Alliance of Community Health Plans

# 2020 Annual Report

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#### The ACHP Difference

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.



Commissioned a national poll on consumer sentiment toward health care during COVID-19.

**OUT** 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.

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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 2 Regulatory M

comment letters

submitted.

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.



#### Issue Brief: Leaning Forward on Primary Care



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.

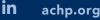
- Nearly half of the health plan contracts awarded the top score of 5 stars by CMS were ACHP member organizations.
- ACHP members continue to outperform hundreds of other payers on key national health measures, including member experience, drug safety and accuracy of pricing, preventive measures and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





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#### **ACHP** Members

AultCare Health Plans Canton, Ohio

Miami, Florida

**Dean Health Plan** Madison, Wisconsin

Harvard Pilgrim Health Care Wellesley, Massachusetts

> Independent Health Buffalo, New York

**Presbyterian Health Plan** Albuquerque, New Mexico

Security Health Plan Marshfield, Wisconsin Fallon Health Worcester, Massachusetts

AvMed

Health Alliance Champaign, Illinois

Kaiser Permanente Oakland, California

**Priority Health** Grand Rapids, Michigan

SelectHealth Salt Lake City, Utah Capital District Physicians' Health Plan Albany, New York

> **Geisinger Health Plan** Danville, Pennsylvania

Health Alliance Plan Detroit, Michigan

Martin's Point Health Care Portland, Maine

Sanford Health Plan Sioux Falls, South Dakota

**UCare** Minneapolis, Minnesota **CommunityCare** Tulsa, Oklahoma

Group Health Cooperative of South Central Wisconsin Madison, Wisconsin

HealthPartners Minneapolis, Minnesota

PacificSource Health Plans Springfield, Oregon

Scott & White Health Plan Temple, Texas

**UPMC Health Plan** Pittsburgh, Pennsylvania



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