

# 2018 ANNUAL REPORT



 **ACHP**  
ALLIANCE  
OF COMMUNITY HEALTH PLANS  
MAKING HEALTHCARE BETTER  
[WWW.ACHP.ORG](http://WWW.ACHP.ORG)

# THE ACHP DIFFERENCE

The Alliance of Community Health Plans (ACHP) is a national leadership organization bringing together innovative health plans and provider groups that are among America's best at delivering affordable, high-quality coverage and care. They are shaping the future of health care — driving better health outcomes, building healthier communities and inspiring an entire industry to do better. Our plans collaborate to enhance their market competitiveness, advocate for better health and health care and advance innovations that improve care delivery, member service and patient experience.



# TRANSFORMING CARE DELIVERY

ACHP convenes executive-level quality and clinical leaders to share best practices for improving outcomes, meeting quality benchmarks and delivering value to the communities they serve. Multi-disciplinary learning opportunities focus on improving health, achieving top-quality consumer experiences and managing costs.

- **MULTIPLE IN-PERSON CLINICAL MEETINGS** fostered shared learning and engagement among quality, medical, behavioral and pharmacy plan leaders
  - Events featured expert speakers on population health and value-based care — 96% of attendees felt the meetings were “well worth their time and investment”
- **CUTTING EDGE WEBINARS** drove conversations around emerging technology, reducing readmissions, improving outcomes, managing telehealth and strengthening Medicare Advantage star ratings — presenters shared how targeted and population-wide strategies play a role in achieving results
- In-person and virtual **LEARNING OPPORTUNITIES** provided more than 912 hours of CME credit
- A day-long **MENTAL HEALTH SUMMIT** led to the development of a robust mental health policy agenda for ACHP
- **FOSTERING RELATIONSHIPS** with leading organizations such as NCQA, NQF and PQA provided opportunities for ACHP members to advance health care quality measurement and accreditation standards



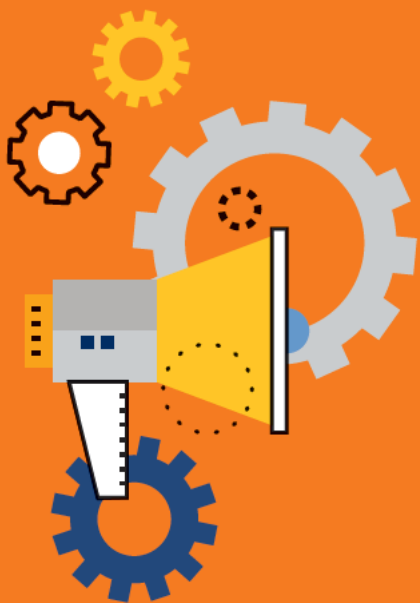
- **PUBLISHED** *Accelerating Adoption of Evidence-Based Care: Payer-Provider Partnerships*, highlighting the unique role of ACHP plans in speeding medical discoveries to the exam room — complete with dedicated website, case studies, videos and best practices. Made possible through funding from the Patient-Centered Outcomes Research Institute (PCORI)
- **HELD** inaugural CEO Summit focused exclusively on strategies for maintaining and growing the individual market
- **WELCOMED** ACHP's first Chief Medical Officer, Dr. Connie Hwang
- **MET** with HHS leaders including Secretary Azar and CMS Administrator Verma to advance major policy initiatives in Medicare Advantage, telehealth, drug pricing and quality ratings
- **HOSTED** Capitol Hill briefings on the value of Medicare Advantage and the nonprofit difference in health care

# THE VOICE OF NONPROFIT HEALTH PLANS

ACHP draws on relationships on Capitol Hill and in the Administration to shape public policy outcomes on key issues of importance to our member organizations.

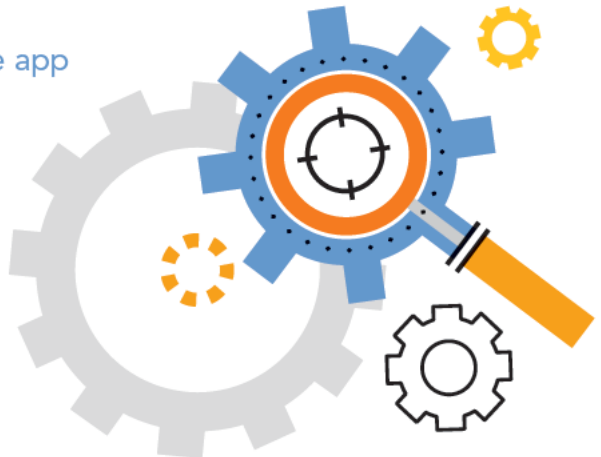
## MEDICARE ADVANTAGE • MEDICAID • DRUG PRICING • MARKET STABILIZATION

Partnering with our members, ACHP scored significant policy accomplishments in 2018.



