewide Benchmark Comparisons 7
Technical Notes 8
Report Interpretation Limitations 10
Appendix A – 2020 NYS ACO Core Measure Set 11
Appendix B – Quality Measure Results for Commercial 12
Appendix C – Quality Measure Results for Medicaid 13
Appendix D – Quality Measure Results for Medicare 14

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 Greater Buffalo United Accountable Care Organization'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.

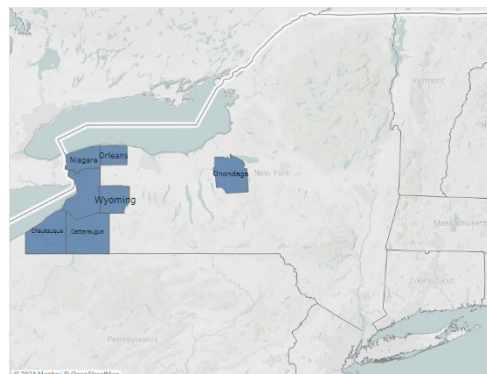
The ACO Scorecard Report is a multi-payer view of performance results on a set of eight quality measures. The report displays performance results based on data submitted by health plans. Details on how data is collected can be found in the technical notes section of this report. This report does not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

Section 1. Greater Buffalo United Accountable Care Organization Profile

ACO Type: Provider Led



Provider led
Practices



Service Area: Counties in which Providers of the Greater Buffalo United Accountable Care Organization Offer Services

Table 1. Contracted Relationships With Managed Care Organizations (MCOs)

MCO	Commercial Contract	Medicaid Contract	Medicare Contract
Fidelis Care New York, Inc.		X	
YourCare Health Plan		X	

ACO Provided Care Coordination Highlights

Greater Buffalo United Accountable Care Organization (GBUACO) is a Primary Care ACO focused on providing collaborative, comprehensive care to Medicaid and Medicare beneficiaries across Western New York. GBUACO incorporates strong population health analytics, care management and coordination, and provider score cards to increase quality care and provider engagement.

GBUACO's population is high-risk, with many chronic conditions and social needs. To address the management of these conditions and quality metrics, GBUACO formed "transformational pods" that meet regularly to share best practices, identify patterns of high utilization, and address gaps in care. These pods are comprised of a physician, pharmacist, population health specialist, and a data analyst from each primary care group within the ACO network. In 2020, GBUACO acquired a mobile medical unit to provide urgent care in communities with health disparities. The mobile unit connects patients with primary care, diverts patients from the emergency room, and addresses quality goals using its fully functioning lab services, retinal eye exam machines, and community partnerships with behavioral health entities. During the rise of COVID-19, the mobile unit was utilized for COVID-19 testing and vaccines.

GBUACO also created a payer-agnostic performance portal that serves both as a population health and provider report card platform. This portal uses a combination of claims and EMR data to create detailed member profiles highlighting resource utilization, risk stratification opportunities, gaps in care, and patient cost to provide real-time information to providers during visits.

Section 2. Greater Buffalo United Accountable Care Organization Report

Table 2. Most Common Specialties for Providers in Greater Buffalo United Accountable Care Organization’s Network

Classification	Number of Providers
Family Medicine	86
Internal Medicine	51
Primary Care/Family Medicine	27
Pediatrics	24
Other*	59
Total	247

Legend

* Other category includes all other specialty types including Women’s Health, Post-Acute Care, and Geriatric Medicine.

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

Table 3. Members Qualifying for a Quality Measure Attributed to a Provider in an MCO That Had a Contract with Greater Buffalo United Accountable Care Organization; Results Stratified by Health Plan and Product

Health Plan	Commercial	Medicaid	Medicare*	Total
All Contracted MCOs	0	21,599	0	21,599

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 the MY 2019. See: **Technical Notes**. Member attribution to a given product is not dependent on whether there is a defined contract, as noted in Table 1, between the ACO and the health plan’s product line.

**Greater Buffalo United Accountable Care Organization
2020 Annual Report**

Table 4. 2020 Quality Measure Results for Eligible Members in Greater Buffalo United Accountable Care Organization, Stratified by Payer

Domain	Measure	Total			By Payer		
		Denominator	Numerator	Result	Commercial	Medicaid	Medicare*
Prevention	Breast Cancer Screening	1,274	827	65%	--	65%	--
	Cervical Cancer Screening	6,602	4,149	63%	--	63%	--
	Childhood Immunization Status Combo 3	348	242	70%	--	70%	--
	Chlamydia Screening in Women (16-24 Years)	966	704	73%	--	73%	--
	Colorectal Cancer Screening	2,800	1,390	50%	--	50%	--
Chronic Disease	Comprehensive Diabetes Care Eye Exams	1,534	901	59%	--	59%	--
	Comprehensive Diabetes Care HbA1c Testing	1,534	1,355	88%	--	88%	--
	Comprehensive Diabetes Care Medical Attention for Nephropathy	1,534	1,386	90%	--	90%	--

