



Connecticut Children's
Care Network

05/2023



Care Network
Member

Dear Colleagues,

Welcome to Connecticut Children's Care Network! We are grateful that you've chosen to join the only provider network in Connecticut dedicated exclusively to child health and well-being. We are a network of primary care providers, pediatric specialists, and a nationally-ranked children's health system, together dedicated to providing the highest quality of care to children for the best possible outcomes.

As the healthcare system continues to move from a focus on volume to a focus on value, collaboration and integration are critical to successfully achieve high quality care and superior health outcomes. Across the country, hospitals are teaming up with physicians to support that journey to value. Our Care Network, led by pediatricians just like you, is focused on providing the personalized support you need to continually enhance quality of care, increase efficiency of practice, reduce overall cost of care, and improve health outcomes for all children.

Within the Care Network, everything we do, everything we think about, and everything we design has children and the providers who care for them in mind. We are proud of what we have accomplished to date. We also recognize that there is much work to be done to achieve our mission of positively impacting the lives of children and families by improving care collaboration and redesigning care delivery to provide more efficient and effective care.

You are an important part of Connecticut Children's Care Network. We will be successful if you are successful. We look forward to your engagement in everything the Care Network has to offer.

With gratitude and excitement for the work ahead,

A handwritten signature in blue ink that reads "David Krol".

David M. Krol, MD, MPH, FAAP
Medical Director
Connecticut Children's Care Network

Connecticut Children's Care Network

Value Proposition



Our Mission

Connecticut Children's Care Network is dedicated to positively impacting the lives of children and families by improving care collaboration and redesigning care delivery to provide more efficient and effective care.

Pediatric Leadership

- Governance Board made up of seven primary care pediatricians, three pediatric specialists, and two representatives from Connecticut Children's
- Three committees: Finance & Contracting, Membership, and Quality Committee

Quality Improvement Support

- Pediatric-specific metrics that are defined by pediatricians and pediatric specialists
- Quality improvement coaching with all practice team members to help develop best practices, standards and tools to positively transform care delivery
- Analytic support to identify opportunities to improve care quality, safety, patient experience and overall child health while decreasing costs
- Automatic MOC Part 2, Part 4, and CME AMA PRA Category 1 credits for all quality improvement work
- Access to over 40 sets of guidelines that help pediatricians co-manage common conditions within their practices and outline when, how, and under what conditions to refer to sub-specialists

Data Integration and Healthcare Analytics

- Only network in Connecticut providing integrated data analytics for pediatric providers that connect disparate EMRs through a unified analytics platform

Integrated Behavioral Health Support

- Partnership with The Village for Families & Children, a leading community-based behavioral health organization, to connect patients to timely and effective care

Care Coordination

- Partnership with Connecticut Children's Center for Care Coordination to ensure patients of Care Network providers can easily access needed clinical and community-based services

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- Learning Communities that cover topics such as behavioral health, nutrition and value-based contracting
- Network-wide Lunch and Learn presentations on topics of interest to primary care pediatricians.
- A practice manager conversation group to share and learn from each other

6 Payer Contracts 14

- Strong contracts negotiated with the pediatric patient and provider in mind
- Value-based contracts with shared savings for quality care
- Network member representation on the finance committee
- Only pediatric network in the Medicaid PCMH+ contract

Business Support 16

- Discounted EMR rate through our preferred partnership with Athena Health
- Group negotiated rates on medical and office supplies through our preferred Group Purchasing Organization, PedsPal
- Physician recruitment support through Connecticut Children's Residency Program for practices actively hiring additional providers
- Maintenance of Certification credit processing

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- Expertise of Connecticut Children's Office for Community Child Health to support policies, systems, and practices that improve child health and well-being; address social determinants of health; advance promising behavioral health strategies; and strengthen families to promote optimal health, development and well-being.

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- Partnership with Connecticut Children's Center for Care Coordination to ensure patients of Care Network providers can easily access needed clinical and community-based services

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Connecticut Children's Care Network **Pediatric Leadership**



Pediatric providers created Connecticut Children's Care Network to provide high value health care and enhance health outcomes for children by increasing quality and reducing costs of care. Pediatric leadership is woven throughout the structure of the Care Network. The Care Network's Governance Board consists of seven primary care pediatricians, three pediatric specialists and two representatives from Connecticut Children's. In addition, we offer three provider-led committees within which Care Network members participate in the decision-making processes of the organization: Finance & Contracting, Membership, and Quality.

