

# STRATEGIC PLANNING & INNOVATION

Provider Stakeholder Group June 5, 2019

## Agenda

- Episodes of Care Report Release Updates
- Episodes of Care Annual Feedback Session
- Episodes of Care Provider Engagement Initiatives



## **Episodes Report Release Updates**

- Reminder: Episodes of Care reports will be released to all MCO portals on the third Thursday of each release month.
  - May 16: Last set of Quarterly Reports released
  - August 15: Next set of Quarterly Reports to be released

#### **Major Milestone:**

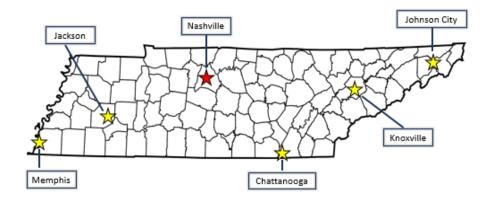
Providers have now received reports on 48
TennCare episodes

 Sign-up for the Episodes of Care Newsletter at: <u>https://stateoftennessee.formstack.com/forms/episodes</u> newsletter subscribe



### 2019 Feedback Session

- Annual Episodes Design Feedback Session
  - Date: May 21, 2019
  - Six Locations: Chattanooga, Jackson, Johnson City, Knoxville, Memphis, Nashville
  - Attendees: Over 100 attendees
  - Feedback and Surveys:
    - Helpful feedback received in-person and via e-mail
    - 95 paper surveys completed
  - 2020 Episodes Changes Memorandum to be released
     Fall 2019





## Provider Engagement Initiatives

The Episodes team is working to expand the scale and build upon the quality of its communication efforts.

This new infographic was developed with input from providers and MCOs, and we strive to continue to improve this process through:

- Beta testing
- Expert design
- Revise, Review, Repeat







#### **THANK YOU**