The spirit of learning and collaboration is the spark that can ignite powerful change. To help you adopt a patient-centered care model and fulfill participation requirements under Enhanced Personal Health Care, we offer a wide range of learning opportunities that are designed to inform, inspire and support you.
# 2020 National Collaborative Learning Webinar Calendar

In the chart below:

- To register for a webinar, click the date
- To read event descriptions, click the event titles

## National Collaborative Learning Webinars (passwords in parenthesis when required)

<table>
<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>August 13, 2020</td>
<td>A Peer-to-Peer Presentation on Quality Improvement and the Implementation of a Diabetes Community Program [Password Required]</td>
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<td>Tools and Resources to Support Enhanced Personal Health Care Provider Success [Password Required]</td>
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<td>Reefer Madness to the Green Rush: Responding to the Health Impact of Cannabis Legalization [Password Required]</td>
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<tr>
<td>October 8, 2020</td>
<td>Pharmacy Strategies to Manage Quality and Cost of Care [Password Required]</td>
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<tr>
<td>November 12, 2020</td>
<td>Screening, Brief Intervention and Referral to Treatment (SBIRT): Opioid epidemic [Password Required]</td>
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## Medicare Risk Adjustment Documentation and Coding Guidance Series

<table>
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<td>July 15, 2020</td>
<td>Red Flag HCC’s Part 1 [Password Required]</td>
</tr>
<tr>
<td>July 15, 2020</td>
<td>Red Flag HCC’s Part 2 [Password Required]</td>
</tr>
<tr>
<td>July 15, 2020</td>
<td>Neoplasms [Password Required]</td>
</tr>
<tr>
<td>September 16, 2020</td>
<td>Diabetes Mellitus and other Endocrine, Nutritional and Metabolic Disorders [Password Required]</td>
</tr>
<tr>
<td>November 18, 2020</td>
<td>Topic is TBD [Password Required]</td>
</tr>
</tbody>
</table>

## Medicare Risk Adjustment and Documentation Guidance

**Provider Onboarding Training information** – offers 1.0 CME credit for attending one LIVE event

This onboarding will provide an overview of Medicare Risk Adjustment, including the Risk Adjustment Factor and the Hierarchical Condition Category (HCC) Model, with guidance on medical record documentation and coding.

To learn how providers play a critical role in facilitating the risk adjustment process, register for one of the monthly training sessions. Offered the first Wednesday of each month.


## Collaborative Learning Recording Library - available 24/7/365

Review and reference recordings designed to help you meet your participation requirements under the Enhanced Personal Health Care Program.

## PCMS Recording Library - available 24/7/365

A library of recordings of our PCMS educational series, including the PCMS Provider Office Hour sessions.
The SHARE Approach to Shared Decision-Making

Engage your patients in their health care

The SHARE Approach occurs when a health care provider and a patient work together to make a health care decision that is best for the patient. The optimal decision takes into account evidence-based information about available options, the provider’s knowledge and experience, and the patient’s values and preferences. Emerging evidence suggests that shared decision-making benefits the patient (improves satisfaction with care) and the provider organization (improves quality and may reduce costs).

This recorded series is adapted from the AHRQ SHARE Approach curriculum. The SHARE Approach was created by the Agency for Healthcare Research and Quality, Rockville, MD. This series is developed with permission from Agency for Healthcare Research and Quality (AHRQ): The SHARE Approach.

Please note: Passwords are now required to view recordings and are case sensitive.

password: Sdm12345

- Module 1: Overview
- Module 2: Communication
- Module 3: Putting Into Place
- Activity 1: Conversation Role Play
- Activity 2: Using Decision Aids Role Play
Did you register for an event and your practice firewall blocked the calendar invitation?

Don’t worry! All of our Collaborative Learning events use the same Adobe Connect meeting room URL. Just block out the event time on your calendar and save this URL for easy access the day of the webinar.

https://antheminc.cosocloud.com/rygi9ussw6g0/
A Peer-to-Peer Presentation on Quality Improvement and the Implementation of a Diabetes Community Program

recording — password: Ephc2020

Join us as we explore Horizons Diagnostics, LLC.’s approach to integrating quality care in daily practice and implementation of the Clinical Compliance & Quality Department to oversee the success of Value Based Incentive Programs.

Learning objectives:
- Comprehensive Diabetes Care
- Evaluate the effectiveness of documentation
- Tackle the Quality Measures
- Communicate paves the Road to Success
- Maximize Medication Compliance (Generics & 90-day supply)

Tools and Resources to Support Enhanced Personal Health Care Provider Success

recording – password: Ephc2020

Begin the new year with a review of some of Anthem’s tools and resources for EPHC providers. Learn from experts how these tools and resources can be of value to your staff, and how to access them throughout the year to support improved health outcomes for your patients. The tools and resources covered in this webinar include the online Provider Toolkit, Behavioral Health, Referral Automation, Collaborative Learning, and Pharmacy.

