Data to Drive Decisions: Updated Shop for Care and Consumer Billing Resources

January 20, 2022
Agenda

• Review update to the CO APCD Shop for Care Tool
  • Maria de Jesus Diaz-Perez, PhD, Director of Research and Performance Measurement, CIVHC

• Information and perspective from the Colorado Consumer Health Initiative
  • Adam Fox, Deputy Director, CCHI

• Questions/Feedback from Participants

• Housekeeping: Session is being recorded, Questions via the chat box
Presenters

Maria de Jesus Diaz-Perez, PhD
Director of Research & Performance Measurement
Center for Improving Value in Health Care

Adam Fox
Deputy Director
Colorado Consumer Health Initiative
Our Mission

We strive to empower individuals, communities, and organizations through collaborative support services and health care information to advance the Triple Aim: Better Health, Better Care, Lower Cost

We are:

• Non-profit
• Independent
• Objective
Who We Serve

Change Agents

Individuals, communities, or organizations working to lower costs, improve care, and make Colorado healthier.
What’s in the CO APCD?

How We Inform

Public CO APCD Data
Identify opportunities for improvement and to advance health care through public reports and publications

Non-Public CO APCD Data
Datasets and reports to address specific project needs aimed at better health, better care and lower costs
Public Reporting

• Part of Administrative mandate to:
  • Educate consumers and other stakeholders about health care issues
    • Consumer Shopping tool is specified as a mandated public report
  • Inform opportunities for cost savings and improved health/care
  • Support decision-making in selecting care & development of new programs or initiatives
  • Track progress across communities and as a state
Public Reporting

- Public Data
  - Interactive Reports
  - Downloadable data sets
  - Infographics and Other Publications
Shop for Care: Consumer Input Developing the Tool

• Held two in-depth facility price focus groups with previous design/display
• Reviewed literature and learned from other best practices
• Conducted overall website design testing with consumers to ensure the data could be found on the website
Shop for Care: What’s Included

• Services paid by all **commercial** payers in the CO APCD
  • No ERISA-based plans
  • No self-pay rate

• Claims with a service location in CO
  • To display info at provider/facility-level, CIVHC selects services based on volume
  • Only facilities with volumes of 11 or more services are displayed

• Average Prices represent median payment (insurance + patient portion)
  • Price Range represents 25th to 75th percentile range of payments, showing “typical” low and high payments while eliminating extreme

• Provider-owned facilities are not included in the report due to CO law requiring quality measure display with cost
Shop for Care: Imaging Services

• Services provided in outpatient facilities
• Prices represent the facility portion only of the imaging CPT code
• Prices do not include professional fees for interpretation or additional services that may have occurred on the same day of visit
• Service dates: 1/1/2020 to 12/31/20
Shop for Care: Imaging Services

- CT Scans
- Bone Density Scans
- Digital tomography
- Heart vessel study using drugs or exercise
- Mammograms
- MRIs
- Ultrasounds
- X-Rays
Shop for Care: Procedures

• Procedures are represented as full episodes: include costs of typical services before, during, and after the main procedure
  • Ex: lab tests, doctor visits, procedure costs, surgeon fees, follow-up visits, physical therapy, meds, etc.

• Full “episode” cost based on PROMETHEUS analytics

• Procedure dates: 1/1/2019 to 12/31/2019

• Member ages 18-64
Shop for Care: Procedures

- Bariatric Surgery
- Breast Biopsy
- CABG &/or Valve Procedures
- Cataract Surgery
- Colonoscopy
- Colorectal Resection
- Coronary Angioplasty
- C-Section
- Gall Bladder Surgery
- Hip Replacement & Hip Revision
- Hysterectomy
- Knee Arthroscopy
- Knee Replacement & Knee Revision
- Lumbar Laminectomy
- Lumbar Spine Fusion
- Mastectomy
- Pacemaker/Defibrillator
- Prostatectomy
- Shoulder Replacement
- Tonsillectomy
- Transurethral resection prostate
- Upper GI Endoscopy
- Vaginal birth
Shop for Care: Quality Measures

- Five-star indicators selected to describe the quality of hospital-based facilities
  - Indicators included are produced and updated quarterly by Centers for Medicare & Medicaid Service (CMS)
- Each hospital-based facility shows two quality indicators:
  - Hospital overall rating (more stars = better quality)
  - Patient experience rating (more stars = better patient experience)
- Only hospital-based quality measures are available in the report
Shop for Care: View and Demo
Shop for Care: Statewide Medians

Variation in Prices for Imaging Services, 2020
Colorado All Payer Claims Database

- **Mammography (preventive screening)**
  - Both breasts
    - Lowest: $60
    - Highest: $1,500
    - Statewide median: $160
  - Breast, single
    - Lowest: $60
    - Highest: $480
    - Statewide median: $150

- **Brain**
  - Lowest: $490
  - Highest: $2,120
  - Statewide median: $520

- **Heart vessel study using drugs or exercise**
  - Lowest: $540
  - Highest: $5,380
  - Statewide median: $708
Shop for Care: Statewide Medians

Variation in Prices Common Health Care Services, 2019
Colorado All Payer Claims Database

- Colonoscopy: $1,360 - $9,090 (Median: $1,480)
- C-Section: $13,280 - $40,660 (Median: $14,160)
- Knee Replacement & Revision: $22,230 - $62,300 (Median: $22,800)
Price Comparisons for Lowest and Highest Facility Payments,
Colorado All Payer Claims Database, 2017 and 2019, [www.civhc.org/shop-for-care](http://www.civhc.org/shop-for-care)

