Caterpillar to Monarch

An Arkansas Blue Cross and Blue Shield panel discussion on payment transformation

Take good care. Arkansas BlueCross BlueShield
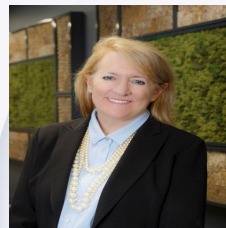An Independent Licensee of the Blue Cross and Blue Shield Association

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Meet the Panel

Christy Hockaday, FACHE
Vice President, Provider Network Innovation and Strategy

Matthew Flora
Vice President, Value Payment Strategy

Aaron Novotny, Ph.D
Director, Health Economics

Dr. Joanna Thomas, MD
Vice President, Clinical Strategy and Population

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"What the Caterpillar calls the end of the world, the master calls the butterfly."

- Richard Bach, *Illusions*

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"The failures and success experienced over these past 12 months can provide a wealth of insights which leaders can use to chart a clearer path towards their organization's goals.

Of course, this all depends on whether they take the time to reflect and review on what came out of these past outcomes."

- Tanveer Naseer

Examining the Monarch

- Monarch migration patterns
- The importance of stopgaps
- Tagging Monarchs is crucial for obtaining information

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Opening the Discussion on Transformation

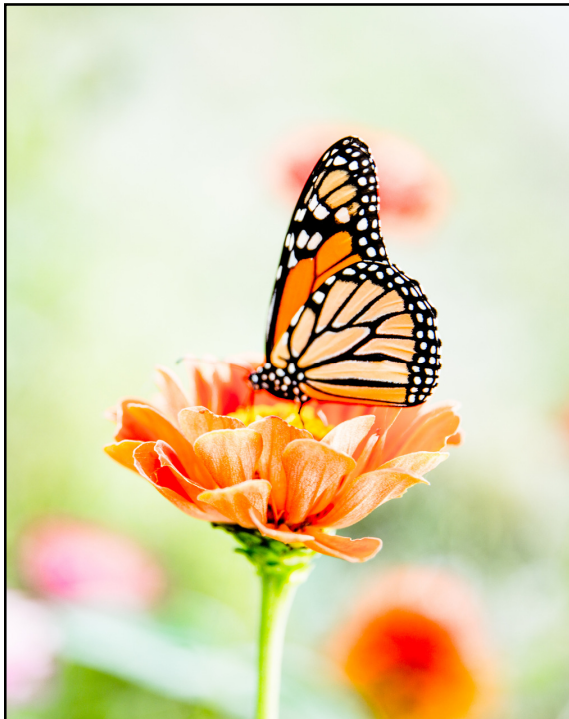Take **good** care. Arkansas BlueCross BlueShield

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Comparing Monarch Migration to Member Migration

- Primary Care Journey
- Maternity Journey
- Behavioral Care
- Specialty care
- Different migration patterns for different butterfly species just as different people have different needs and journeys

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Creating Stopgaps in a Member Journey

- Value-based care
- Primary care programs
- Case management
- Utilization management
- Vended Solutions

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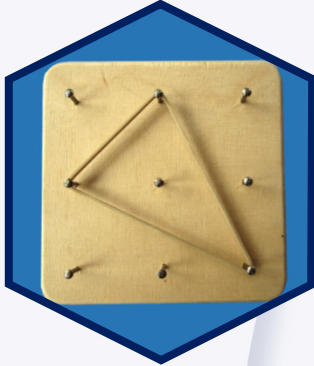## "Tagging" Members: The Importance of Analytics

- Ensuring programs are improving patient experience and health

- Monitoring patterns of program efficiency

- Measuring program outcomes

- Appropriate site of care
    - Consumer selection

- Options might not always improve continuity of care

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A Shift in Member Migration and emphasis on Member Engagement
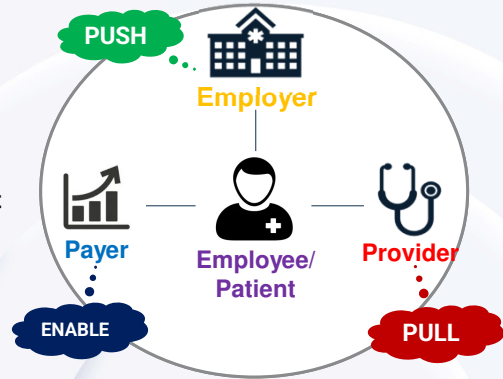
- Improving ease of access to quality care
- Value-based initiatives
    - Collaborating with employers and providers
    - Attribution to primary care provider
    - Access opportunities

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Changing the old and Implementing the New Member, Provider, and Payer Migration Pattern

Providers want
Higher **compensation**
Reduced **burden**
Employers want
Tighter **cost management**
High-quality care
Members want
Lower **cost**
High-quality care
Great **experience**

PUSH
Employer
Payer
Employee/Patient
Provider
ENABLE
PULL

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Questions?

Please scan the QR Code at your table to submit relevant questions to the panel.

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