Learning objectives:
- Learn about the resources and tools available to your practices
- Understand the value of each tool
- Know how to access the tool/resource when you need it

Reefer Madness to the Green Rush: Responding to the Health Impact of Cannabis Legalization

September 10, 2020 - Rescheduled from May 14, 2020

After several decades of being labeled as the gateway drug, Cannabis has been stripped of much of its negative image in the public eye almost overnight. This has far-reaching consequences for patients and healthcare professionals. This talk will highlight the current state of knowledge about those consequences and approaches to addressing cannabis use in the context of legalization.

Learning objectives:
- Receive an overview of the current state of knowledge about the health consequences of cannabis use.
- Know which health consequences are likely to be most impacted by the cannabis legalization trend.
- Understand how to respond to cannabis use by patients in the context of it being legalized.

Christina Caldwell
LPN
Christina Caldwell, Licensed Practical Nurse is the Director of Professional Reimbursement at Horizons Diagnostics, LLC, a private 12 provider multi-specialty office in Columbus, Georgia. The Professional Reimbursement Department encompasses the accounts receivable and quality (value) based reimbursement departments.

Dheeraj Raina
MD, FAPA, Behavioral Health Medical Director
Dheeraj Raina, MD, board certified in Psychiatry and Addiction Medicine. Since 2013, when he joined Anthem, Dr. Raina has served as Anthem’s Substance Use Disorders (SUD) medical director subject matter expert and BH Medical Director for Anthem’s Wisconsin Medicaid plan. He has played a key role in shaping Anthem’s response to the opioid epidemic, and in his SUD role, helps the company develop responses to emerging SUD trends.

Dr. Raina began his career as a psychiatrist in a multispecialty clinic in rural northern Wisconsin where he treated individuals of all ages across multiple clinical settings. He has also worked as Medical Director of a 130-bed state psychiatric hospital in Chicago and as Medical Director of a Substance Abuse Residential Addiction Treatment Program at a Veterans Administration hospital. He has previously been faculty at the Loyola University Stritch School of Medicine and University of Illinois at Chicago Department of Psychiatry.
Pharmacy Strategies to Manage Quality and Cost of Care
September 24, 2020 - Rescheduled from July 9, 2020

The U.S. Healthcare system spent $333.4 billion on prescription costs in 2017 which represents the third most costly component of the U.S. healthcare expenditures. In addition, for every dollar spent on prescription drugs an additional dollar is spent on medication therapy issues. Oversight and management of drug utilization and costs within your practice ensures that patients are getting the right medications, for the right conditions, at the right costs achieving the right outcomes. Various pharmacy strategies can be implemented to improve quality and health outcomes, promote patient safety and lower cost of care.

Learning objectives:
- Describe rising healthcare expenditures and how pharmacists can support total cost of care
- Leverage pharmacy claims and population health data to identify and implement best practices
- Understand how electronic tools can support pharmacy quality and cost reduction strategies

Tattika Soreta
PharmD
Tattika Soreta is a Pharmacy Program Coordinator (Drug Use Policy) at Cedars-Sinai Medical Network (CSMN). Dr. Soreta joined the CSMN Pharmacy team in 2015 as a PGY-1 Pharmacy Resident after graduating from the University of Southern California School of Pharmacy. Upon completion of her residency, she continued to provide direct patient care at Cedars-Sinai Medical Group in various drug therapy management programs including diabetes, travel medicine, anticoagulation, and weight management. She serves as a preceptor for the CSMN-Chapman University PGY-1 Residency Program and for rotating pharmacy students. In her current role with CSMN, Dr. Soreta supports the clinical drug utilization reviews for the managed care population at Cedars-Sinai and works directly on initiatives and policies to ensure cost-effective and clinically appropriate use of medications.

Ruchi Tiwari
PharmD, MS
Dr. Tiwari, joined Mount Sinai Health Partners in 2017 and has developed system-wide ambulatory clinical pharmacy services. She initiated with a focus on primary care team-based models with clinical pharmacists. Ruchi also recently launched a new PGY2 Ambulatory Care Residency to support MSHP population health goals. Dr. Tiwari previously consulted nationally for AMC and IDN clients with Deloitte’s Healthcare Provider Improvement Strategy & Operations Practice. She led clinical effectiveness and redesign engagements for bundle readiness and LOS reduction including, Sepsis, TJR, Spine and Bowel Surgeries, ICU Complex Care, and VAD and Heart Transplant program redesign, designing and leading approximately $25M in overall cost reduction from initiatives. Previously, as the Corporate Manager for Clinical Informatics & Medication Safety, she led EMR, CDS optimization and medication use oversight at NewYork Presbyterian Health-System.

