

## FACT SHEET: UPMC FOR YOU

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### Background:

More than half of all Medicaid beneficiaries nationally receive most or all of their care from risk-based managed care organizations (MCOs) that contract with state Medicaid programs to deliver comprehensive Medicaid services to enrollees. Although not all state Medicaid programs contract with MCOs, a large and growing majority do, and states are also rapidly expanding their use of MCOs to reach larger geographic areas, serve more medically complex beneficiaries, deliver long-term services and supports, and, in states that have expanded Medicaid under the Affordable Care Act (ACA), to serve millions of newly eligible low-income adults.

Total Medicaid MCO spending in the US (FY2014) was \$162B, which comprised 34% of total Medicaid spending.<sup>1</sup>

### UPMC For You

1. UPMC is a non-profit, integrated delivery system. Its health plan primarily operates in Pennsylvania, with some reach into New York. The UPMC health system is located in 8 counties in PA including, Allegheny, Blair, Bedford, Erie, Mercer, Lawrence, Venango, and soon, Lycoming.<sup>2</sup>
  - a. UPMC's diverse network of health services includes a psychiatric/addiction services facility, tertiary care facilities, urgent care facilities, community health and outpatient surgical facilities, inpatient/outpatient rehabilitation facilities, cancer care locations, imaging facilities, pharmacies, retirement communities, long-term care facilities, and assorted practice-based locations for primary care, pediatrics and a variety of specialties.
  - b. UPMC has a significant international presence as well.
    - i. China → pathology
    - ii. Columbia, Lithuania → oncology services
    - iii. Ireland → cancer center
    - iv. Italy → transplant, radiology, and biotechnology
    - v. Japan → primary care and family medicine education
    - vi. Kazakhstan → oncology center consults
    - vii. Singapore → transplant and clinical management
    - viii. United Kingdom → IT and cancer care
2. 27% of UPMC Insurance services revenue is Medicaid and 15% is Behavioral Health. 28% of its insurance services are Commercial and 30% is Medicare. In UPMC insurance services 2015 annual report, it reported \$5.7B in revenues, \$132M in net income, \$1.5B in total assets, and \$1.4B in total liabilities and equity.<sup>3</sup>
3. UPMC for You, affiliate of UPMC Health Plan, offers high-quality care to eligible Medical Assistance recipients in 40 counties in the Commonwealth of Pennsylvania. This care is

<sup>1</sup> <http://kff.org/other/state-indicator/total-medicaid-mco-spending/>

<sup>2</sup> <http://www.post-gazette.com/image/2016/05/05/Upmcbig.jpg>

<sup>3</sup> [https://www.upmchealthplan.com/about/UPMC15\\_AnnualReport.pdf](https://www.upmchealthplan.com/about/UPMC15_AnnualReport.pdf)

achieved by combining the benefits of a managed care organization with all the services covered by Medical Assistance.<sup>4</sup>

4. UPMC for You is the Medicaid LTSS plan being presented in Southwest PA. UPMC for You operates in PA HealthChoices Physical Health and, as of March 2016, owns 18% of the market share across the state and 54% of the market share in Southwest PA. This is comparatively much bigger than its counterparts (Aetna, United, and Gateway), all of whom are at or lower than 20%. They also have about 52% of the market share in Allegheny County. UPMC for You has about 63% of the older adult population in PA HealthChoices.<sup>5</sup>
5. As of 2015, UPMC has only experienced increase in market share. The most recent increase was by 35.2% over a 3 month period for Medicare and Medicaid enrollees in UPMC for You.<sup>6</sup>
6. UPMC for You received a continuing contract with HealthChoices Physical Health for 2017-2019 in all five regions (SW, SE, NW, NE, and L/C.)
7. UPMC insurance services also has a Behavioral Health entity, called “Community Care Behavioral Health Organization,” that has a contract for HealthChoices Behavioral Health in 39 counties (All 5 HealthChoices Regions.) Behavioral Health readmission rates are on par with the HealthChoices aggregate (~14% for psychiatric admissions.)<sup>7</sup>
8. UPMC Health Plans have a 7.13232 complaint index. Out of the 92 total complaints in 2015, 20 were for claims at a group level and 38 were for claims at an individual level.<sup>8</sup>
9. Satisfaction with UPMC, according to NCQA, is average to above average. Some of UPMC’s lowest NCQA scores were in specialty care and health education. Overall, it is rated at 4/5 by NCQA.<sup>9</sup>
10. In UPMC’s External Quality Report (2015), its HealthChoices plan received an 83.25% satisfaction rate from participants.
11. In UPMC’s 2015 annual report, a strategic framework was presented that highlighted the core ideals of the company: Patient, consumer, and employee experience; quality and improving health; and sound finance including managing costs and ensuring affordability. These three ideals lead to the values of the company comprised of integrated care models, smart technology, good science, inclusive insurance, diversification, best-in-class governance, and corporate citizenship.<sup>10</sup>
12. UPMC’s current population health management model is risk-stratified. Low risk and rising risk patients receive primary care and medical home services, whereas high risk patients receive mobile teams and intensive case management. UPMC estimates that 5% of its patients are high risk, 15-35% are rising risk, and 60-80% are low risk.<sup>11</sup>
13. In 2015, UPMC partnered with Family Hospice and Palliative Care, the largest non-profit palliative care organization in PA, and Presbyterian Senior Care to be a part of UPMC’s Community Provider Services.<sup>12</sup>
14. In meetings with representatives from AAAs in Southwest PA, UPMC has expressed interest in a hybrid care management model. They plan to build and buy different kinds of care management.