- **SECURED** use of step therapy for Part B drugs
- **SOLIDIFIED** telehealth and supplemental benefits coverage in Medicare Advantage
- **MADE PROGRESS** to restore quality payments to the highest-performing Medicare Advantage plans
- **PROTECTED** federal Medicaid funding
- **ENACTED** Medication Assisted Treatment legislation to combat the opioid crisis
- **SECURED** permanent reauthorization of special needs plans
- **SAFEGUARDED** 10 years of CHIP funding
- **TESTIFIED** Board member Dr. David Howes before the Senate Aging Committee

- **SERVED** as a go-to resource on midterm elections and implications for community health plans
- **CONVENED** plan leaders for 12 in-person, multi-disciplinary learning events
- **OFFERED** 90+ virtual meetings
- **LAUNCHED** ACHP Connect, an online discussion platform to foster networking, information sharing and queries across the organization
- **LAUNCHED** ACHP mobile app for in-person meetings
- **DOUBLED** regulatory submissions to federal agencies (to 21)



# DRIVING PERFORMANCE THROUGH MARKET COMPETITIVENESS

AHP provides financial, marketing, product and strategy leaders intensive data analysis as well as opportunities to learn about and discuss emerging trends for competitive advantage — driving innovative solutions that lead communities to better health.

- Created a variety of **CUSTOM QUALITY PERFORMANCE TOOLS** and presentations to help members continually improve performance, the consumer experience and top national quality rankings
- **CONVENED MEMBER FINANCIAL LEADERS** to discuss the future of the individual market and share strategies for strengthening performance and customer retention
- Member actuaries **SHARED IDEAS ON RISK-ADJUSTMENT** methodology to ensure a workable and fair regulatory environment during a conversation with the Center for Consumer Information and Insurance Oversight (CCIIO)
- A webinar with Westcott Partners **DELVED INTO GROWTH POTENTIAL** in the Federal Employee Health Benefits program
- 1,976 highly-detailed **MEDICARE ADVANTAGE SNAPSHOT ANALYTIC REPORTS** provided plans market data for making product design and expansion decisions



# QUALITY CARE DISTINGUISHES OUR MEMBERS



ACHP members top quality ratings year-after-year, leading an entire industry to better standards. Providing the right care, to the right patient at the right time is at the core of what ACHP members do.

- Nearly all ACHP Medicare Advantage plan enrollees — **94 PERCENT** — are in a 4+ Star plan
- ACHP enrollees are **MORE SATISFIED** with the care they receive than other Medicare Advantage enrollees in the same markets
- JD Power ranks ACHP plans **TOP IN THEIR REGIONS** for customer service
- Kaiser Permanente and Group Health Cooperative of South Central Wisconsin operated the **TWO NCOA HIGHEST-RATED** commercial plans in the US
- ACHP members **ENROLL 74 PERCENT** of Medicare Advantage beneficiaries in plans awarded 5 Stars by CMS





# 2018 YEAR IN REVIEW

- **ATTENDED** White House events: Interoperability Roundtable, Telemedicine Roundtable and Opioid Summit
- **PRESENTED** at Atlantic's PULSE, 15th Annual World Health Care Congress, Modern Healthcare Leadership Symposium, National Alliance of Healthcare Purchasers and more
- **WELCOMED** two new members to ACHP  
- **SECURED** 100+ media mentions, including Politico, USA Today, Modern Healthcare, CNBC, Bloomberg, Washington Post and Roll Call
- **HOSTED** reporters from Politico, Modern Healthcare, Kaiser Health News and Los Angeles Times at a press dinner with Priority Health President and CEO Joan Budden
- **PUBLISHED** five op-eds, including on opioids addiction treatment, drug pricing, social determinants of health and the changing health care landscape

# ACHP MEMBERS

**AultCare Health Plans**  
Canton, Ohio

**AvMed**  
Miami, Florida

**Capital District Physicians' Health Plan**  
Albany, New York

**Dean Health Plan**  
Madison, Wisconsin

**Geisinger Health Plan**  
Danville, Pennsylvania

**Group Health Cooperative of South  
Central Wisconsin**  
Madison, Wisconsin

**Harvard Pilgrim Health Care**  
Wellesley, Massachusetts

**Health Alliance**  
Champaign, Illinois

**Health Alliance Plan**  
Detroit, Michigan

**HealthPartners**  
Minneapolis, Minnesota

**Independent Health**  
Buffalo, New York

**Kaiser Permanente**  
Oakland, California

**Martin's Point Health Care**  
Portland, Maine

**PacificSource**  
Springfield, Oregon

**Presbyterian Health Plan**  
Albuquerque, New Mexico

**Priority Health**  
Grand Rapids, Michigan

**Scott & White Health Plan**  
Temple, Texas

**Security Health Plan**  
Marshfield, Wisconsin

**SelectHealth**  
Salt Lake City, Utah

**UCare**  
Minneapolis, Minnesota

**UPMC Health Plan**  
Pittsburgh, Pennsylvania