Courtney Lee
PharmD
Courtney Lee joined Anthem in January 2018 and is a clinical pharmacist with Anthem’s pharmacy benefit manager (PBM), IngenioRx. Dr. Lee has worked in the managed care field for over 10 years including experience managing a health plan where she provided interdisciplinary team support as well as serving as a manager overseeing retrospective drug utilization reviews. In her current role she works in collaboration with providers participating in Anthem’s Enhanced Personal Health Care (EPHC) Program.

Tattika Soreta
PharmD
Tattika Soreta is a Pharmacy Program Coordinator (Drug Use Policy) at Cedars-Sinai Medical Network (CSMN). Dr. Soreta joined the CSMN Pharmacy team in 2015 as a PGY-1 Pharmacy Resident after graduating from the University of Southern California School of Pharmacy. Upon completion of her residency, she continued to provide direct patient care at Cedars-Sinai Medical Group in various drug therapy management programs including diabetes, travel medicine, anticoagulation, and weight management. She serves as a preceptor for the CSMN-Chapman University PGY-1 Residency Program and for rotating pharmacy students. In her current role with CSMN, Dr. Soreta supports the clinical drug utilization reviews for the managed care population at Cedars-Sinai and works directly on initiatives and policies to ensure cost-effective and clinically appropriate use of medications.
Children's Hospital Colorado’s Pediatric Care Network Autism Initiative
August 13, 2020
This presentation will provide an overview of our collaborative care and educational consultation model that bridges the gap between primary care and hospital-based evaluation and treatment services for children with autism.

We will describe the PCN Autism project and discuss early successes and opportunities for improvement following the implementation of the pilot run.

Learning objectives:
- Review statistical and data updates related to Autism Spectrum Disorder
- Highlight the need for increased collaboration and continuation of care between primary care practices and specialty services for this population
- Introduce the PCN pilot program as an example of community care collaboration for children with autism and their families
- Discuss preliminary data from the PCN pilot program and next steps for the PCN Autism initiative

Get in the Game: Anthem Partners with Providers to Remove SDoH Barriers and Improve Patient Outcomes
August 27, 2020
Join us to learn about Anthem’s current initiative to address Social Determinants of Health (SDoH). We will review how our partnership with GroundGame Health (GGH) engages members with suspected SDoH needs and assists to remove barriers that often influence an individual’s health and well-being. Providers will soon have the ability to submit referrals to GGH for their members with non-clinical needs to bridge gaps in care and deliver a more patient-centered approach.

Learning objectives:
- Understand how SDoH impacts healthcare outcomes
- Learn how GGH identifies and engages members with SDoH
- How to leverage referrals to address your members’ SDoH
- Review the Provider Care Management Solutions (PCMS) dashboard

Elizabeth Coan
PsyD
Dr. Liz Coan is a faculty member at University of Colorado where she works as a Clinical Psychologist in the department of Developmental Pediatrics at Children’s Hospital Colorado. She also has a secondary appointment in the Department of Psychiatry. Dr. Coan specializes in the assessment and treatment of neurodevelopmental disorders, with specialty focus in developmental delays, Autism spectrum disorder and Fragile X Syndrome. Dr. Coan’s areas of special interest include assessment and treatment of developmental disabilities and comorbid mental health concerns, program development, teaching and community outreach. Dr. Coan is a community ambassador in Developmental Pediatrics and is heavily involved in community training and the development of collaborative treatment programs. She has prior experience as an Applied Behavior Analysis (ABA) therapist and has worked with children with developmental differences for fifteen years.

Loraine Maguire
LISW-S, CCN, CHC
Loraine Maguire is a licensed clinical social worker, Certified Case Manager and Certified Health Coach. She has been a clinician in private practice and served as a Case Management and Social Services leader in 2 large hospital systems in Columbus Ohio. She is currently the Care Management Operations Director for Anthem’s Care Delivery Transformation team.

Sandy Huber
RN, BS
Sandy Huber is a Process Improvement Director working at Anthem on the Care Delivery Transformation team. Her background includes managing utilization/case management programs for Commercial, Medicare, Medicaid and TRICARE contracts.

She has developed community outreach programs for high risk populations by collaborating with local providers, hospital systems and community health organizations. Prior to her Anthem career, she was a registered nurse working in the field of medical oncology and hospital quality management.
Improving Patient Care for LGBTQA Patients
October 8, 2020

For LGBTQA people who have experienced stigma and discrimination during their lives, even small mistakes can bring up past negative experiences. These feelings can affect their willingness to seek health care again.

