

## Capital BlueCross, Lancaster General Health Announce Accountable Care Arrangement

### **Program designed to improve quality of patient care and health outcomes**

**Harrisburg, Pa** - Capital BlueCross today announced it has launched an Accountable Care Arrangement with Lancaster General Health to make care even better for thousands of customers in Central Pennsylvania.

Capital BlueCross' Accountable Care Arrangements are based on a team approach that improves care and health outcomes, creates a better patient experience and reduces health care costs. At the model's core is rewarding health care providers for quality of care and patient satisfaction instead of paying by the traditional fee-for-service method which emphasizes quantity of care.

Additionally, Capital BlueCross' Accountable Care Arrangements are supported by dedicated care management resources and technology that helps ensure customers receive preventive services appropriate for their age and health status. Customers with complex medical conditions, or those who are at risk, are identified for outreach, education, and referrals for additional clinical, wellness or community-based services.

"Capital BlueCross is happy to partner with Lancaster General Health, as we look to provide the best possible care to our customers," said Dr. Jennifer Chambers, Capital BlueCross senior vice president and chief medical officer. "Our accountable care arrangements have had tremendous success and have proven to be beneficial for patients and their overall health. With Lancaster General Health's strong commitment to patient care, our customers will certainly benefit as we work together for improved health outcomes."

Through the partnership, patients within the network will have enhanced access to care, be proactively reminded of needed preventative and chronic care services, and experience an improved health care experience.

"We are pleased to join with Capital BlueCross in efforts focused on improving the quality of our care, reducing costs, and increasing patient satisfaction," said Jan Bergen, President and CEO, Lancaster General Health/Penn Medicine. "This arrangement strengthens our overall efforts to serve as a resource to improve the health of those with chronic conditions, as well as those seeking to achieve and maintain good health and well-being."

Capital BlueCross was the first health insurer to introduce Accountable Care Arrangements in its Central Pennsylvania and Lehigh Valley service area. Since the company launched its first in 2011, the model has been yielding excellent results:

- Capital BlueCross' Accountable Care Arrangements exceed the regional average for Healthcare Effectiveness Data and Information Set (HEDIS) measures for some of the leading chronic diseases. HEDIS is a tool used by more than 90 percent of health plans in the United States to measure performance on important dimensions of care and service.
- Capital BlueCross' longest standing Accountable Care Arrangement achieved greater than the 95th percentile in satisfaction categories such as getting timely appointments, care, and information; how well doctors communicate with patients; and doctor's office follow up to give test results.
- Medical and pharmacy costs for the company's Accountable Care Arrangements are growing at a lower rate than its total book of business, and compare favorably against similar arrangements implemented by other Blue Plans across the country.

More than 2,800 doctors and 362,000 customers now participate in Capital BlueCross' Accountable Care Arrangements and other innovative models designed to improve health care throughout its service area.

Lancaster General Health is a member of the University of Pennsylvania Health System. It is a 663-licensed bed not-for-profit health system with a comprehensive network of care encompassing Lancaster General Hospital, Women & Babies Hospital and the Lancaster Rehabilitation Hospital (in partnership with Kindred Healthcare).

Outpatient services are provided at the Downtown and Suburban Pavilions, along with additional outpatient facilities and Express and Urgent Care locations throughout the region. Lancaster General Health Physicians is a network of more than 300 primary-care and specialty physicians at more than 40 offices throughout the region.

### **About Capital BlueCross**

Capital BlueCross, headquartered in Harrisburg, Pa., is the leading health solutions and insurance company in Central Pennsylvania and the Lehigh Valley. A partner in the community's health for nearly 80 years, Capital BlueCross offers health insurance products, services and technology solutions that provide peace of mind to consumers and promote health and wellness for our customers.

More than a health insurer, the company delivers innovative solutions through a family of diversified businesses that is creating a healthier future and lowering health care costs. Among these solutions are patient-focused care models, leading-edge data analytics, and digital health technologies. Additionally, Capital BlueCross is growing a network of Capital Blue stores that provide in-person service and inspiration to help people reach their health goals. Capital BlueCross is an independent licensee of the BlueCross BlueShield Association.

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<https://capbluecross.mediaroom.com/2017-02-01-Capital-BlueCross-Lancaster-General-Health-Announce-Accountable-Care-Arrangement>