**C-SECTION**
- 2017: $14,020 (5% down)
- 2019: $13,275
- Lowest Median: $14,020
- Highest Median: $40,080 (76% up)

**UPPER GI ENDOSCOPY**
- 2017: $1,310
- 2019: $1,590 (16% up)
- Lowest Median: $1,310
- Highest Median: $10,130 (46% up)

**KNEE ARTHROSCOPY**
- 2017: $5,400 (3% down)
- 2019: $3,800
- Lowest Median: $5,400
- Highest Median: $49,890 (57% up)

**WRIST X-RAY**
- 2017: $0
- 2020: $680 (26% up)
- Lowest Median: $0
- Highest Median: $680

Shop for Care: High/Low Comparisons 2017 vs 2019
Shop for Care: Reach

Shop for Care Web Page:
• Over 50,858 unique page views since launch, 18% of all page views on civhc.org

Industry accolades:
• Colorado is one of only six states to earn an A or B grade from Catalyst for Payment Reform’s 2020 Report Card on State Price Transparency Laws

https://www.catalyze.org/unlock-the-power-of-apcds/
Shop for Care: Provider Use Cases

• Physician use of tool for patient referrals
  • Colorado Medical Society has shared the tool with their members and encourages use for patient referrals
• Tool added to first year medical student curriculum
  • Scenario provided to students (patient needing gall bladder surgery, but doesn’t have insurance); they then use the tool to make suggestions on high value providers
Why should consumers shop for care?

• **Short Term:** Potentially lower cost for health care services and higher quality of care.

• **Long Term:** Every health care dollar spent by consumers and insurance companies factor into future premiums.
  • Future cost savings for all.

  “Good news. The hospital settled at the reasonable level of $2,226. Using data from Colorado All Payer Claims Database, **I was able to make a case for a $14,000 reduction in the $16,385 bill.** Thank you CIVHC, the information was invaluable in enabling me to achieve a fair outcome.”

  ~ Colorado Patient
What can you do?

• Shop for care next time you need a health care service
• Spread the word to family/friends (social media, etc.)
• Share with your colleagues and employees
• Post a link on your organization’s website
• Share information with patients to access affordable services

Even if you have a low deductible plan, you can make a positive impact by making informed health care decisions
Consumer experiences in shopping for care and billing
The Colorado Consumer Health Initiative (CCHI) is a statewide, non-partisan, non-profit membership organization working so all Coloradans can get affordable, high-quality and equitable health care.

CCHI was created in 2000 to be a counterweight to powerful health care interests by building a cohesive consumer voice among health advocacy organizations and their constituents.

VISION:
EQUITABLE ACCESS TO AFFORDABLE, QUALITY HEALTH CARE FOR ALL COLORADANS
How we work
Support > Engagement > Advocacy

- Consumer Assistance Program
- Outreach and Engagement
- Policy
Our Consumer Assistance Program (CAP)
Helping Coloradans navigate health care insurance & billing issues

- Help Coloradans one-on-one to navigate:
  - surprise bills
  - insurance claim denials/issues
  - prescription drug access/costs
  - hospital financial assistance
  - other issues
- Advocate for/with clients with insurers, hospitals, and providers
- $4.3 million saved, 1600+ cases, 45 counties
  - 95% very satisfied/satisfied & 98% would recommend our services

CCHI has saved consumers over $4 million in medical bills in the last 3.5 years.

cohealth.co/donate
Policy changes informed by CAP client experiences
& connections to the APCD

- Free-Standing Emergency Room laws (pre-CAP)
- Health Insurance Affordability Enterprise (SB20-215)
- Health Care Billing Requirements for Indigent Patients (HB21-1198)
- Prescription Drug Affordability Board (SB21-175)
- Colorado Option (HB21-1232)
- And more
Recent Consumer Challenges from CAP

- Facility Fees
  - Increasing cases where facility fees are charged for routine outpatient care
- Procedure estimates vs what’s billed (significant divergence)
  - Challenges in shopping for care
- Surprise bills (federally regulated plans & publicly funded ambulances)
- Hospital financial assistance access/screening
- Vaccine adverse reaction cases
- Surgical care for uninsured
- Medical debt in collections
Significant surge in cases

- ~50% increase in new client cases in November/December and January on track to be similar.
- Reasons for surge are unclear (maybe No Surprises Act?), but has really stretched our capacity to meet the needs of our clients
  - Coincides with reduction in volunteers and some staff transitions
  - Working to create more website resources and issue-specific “self-help” guides for consumers and have had to implement more of a triage approach to cases
With the rise in need, please be patient. Depending on the case, we may refer clients to self-help resources or other entities that may be able to help.
Opportunities to Get Involved

1. Take action at cohealth.co/takeaction

2. Share your story/Work with us to write a blog/LTE/opinion piece

3. Volunteer with CAP or with our text and phone banking campaigns

4. Donate: cohealth.co/donate
Q&A

Want to keep up with our advocacy efforts during session?
Follow us on:
  Twitter @cohealthaccess
  Facebook @cohealthaccess
Email afox@cohealthinitiative.org w/ questions & to get involved!
Questions? Suggestions?

Reach out to info@civhc.org

Connect with CIVHC on Facebook, LinkedIn, and Twitter

Recording will be posted here: www.civhc.org/about-civhc/news-and-events/event-resources/
Upcoming Webinars

February 17th, 12-1MT – Prescription Drug Affordability Board