This webinar has been developed to help health care staff provide an affirmative, inclusive, and respectful environment for all clients, with a focus on lesbian, gay, bisexual, and transgender (LGBT) people.

Learning objectives:
○ Gaining a Better Understanding of LGBT People
○ Understand strategies for health care staff
○ Learn about helpful resources

Barry Eisenberg
MD

Barry Eisenberg is Associate Director of Palo Alto Medical Foundation’s Comprehensive Gender Care Program. He has been working to bring Transgender care to PAMF since 2014 and is currently involved in creating an expanded and coordinated approach to comprehensive gender care throughout Sutter. Dr Eisenberg is a general internist who practices in Palo Alto and in addition to running the Transgender Program, focuses on HIV and Gay Men’s health. He also created PAMF’s Organizational Cultural Competence Committee to help address health outcomes and disparities among PAMF’s diverse patient population. In 2019 he was awarded the Organization’s Innovation award for his work with the Transgender Population. He is originally from New York and has lived in the Bay Area since 1991 when he came to the Palo Alto Medical Foundation. He currently resides in San Francisco with his partner of many years.

Screening, Brief Intervention and Referral to Treatment (SBIRT):
A tool in fighting the opioid epidemic
November 12, 2020

This training will focus on the use of Screening, Brief Intervention and Referral to Treatment (SBIRT) in the primary care environment, and how this can help to engage substance use disordered patients who may otherwise go untreated. SBIRT is an evidence-based practice used to identify, reduce, and prevent problematic use, abuse, and dependence on alcohol and illicit drugs.

Learning objectives:
○ Review SBIRT administration
○ Discuss SBIRT interpretation and response
○ Discuss how practices can effectively assist with patient engagement in SUD treatment

Steven Korn
MD, Medical Director, Anthem

Dr. Korn is the Medical Director for Behavioral Health for the Anthem Connecticut, Maine, New Hampshire and Empire Blue Cross and Blue Shield Plans. He provides clinical leadership for utilization management, case management and grievance and appeals of behavioral health services for members in New England and New York. He joined Anthem as a medical director in 2006.
Medicare Risk Adjustment Documentation and Coding Guidance Series

This Live series activity, Medicare Risk Adjustment Documentation and Coding Guidance, from 01/15/2020 - 11/18/2020, has been reviewed and is acceptable for credit by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

All sessions will be presented by...

Michele Chatham
CPC, CPMA, CRC, Anthem

Michele has over 20 years of medical coding experience. Her background includes Medicare outpatient billing, Medicare Secondary Payer subrogation and case investigations, and Federal Blue Cross benefits administration. For the last 12 years, she has been performing retrospective claims auditing for Medicare Risk Adjustment. Her current position is with Anthem’s Medicare Risk Adjustment Regulatory Compliance department where she performs audit and provides training and educational materials. She is a member of the AAPC and holds multiple certifications through them.

Red Flag HCC's Part 1 (2020) recording (Password: sDBNERC3)

Part 1 of this Medicare Risk Adjustment Documentation and Coding Guidance webinar will provide in-depth information on conditions that are most commonly reported in error as identified by the Centers for Medicare & Medicaid Services (CMS) and provide an overview of CMS hierarchical condition categories (HCCs) for these conditions. Attendees will learn documentation and coding best practices for Chronic Kidney Disease (Stage 5), Ischemic or Unspecified Stroke, Cerebral Hemorrhage, Aspiration and Specified Bacterial Pneumonias, Unstable Angina and Other Acute Ischemic Heart Disease, End-Stage Liver Disease through the exploration of case studies and ICD-10-CM coding examples.

Learning objectives:
- Understand the basics of Medicare Risk Adjustment
- Identify the impact of the conditions listed on the CMS-HCC Risk Adjustment Model
- Comprehend ICD-10-CM documentation and coding guidelines for the conditions listed

Red Flag HCC's Part 2 (2020) recording (Password: PnPAF4py)

Part 2 of this Medicare Risk Adjustment Documentation and Coding Guidance webinar will provide in-depth information on conditions that are most commonly reported in error as identified by the Centers for Medicare & Medicaid Services (CMS) and provide an overview of CMS hierarchical condition categories (HCCs) for these conditions. Attendees will learn documentation and coding best practices for Atherosclerosis of the Extremities with Ulceration or Gangrene, Myasthenia Gravis/Myoneural Disorders and Guillain-Barre Syndrome, Drug/Alcohol Psychosis, Lung and Other Severe Cancers, and Diabetes with Ophthalmologic or Unspecified Manifestations through the exploration of case studies and ICD-10-CM coding examples.