<sup>4</sup> [https://www.upmchealthplan.com/docs/providers/2012\\_providermanual\\_e.pdf](https://www.upmchealthplan.com/docs/providers/2012_providermanual_e.pdf)

<sup>5</sup> [http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c\\_226598.pdf](http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_226598.pdf)

<sup>6</sup> <http://www.health.pa.gov/facilities/Laws%20and%20Regulations/Managed-Care/Documents/MCR/4Q15.pdf>

<sup>7</sup> [http://www.dhs.pa.gov/cs/groups/webcontent/documents/report/c\\_230614.pdf](http://www.dhs.pa.gov/cs/groups/webcontent/documents/report/c_230614.pdf)

<sup>8</sup> [http://www.insurance.state.pa.us/scrpts/cmpln\\_tool](http://www.insurance.state.pa.us/scrpts/cmpln_tool)

<sup>9</sup> <http://reportcard.ncqa.org/plan/external/PlanList.aspx?name=UPMC&state=PA&zipcode=-1&plantype=2&statername=Pennsylvania>

<sup>10</sup> <http://www.upmc.com/about/finances/Documents/2015-annual-report-print.pdf>

<sup>11</sup> <http://www.upmc.com/about/finances/Documents/2015-annual-report-print.pdf>

<sup>12</sup> <http://www.upmc.com/media/NewsReleases/2015/Pages/family-hospice-partnership.aspx>

15. UPMC has also expressed possibility of exclusivity (not able to work with multiple MCOs) in contracting in the future. They said, as of 2015, exclusivity is not a must, now.
16. With the Community-Based Care Coordination Initiative (CBCCI) in Allegheny County, UPMC is timely with service authorizations for AAA/UPMC care coordinators; however, due to a delay in executing the contract, the Allegheny County AAA experienced a 3 month back-up in billing for services.
17. CBCCI coordinators are able to see a participant's health record, which helps them advocate for services and supplies that the participant may be in need of.
18. The SW AAA reports that UPMC is likely to buy-in to collaboration with trusted community providers. UPMC has a current partnership with SW PA for CBCCI and an additional Statement of Work that got held up in implementation and that UPMC still wishes to do. SW AAA believes that UPMC has good community collaborations with AAAs and other community partners.
19. The GECAC/Erie AAA reports that UPMC meets payment obligations on time and are responsive to provider requests.
20. UPMC uses a Per-Member-Per-Month (PMPM) payment model and has expressed interest in using a tiered PMPM stratified by risk or the 15 min unit-rate method to assure appropriate risk/gain share in CHC.
21. Beyond just service coordination, UPMC is seeking to offer other MA services, including home-delivered meals in 28 counties and transportation outside of MATP.
22. UPMC has expressed interest in expanding access to their claims and case management IT system, [HealthPlaNET](#), but currently allows limited access to AAA CBCCI coordinators.
23. UPMC plans to expand the use of telemedicine across the company. UPMC reports that 13,000 telemedicine encounters were completed in 2015.<sup>13</sup>
24. According to the HIMSS Adoption Model. UPMC is in the top 90th percentile of Electronic Health Record deployment in the U.S. In 2015, UPMC continued to leverage eRecord tools to support the development and integration of clinical pathways. Examples include Next Generation Imaging (NGI) — in partnership with GE, which supports development of an imaging solution.<sup>14</sup>

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<sup>13</sup> <http://www.upmc.com/about/finances/Documents/2015-annual-report-print.pdf>

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