



Alliance of Community Health Plans

# 2020 Annual Report

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## The ACHP Difference

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The **Alliance of Community Health Plans** (ACHP) represents the nation's top-performing **nonprofit health plans** to improve affordability and outcomes in the health care system. ACHP member companies are provider-aligned health organizations that provide high-quality coverage and care to 22 million Americans.

# Leading through COVID-19

ACHP and its member organizations **quickly pivoted** amid the public health crisis, offering comprehensive virtual support and programming, adapting advocacy efforts and continuing to differentiate the payer-provider model. and continuing to differentiate the payer-provider model.

- ▶ Secured key provisions in the **CARES Act**: loosening of 42 CFR Part 2 restrictions and relief money for small business insurance premiums.
- ▶ Held timely discussions with federal officials on **testing and vaccines**.
- ▶ Advocated for **broad telehealth flexibilities** and joined the Telehealth Encounters Count Coalition.
- ▶ Launched Telehealth Work Group to advance permanent virtual care flexibilities.
- ▶ Highlighted member **leadership and innovation** during the pandemic through online series and media appearances.
- ▶ Convened member CEOs 83 times.
- ▶ Advocated for changes to Medicare Advantage (MA) Star Ratings system to reflect the impact of COVID-19.
- ▶ Presented a webinar exploring the impact of COVID-19 on racial and social disparities for the National Academies of Sciences, Engineering and Medicine Action Collaborative.



**80+**  
Virtual meetings hosted for members.

**1000+**  
Downloads of our member-only COVID-19 Information Center.

# The Voice of Nonprofit Health Plans

ACHP elevated the voice of our member organizations and shaped policy to advance member interests.

- ▶ Won, with the help of allies, elimination of the Health Insurance Tax, delays in interoperability implementation and a pause in Medicare sequester.
- ▶ Facilitated board sessions with Centers for Medicare & Medicaid Services (CMS) Administrator Seema Verma, Senator Ron Wyden, Representative Greg Walden and others.
- ▶ Created a workgroup for engagement in the Federal Employees Health Benefits Program.
- ▶ Hosted a **Congressional Virtual Telehealth Briefing**.
- ▶ Filed two **Amicus briefs** with the Association for Community Affiliated Plans in a major challenge to the Affordable Care Act, including unique data analysis of the impact of repeal.
- ▶ Published a white paper on **telehealth payment models**.
- ▶ Presented with members on hospital at home efforts, price transparency certification and social determinants of health at AcademyHealth's National Health Policy Conference.



Launched the *Healthy Dialogue* podcast featuring ACHP member executives and industry leaders.



Released *Health Care 2030: ACHP's Roadmap to Reform*.



CommunityCare's Bob Bush and Josiah Sutton join ACHP's Ceci Connolly for a meeting with Congressman Kevin Hern of Oklahoma during the annual government relations fly-in.

16

Regulatory  
comment letters  
submitted.

200+

Meetings held  
with policymakers  
and staff.

# Transforming Health Care Delivery

ACHP convened leaders to share best practices for improving outcomes, meeting quality benchmarks and delivering value to the communities they serve.

- ▶ Conducted a **year-long examination** of the effectiveness of peer support interventions in patients with serious mental illness to better understand the impact on patient engagement, health outcomes, utilization and cost.
- ▶ Launched a maternal health initiative in collaboration with the National Partnership for Women and Families with funding from the Robert Wood Johnson Foundation.
- ▶ Delivered plan-specific assessments of each member company's capabilities to address unmet social needs.
- ▶ ACHP Chief Medical Officer and Director of Clinical Innovation Dr. Connie Hwang **appointed** to the Patient-Centered Outcomes Research Institute Board of Governors.



During the fall clinical conference, ACHP plans share how they recently leveraged telehealth to support member behavioral health needs.

# Driving Performance Through Market Competitiveness

ACHP provided insightful data analysis as well as opportunities to learn about and discuss emerging trends for a competitive advantage.

- ▶ Assisted members with improving consumer satisfaction scores by benchmarking CAHPS performance and sharing operational best practices.
- ▶ Released online, fully interactive proprietary tools, including MA Snapshots and the Competitor Ratings Dashboard for commercial, Medicaid and MA Stars performance.
- ▶ Provided members timely insight on national market trends to empower development of competitive, consumer-focused initiatives.



Issue Brief: Certification of Health Care Digital Tools



# 1235

Dynamic and detailed reports across several marketing platforms.

# Quality Care Distinguishes Our Members

ACHP members have received top quality and customer ratings year-after-year, leading to an entire industry of better standards.

- ▶ Nearly half of the health plan **contracts awarded** the top score of 5 stars by CMS were ACHP member organizations.
- ▶ ACHP members continue to outperform hundreds of other payers on key national health measures, including member experience, drug safety and accuracy of pricing, preventive measures and managing chronic conditions.
- ▶ J.D. Power ranks ACHP plans **top in their regions** for customer service.



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# ACHP Members

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**AultCare Health Plans**  
Canton, Ohio

**AvMed**  
Miami, Florida

**Capital District Physicians' Health Plan**  
Albany, New York

**CommunityCare**  
Tulsa, Oklahoma

**Dean Health Plan**  
Madison, Wisconsin

**Fallon Health**  
Worcester, Massachusetts

**Geisinger Health Plan**  
Danville, Pennsylvania

**Group Health Cooperative  
of South Central Wisconsin**  
Madison, Wisconsin

**Harvard Pilgrim Health Care**  
Wellesley, Massachusetts

**Health Alliance**  
Champaign, Illinois

**Health Alliance Plan**  
Detroit, Michigan

**HealthPartners**  
Minneapolis, Minnesota

**Independent Health**  
Buffalo, New York

**Kaiser Permanente**  
Oakland, California

**Martin's Point Health Care**  
Portland, Maine

**PacificSource Health Plans**  
Springfield, Oregon

**Presbyterian Health Plan**  
Albuquerque, New Mexico

**Priority Health**  
Grand Rapids, Michigan

**Sanford Health Plan**  
Sioux Falls, South Dakota

**Scott & White Health Plan**  
Temple, Texas

**Security Health Plan**  
Marshfield, Wisconsin

**SelectHealth**  
Salt Lake City, Utah

**UCare**  
Minneapolis, Minnesota

**UPMC Health Plan**  
Pittsburgh, Pennsylvania



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