Learning objectives:
- Understand the basics of Medicare Risk Adjustment
- Identify the impact of the conditions listed on the CMS-HCC Risk Adjustment Model
- Comprehend ICD-10-CM documentation and coding guidelines for the conditions listed
Neoplasms recording (Password: PfUWPcs6)

This Medicare Risk Adjustment Documentation and Coding Guidance webinar will provide in-depth information on neoplasms and provide an overview of the Center for Medicare & Medicaid Services (CMS) hierarchical condition categories (HCCs). Attendees will learn documentation and coding best practices for neoplasms through the exploration of case studies and ICD-10-CM coding examples.

Learning objectives:
- Understand the basics of Medicare Risk Adjustment
- Identify the impact of the various types of neoplasms on the CMS-HCC Risk Adjustment Model
- Comprehend ICD-10-CM documentation and coding guidelines for neoplasms

Acute, Chronic and Status Conditions
July 15, 2020 — offering 1.0 CME Credit

This Medicare Risk Adjustment, Documentation and Coding Guidance webinar will provide in-depth information on acute, chronic and status conditions and provide an overview of the Centers for Medicare & Medicaid Services (CMS) hierarchical condition categories (HCCs) for these conditions. Attendees will learn documentation and coding best practices for acute, chronic, and status conditions through the exploration of case studies and ICD-10-CM coding examples.

Learning objectives:
- Understand the basics of Medicare Risk Adjustment
- Identify the impact of the acute, chronic and status conditions on the CMS-HCC Risk Adjustment Model
- Comprehend ICD-10-CM documentation and coding guidelines for acute, chronic and status conditions

Diabetes Mellitus and other Endocrine, Nutritional and Metabolic Disorders
September 16, 2020 — offering 1.0 CME Credit

This Medicare Risk Adjustment Documentation and Coding Guidance webinar will provide in-depth information on Diabetes Mellitus and other metabolic disorders and provide an overview of the Centers for Medicare & Medicaid Services (CMS) hierarchical condition categories (HCCs) for these conditions. Attendees will learn documentation and coding best practices for Diabetes Mellitus and other metabolic disorders through the exploration of case studies and ICD-10-CM coding examples.

Learning objectives:
- Understand the basics of Medicare Risk Adjustment
- Identify the impact of Diabetes Mellitus and other metabolic disorders on the CMS-HCC Risk Adjustment Model
- Comprehend ICD-10-CM documentation and coding Guidelines for Diabetes Mellitus and other metabolic disorders

Topic is TBD
November 18, 2020 — offering 1.0 CME Credit

Event Information: This Medicare Risk Adjustment Documentation and Coding Guidance webinar topic(s) may be TBD, but the information shared will be valuable as we will cover the critical topics and updates that surface during the year. Attendees will learn documentation and coding best practices for these updates through the exploration of case studies and ICD-10-CM coding examples.

Learning objectives:
- Understand the basics of Medicare Risk Adjustment
- Identify the impact of these updates on the CMS-HCC Risk Adjustment Model
- Comprehend ICD-10-CM documentation and coding guidelines for these updates
PCMS Recording Library

PCMS Introduction and Demonstration recording (47 minutes)
This recording will provide an overall introduction and demonstration of the Provider Care Management Solutions (PCMS) application.

How to Register for PCMS and Accessing Reports through Availity recording (7 minutes)
The reports available to assist Enhanced Personal Health Care (EPHC) providers are accessed via Availity, a multi-payer portal. This recording will illustrate the process to gain access to EPHC reports.

2019 Medicare Advantage PCMS Scorecard Overview recording (42 minutes)
This recording gives an overview of the 2019 FPCC Medicare Scorecard as well as a demonstration of Medicare Scorecards within PCMS and a Q&A session.

PCMS Provider Office Hour Sessions

LIVE trainings: Provider Care Management Solutions (PCMS) provider office hour sessions are held quarterly to share details of system release enhancements. Reach out to your Market Representative for the next upcoming invitation to attend the quarterly office hours. Below are links to the 2019 office hour recordings.