Legend

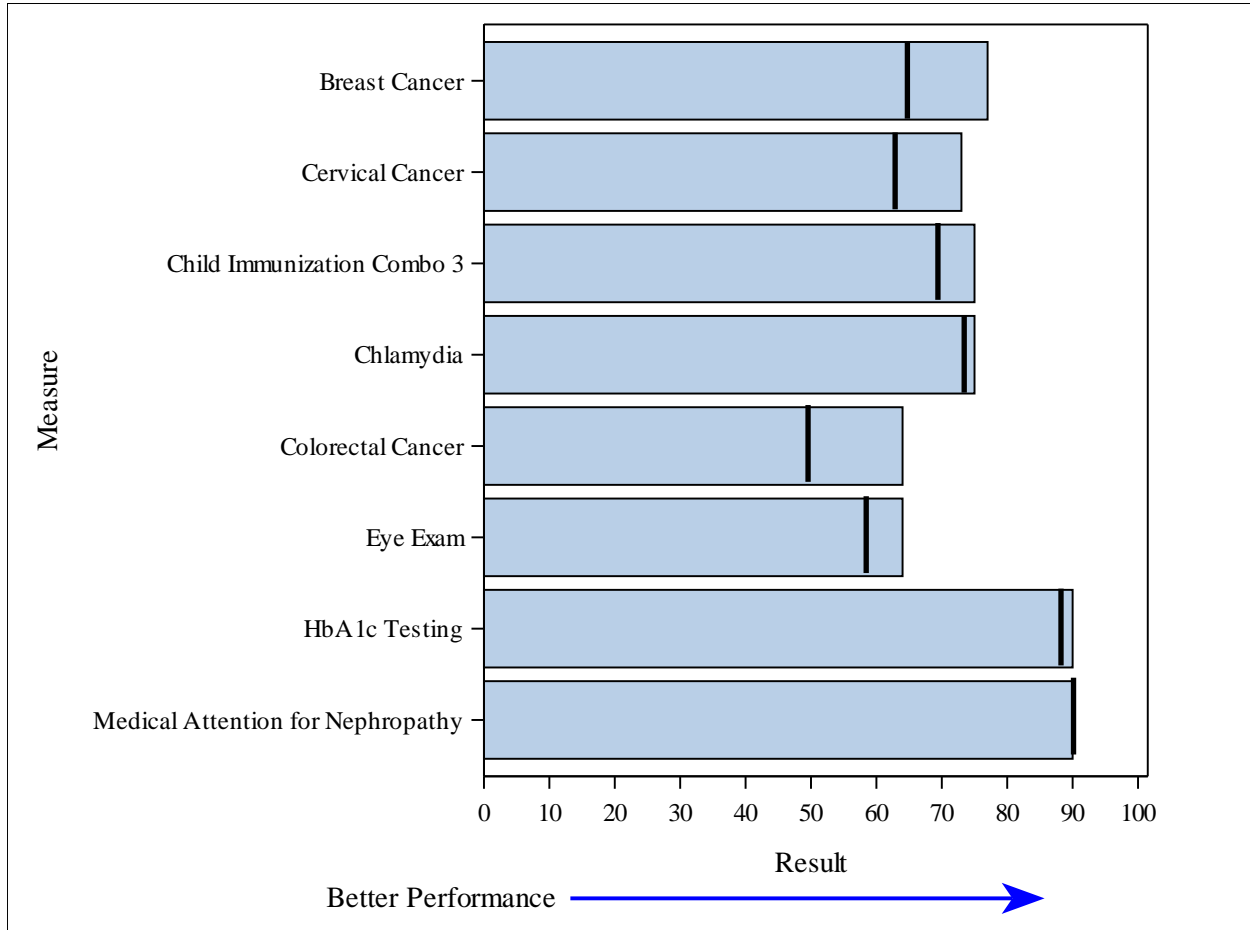
-- Measure result not reported.

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

Note: Results are based on MY 2019. See: **Technical Notes**. See Appendices B, C, and D for payer-specific denominator and numerator values.

Section 3. Statewide Benchmark Comparisons

Figure 1. 2020 Greater Buffalo United Accountable Care Organization’s Results Compared with the Statewide ACO Average (MY 2019)



Legend

- = GBUACO's 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.

Greater Buffalo United Accountable Care Organization 2020 Annual Report

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/

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

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

Appendix A – 2020 NYS ACO Core Measure Set

MEASURE (NQF#/Developer)	DESCRIPTION
Breast Cancer Screening (2372/HEDIS)	Percentage of women 50-74 years of age who had a mammogram to screen for breast cancer.
Cervical Cancer Screening (0032/HEDIS)	Percentage of women 21–64 years of age who were screened for cervical cancer using either of the following criteria: <ul style="list-style-type: none"> - Women age 21–64 who had cervical cytology performed every 3 years. - Women age 30–64 who had cervical high-risk human papillomavirus (HPV) testing performed within the last 5 years. - Women age 30–64 who had cervical cytology/human papillomavirus (HPV) co-testing performed every 5 years.
Childhood Immunization Status – Combo 3 (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.
Chlamydia Screening for Women (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: <ol style="list-style-type: none"> 1. Patients of age 16 – 20 years 2. Patients of age 21 – 24 years 3. Total
Colorectal Cancer Screening (0034/HEDIS)	Percentage of members 50-75 years of age who had appropriate screening for colorectal cancer.
Comprehensive Diabetes Care: HbA1c Testing (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.
Comprehensive Diabetes Care: Eye Exam (Retinal) Performed (0055/HEDIS)	Percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had an eye exam (retinal) performed.
Comprehensive Diabetes Care: Nephropathy (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