PCMS Q1 2019 Release Overview recording (38 minutes)
An overview and demonstration of March 2019 PCMS release enhancements including the following:
- Chronic Care Gap name change
- Pharmacy Report Prescribing Provider view enhancements
- Cost Opportunities Report: Summary view logic update
- Cost Opportunities Report: Average Cost per Rx column names
- Final Scorecard member drill down
- Retrospective Medical Cost Target Report updates

PCMS Q2 2019 Release Overview recording (62 minutes)
An overview and demonstration of June 2019 PCMS release enhancements including the following:
- Functionality enhancements: Apply Filters & Close and Return to Scorecard buttons
- ER Visits Report: Patient Reason for Visit
- Conditions column added to more reports
- Pharmacy Report: Scripts view
- Scorecard: Brand Formulary metric drill down
- Medicare PMPM Report

PCMS Q3 2019 Release Overview recording (30 minutes)
An overview and demonstration of August 2019 PCMS release enhancements including the following:
- System-wide attestation
- Scorecard column header enhancement
- FPCC Medicare Scorecard updates

PCMS Q4 2019 Release Overview recording (21 minutes)
An overview and demonstration of December 2019 PCMS release enhancements including the following:
- Integration of HCC Care gaps for Commercial Risk Adjustment members
- Performance Scorecard: Default Measurement Interval
- Cost Opportunity: Ambulatory Surgery Site of Care metric update
- Potentially Avoidable ER Measure Code List update

NEW! Cost of Care Analytics: Monthly Cost and Utilization (mCUT) Report Training recording (1:29:39) - password: pX6nURxK
A monthly cost and utilization trend (mCUT) report is available in PCMS. mCUT provides a zero-run out, risk normalized view of a panel’s performance trends and shows how this compares to market trends.
Collaborative Learning Recording Library

Our extensive online recording library, containing recordings of our Collaborative Learning Events, is available to you 24 hours a day, 7 days a week, 365 days a year to accommodate your busy schedule. Here you can review and reference recordings of collaborative learning webinars designed to help you meet your participation requirements under Enhanced Personal Health Care.

*Please note: Passwords are now required to view recordings and are case sensitive.*

### Collaborative Learning Recordings

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<tr>
<td><strong>Medicare Risk Adjustment Documentation and Coding Guidance: Neoplasms (2020)</strong> password: PfUWpcs6</td>
<td>This Medicare Risk Adjustment Documentation and Coding Guidance webinar provided in-depth information on neoplasms and an overview of the Center for Medicare &amp; Medicaid Services (CMS) hierarchical condition categories (HCCs). Documentation and coding best practices for neoplasms were covered.</td>
</tr>
<tr>
<td>Medicare Risk Adjustment Documentation and Coding Guidance: Red Flag HCC’s - Part 2 (2020) password: PnP4AF4py</td>
<td>Part 2 in the Red Flag HCC series provided in-depth information on conditions that are most commonly reported in error as identified by the Centers for Medicare &amp; Medicaid Services (CMS) and provided an overview of CMS hierarchical condition categories for these conditions.</td>
</tr>
<tr>
<td>Tools and Resources to Support Enhanced Personal Health Care Provider Success password: EPHC2020</td>
<td>This webinar covered the tools and resources available to EPHC practices, and how to access them throughout the year to support improved health outcomes for your patients. The tools and resources covered in this webinar include the online Provider Toolkit, Behavioral Health, Referral Automation, Collaborative Learning, and Pharmacy.</td>
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<tr>
<td><strong>Medicare Risk Adjustment Documentation and Coding Guidance: Red Flag HCC’s - Part 1 (2020)</strong> password: sDBNERC3</td>
<td>This webinar provided in-depth information on conditions that are most commonly reported in error as identified by the Centers for Medicare &amp; Medicaid Services (CMS) and provided an overview of CMS hierarchical condition categories for these conditions.</td>
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<td>A Peer-to-Peer Presentation on Quality Improvement and the Implementation of a Diabetes Community Program password: EPHC2020</td>
<td>View this recording to explore Horizons Diagnostics, LLC.’s approach to integrating quality care in daily practice and implementation of the Clinical Compliance &amp; Quality Department to oversee the success of Value Based Incentive Programs adopting eConsult. Practical tips for implementation and financing options under an advanced alternative payment were discussed.</td>
</tr>
<tr>
<td><strong>Medicare Risk Adjustment Documentation and Coding Guidance: Behavioral Health</strong> password: XxtsBnP4</td>
<td>Anthem’s Michele Chatham provided in-depth information on behavioral health conditions and provided an overview of the CMS hierarchical condition categories for these conditions.</td>
</tr>
<tr>
<td>Implementing Motivational Interviewing to Promote Behavior change: A Practice’s Perspective password: EPHC2019</td>
<td>Presented by Anthem’s Tiffany Ransel and Neha Patel, this webinar reviewed Motivational Interviewing techniques for a collaborative approach to patient interaction. Two EPHC practices shared their progress, success and experiences implementing MI in their offices.</td>
</tr>
<tr>
<td><strong>Medicare Risk Adjustment Documentation and Coding Guidance: Diabetes Mellitus and other Metabolic Disorders</strong> password: KetbGwD3</td>
<td>Presented by Anthem’s Michele Chatham, this webinar provided in-depth information on Diabetes Mellitus and other metabolic disorders and an overview of the CMS hierarchical condition categories for these conditions.</td>
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<td>Topic</td>
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<tr>
<td>Influencing Better Health: An Overview of the Current and Future State of Social Determinants of Health</td>
<td>Presented by Anthem’s Kathryn Rowerdink, this webinar focused on Social Determinants of Health (SDoH) as a key driver of health while examining how addressing a patient’s unmet needs can help bridge gaps in care. An EPHC practice presented on their paramedicine program to address Social Determinants of Health for their patients.</td>
</tr>
<tr>
<td>Strategies to Improve Adherence and Medication Reconciliation</td>
<td>Together, IngenioRx’s Courtney Lee, PharmD, and TriHealth’s Carolyn Vance, Population Health Pharmacy Manager, presented the impact quality medication adherence and reconciliation can have on patient outcomes.</td>
</tr>
<tr>
<td>Medicare Risk Adjustment Documentation and Coding Guidance: Acute, Chronic and Status Conditions</td>
<td>Anthem’s Michele Chatham provided in-depth information on acute, chronic and status conditions and provided an overview of the CMS hierarchical condition categories for these conditions.</td>
</tr>
<tr>
<td>Supporting Care Planning and Coordination in Primary Care</td>
<td>Kristine Kelm, RN, Executive Director of Ambulatory Care Management at Advocate Aurora Health (an EPHC organization) presented on the Care Coordination programs focusing on quality, outcomes and cost efficiency currently implemented at Advocate Aurora Health.</td>
</tr>
<tr>
<td>How an EPHC Organization Manages Chronic Conditions Using Care Optimization and Continuous Quality Improvement to Improve Outcomes</td>
<td>Dr. Hines, Chief Quality Officer for Crystal Run Healthcare, discussed the ways in which his organization uses the concepts of Care Optimization, Continuous Quality Improvement, and Variation Reduction to promote better outcomes for chronic diseases.</td>
</tr>
<tr>
<td>Medicare Risk Adjustment Documentation and Coding Guidance: Opioids and more - Substance Abuse and Dependence</td>
<td>Anthem’s Michele Chatham provided in-depth information on substance abuse and dependence and provided an overview of the CMS hierarchical condition categories for these conditions.</td>
</tr>
<tr>
<td>Bringing Value with Patient Self-Management Support</td>
<td>Dr. Reims shared how the engagement of patients in their health becomes even more important as the health care environment navigates value-based care. She also shared evidence-based components of a strong patient self-management program.</td>
</tr>
<tr>
<td>Opioid Use Disorder 101</td>
<td>Dr. Korn presented on the current epidemics of opioid use disorder and opioid overdose. He also reviewed the screening and evaluation processes for primary care settings in addition to evidence based treatments.</td>
</tr>
<tr>
<td>Medicare Risk Adjustment Documentation and Coding Guidance: Red Flag HCC’s, Part 2 (2019)</td>
<td>Part 2 of this Medicare Risk Adjustment documentation and coding webinar provides in-depth information on a variety of conditions that are most commonly reported in error.</td>
</tr>
<tr>
<td>Alcohol Use Disorder: Practical Tips for Identification and Management in Primary Care</td>
<td>This presentation focused on simple, practical and efficient tips for identifying and managing alcohol use disorder in primary care practice.</td>
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<td>Topic</td>
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<tr>
<td>Using eConsult to Improve Access to Specialty Care</td>
<td>The presenters discussed the rationale for adopting eConsult, shared practical tips for implementation and described financing options under an advanced alternative payment methodology.</td>
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<tr>
<td>Depression &amp; Anxiety Disorders: Children bonus session</td>
<td>Because depression and anxiety have significant impact on children, this bonus recording will review evidence-based treatments and how to enhance management of these disorders in the primary care setting.</td>
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<tr>
<td>Medicare Risk Adjustment Documentation and Coding Guidance: Red Flag HCC’s, Part 1 (2019)</td>
<td>Part 1 of this Medicare Risk Adjustment documentation and coding webinar will provide in-depth information on conditions that are most commonly reported in error as identified by CMS and provide an overview of CMS hierarchical condition categories.</td>
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<tr>
<td>Depression and Anxiety Disorders: Impact, Screening and Treatment</td>
<td>Because depression and anxiety have significant impact on patient well-being, health care expenditures and quality of life, we will review evidence-based treatments and how to enhance management of these disorders in the primary care setting.</td>
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<tr>
<td>The Integrative Approach to Pain Management: A non-opioid treatment model for addressing chronic pain</td>
<td>Effective pain management requires an integrative approach. We will present a disciplined model for effective and responsible pain management using interventional techniques, pharmacological management, physical modalities, eastern medicine, and more.</td>
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<tr>
<td>Integrating Clinical Pharmacists to Provide Comprehensive Medication Management</td>
<td>Join us for an informative session as Amanda Brummel, PharmD, BCACP shares how Fairview Health System has successfully integrated clinical pharmacists in their ambulatory clinics to provide Comprehensive Medication Management (CMM) services.</td>
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<tr>
<td>Implementing Practice Based Care Management – How InterMed (an EPHC multi-specialty physician owned organization in Maine) Rocks Their Utilization Targets</td>
<td>Join the CEO of InterMed, a multi-specialty physician owned organization, as he shares the Practice Based Care Management model and how it can be used to reduce admissions, ER utilization and hospital readmission rates to hit program targets.</td>
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<tr>
<td>Primary Care Practice Roundtable: Utilizing Team-Based Care to Close Gaps in Care</td>
<td>Please join us for the discussion as a roundtable of your peers shares their experiences utilizing team-based care to close care gaps.</td>
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<tr>
<td>Resource Allocation Strategies for Preventable ER Visits</td>
<td>Dr. Michael Smith from Anthem shares principles and practices to effectively and efficiently address identifying burden of illness, closing gaps in care, and resource allocation with particular emphasis on reducing potentially preventable ER visits.</td>
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<tr>
<td>Primary Care Practice Roundtable of Your Peers - Closing Gaps in Care and Completing Annual Visits</td>
<td>Join us for the discussion as a roundtable of your peers shares their experiences closing gaps in care and completing annual visits.</td>
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<td>Adult ADHD: Current Trends and Best Practice Treatment</td>
<td>Attention Deficit Disorder, or ADHD, is a widely recognized and researched behavioral health disorder. This webinar will not only focus on the defining characteristics of ADHD, but will also focus on how this disorder can be manifested in adulthood.</td>
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<tr>
<td>Care Coordination Strategies to Support Effective Transitions of Care</td>
<td>This webinar will present an opportunity to review the current state of transitional care in America and offer information regarding care coordination strategies to support the delivery of safe and effective transitions of care.</td>
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<tr>
<td>EPHC Strategies for Reducing Cost of Care</td>
<td>This session will describe Enhanced Personal Health Care strategies that practices can use to help their patients select high value sites of service for such healthcare services as laboratory, ambulatory surgery and radiology procedures.</td>
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<tr>
<td>Advance Care Planning and End-of-Life Care Discussions</td>
<td>This presentation will discuss strategies that clinicians can incorporate into their everyday practice to have supportive advance care planning and end-of-life care discussions, with a review of commonly used advance directive documents.</td>
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<tr>
<td>Improving the Patient Experience using the QUEST Model</td>
<td>During this session Dr. Tom Scaletta will explore how the patient experience directly influences clinical outcomes, safety and cost measures as satisfied and engaged patients have better clinical compliance.</td>
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<tr>
<td>Motivational Interviewing in Primary Care</td>
<td>This session will review Stages of Change and the Motivational Interviewing techniques utilized to move a patient towards action.</td>
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MyDiversePatients.com
A website to support your diverse patients