Domain	Measure	Overall Commercial Results			Contracted Results			Non-Contracted results		
		Denominator	Numerator	Result	Denominator	Numerator	Result	Denominator	Numerator	Result
Prevention	Breast Cancer Screening	7,206	5,843	81%	N/A	N/A	N/A	7,206	5,843	81%
	Cervical Cancer Screening	12,830	10,343	81%	N/A	N/A	N/A	12,830	10,343	81%
	Childhood Immunization Status Combo 3	91	56	62%	N/A	N/A	N/A	91	56	62%
	Chlamydia Screening in Women (16-24 Years)	1,511	1,015	67%	N/A	N/A	N/A	1,511	1,015	67%
	Colorectal Cancer Screening	15,245	10,446	69%	N/A	N/A	N/A	15,245	10,446	69%
Chronic Disease	Comprehensive Diabetes Care Eye Exams	3,549	2,301	65%	N/A	N/A	N/A	3,549	2,301	65%
	Comprehensive Diabetes Care HbA1c Testing	3,549	3,144	89%	N/A	N/A	N/A	3,549	3,144	89%
	Comprehensive Diabetes Care Medical Attention for Nephropathy	3,549	3,252	92%	N/A	N/A	N/A	3,549	3,252	92%

Legend

N/A Not applicable

Note: Overall denominator and numerator results shown represents the eligible population in the ACO. QM results for Contracted MCOs were calculated from eligible population that was in an MCO that had a risk contract with the ACO. QM results for Non-Contracted MCOs were calculated from eligible population that was in an MCO that did not have a risk contract with the ACO.

Appendix C – Quality Measure Results for Medicaid

Domain	Measure	Overall Medicaid Results			Contracted Results			Non-Contracted results		
		Denominator	Numerator	Result	Denominator	Numerator	Result	Denominator	Numerator	Result
Prevention	Breast Cancer Screening	2,547	1,691	66%	1,274	827	65%	1,273	864	68%
	Cervical Cancer Screening	12,889	8,148	63%	6,602	4,149	63%	6,287	3,999	64%
	Childhood Immunization Status Combo 3	808	494	61%	348	242	70%	460	252	55%
	Chlamydia Screening in Women (16-24 Years)	2,017	1,465	73%	966	704	73%	1,051	761	72%
	Colorectal Cancer Screening	5,607	2,840	51%	2,800	1,390	50%	2,807	1,450	52%
Chronic Disease	Comprehensive Diabetes Care Eye Exams	3,094	1,856	60%	1,534	901	59%	1,560	955	61%
	Comprehensive Diabetes Care HbA1c Testing	3,094	2,723	88%	1,534	1,355	88%	1,560	1,368	88%
	Comprehensive Diabetes Care Medical Attention for Nephropathy	3,094	2,726	88%	1,534	1,386	90%	1,560	1,340	86%

Legend

-- Measure result not reported

Note: Overall denominator and numerator results shown represents the eligible population in the ACO. QM results for Contracted MCOs were calculated from eligible population that was in an MCO that had a risk contract with the ACO. QM results for Non-Contracted MCOs were calculated from eligible population that was in an MCO that did not have a risk contract with the ACO.

Appendix D – Quality Measure Results for Medicare

Domain	Measure	Overall Medicare Results			Contracted Results			Non-Contracted results		
		Denominator	Numerator	Result	Denominator	Numerator	Result	Denominator	Numerator	Result
Prevention	Breast Cancer Screening	5,404	4,404	81%	N/A	N/A	N/A	5,404	4,404	81%
	Cervical Cancer Screening	--	--	--	N/A	N/A	N/A	--	--	--
	Childhood Immunization Status Combo 3	--	--	--	N/A	N/A	N/A	--	--	--
	Chlamydia Screening in Women (16-24 Years)	--	--	--	N/A	N/A	N/A	--	--	--
	Colorectal Cancer Screening	9,355	6,542	70%	N/A	N/A	N/A	9,355	6,542	70%
Chronic Disease	Comprehensive Diabetes Care Eye Exams	3,078	2,400	78%	N/A	N/A	N/A	3,078	2,400	78%
	Comprehensive Diabetes Care HbA1c Testing	--	--	--	N/A	N/A	N/A	--	--	--
	Comprehensive Diabetes Care Medical Attention for Nephropathy	--	--	--	N/A	N/A	N/A	--	--	--

Legend

-- Measure result not reported

N/A Not applicable

Note: Denominator and numerator results shown represents the eligible population in an MCO that had a risk contract with the ACO. QM results for Non-Risk categories were calculated from eligible population that was not in an MCO that had a risk contract with the ACO. Those denominator and numerator results are not shown. Also, Medicare fee-for-service results are not included in this table. Medicare Advantage results only. See: **Technical Notes**.