We’ve heard it all our lives: To be fair, you should treat everybody the same. But the challenge is that everybody is not the same—and these differences can lead to critical disparities not only in how patients access health care, but their outcomes as well. That is why we want to introduce you and your staff to MyDiversePatients.com with educational resources you can use to help address these disparities. Consider this, in the United States:

- About 3x more African Americans die from hypertension than do their White counterparts.¹
- Black women with a Master’s degree have a higher infant mortality rate than White women who did not finish high school.²
- Hispanics are 51% more likely to have diabetes-related deaths than the general population.³
- LGBT youth are up to 3x more likely to attempt suicide than their non-LGBT counterparts.⁴

MyDiversePatients.com features robust resources to help support you in addressing disparities.

- CME learning experiences about disparities, potential contributing factors and opportunities for providers to enhance care.
- Real life stories about diverse patients and the unique challenges they face.
- Tips and techniques for working with diverse patients to promote improvement in health outcomes.

While there’s no single easy answer to the issue of health care disparities, the vision of MyDiversePatients.com is to start reversing these trends…one patient at a time.

Embrace the knowledge, skills, ideals, strategies, and techniques to accelerate your journey to becoming your patients’ trusted health care partner by visiting MyDiversePatients.com today.


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For self-funded plans, claims are administered by UniCare Life & Health Insurance Company.