Connecticut Children's Care Network Quality Improvement Support

The mission of the Care Network quality improvement team is to assist your practice in achieving the highest standard of care for your patients while making the experience as smooth and stress-free as possible. As defined by the Institute of Medicine, 'health care quality' refers to the degree to which healthcare services for individuals and populations increase the likelihood of desired outcomes and are consistent with current professional knowledge. Our team will provide you with the most up-to-date evidence and proven strategies to reliably and repeatedly provide the best health care for the best health outcomes.

Commercial Metrics*

Category	Metrics	Aetna	Anthem	Anthem-CT	CTCare
Utilization	Well-Child Visits Ages 0-30 Months (0-15, 15-30)	●	● 15-30 only	●	●
	Child and Adolescent Well-Care Visits (3-21 yrs)	●		●	●
Prevention & Screening	Immunizations for Adolescents (Combo 2: by 13th birthday) 1 Meningococcal conjugate, 1 Tdap vaccine, 2 or 3 HPV	●			●
	Childhood Immunization Status: MMR		●		
	Childhood Immunization Status (Combo 10: by age 2) 4 DTap, 4 PCV, 3 IPV, 3 Hib, 3 HepB, 2 or 3 RV, 2 Influenza, 1 MMR, 1 VZV, 1 HepA	●			●
	Weight Assessment and Counseling - BMI Percentile				●
Acute & Chronic Conditions	Chlamydia Screening 16-24 yrs		●	●	●
	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis		●		
	HbA1c Control for Patients w/ Diabetes: HbA1c Poor Control (>9%)			●	
	Diabetes Care-Kidney Health Evaluation		●		
Other	Asthma Medication Ratio	●	●	●	●
	Potentially Avoidable ER: <18 and adult		●		
	Brand Formulary Compliance Rate: <18 and adult		●		
	All Cause 30 Day Readmission (18+)		●	●	
	Pediatric Readmission (<18)		●		

PCMH+ METRICS*

Category	Metrics	Metric Type
Utilization	Child and Adolescent Well-Care Visits	Scoring Metric
Prevention & Screening	Developmental Screening in the First Three Years of Life	Scoring Metric
Acute & Chronic Conditions	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis	Scoring Metric
	Comprehensive Diabetes Care - Hemoglobin A1c Testing	Scoring Metric
Other	Ambulatory Care - ED Visits per 1000 Member Months	Scoring Metric
	Person Centered Primary Care Measure (PCPCM) Survey	Scoring Metric
	Potentially Preventable Admissions	Scoring Metric
	Potentially Preventable Emergency Department visits	Scoring Metric
Challenge	Behavioral Health Screening 1-18	Challenge Metric
	Follow up after ED Visit for Mental Illness	Challenge Metric
	Metabolic Monitoring for Children and Adolescents on Antipsychotics	Challenge Metric
	Readmissions within 30 Days-Physical and behavioral health	Challenge Metric

* Metrics may change on an annual basis.

Quality Improvement Consultants

Each practice will be assigned a quality improvement consultant. The consultant is experienced in quality improvement methodologies, team building, facilitation skills and measurement development. They will work with your practice to develop, lead, manage, and monitor clinical quality improvement projects and their outcomes. They will assess programs, initiatives and interventions to determine their effectiveness and recommend strategies to improve outcomes. A key goal will be to develop an efficient process to streamline practice workflow while meeting the quality metrics. Throughout the process, the quality improvement consultant will leverage robust data analytics to inform strategy and assess impact.

Learning Communities

Connecticut Children's Care Network provides a series of Learning Communities focused on various topics to promote best practices among our members. Each Learning Community lasts for two hours, with a presentation and ample time for questions, discussion, and breakout sessions to facilitate conversation and learning among practices, providers, and staff. We offer CME credits for participants and follow up between sessions to discuss how practices are implementing what they learned.

Co-Management and Referral Guidelines

Connecticut Children's Leaders in Advanced Solutions in Pediatrics (CLASP) is the next step in the evolution of referral guidelines, incorporating an evidence-based, algorithmic approach to outline when, how, and under what circumstances community providers should refer patients to pediatric specialists. Each of the CLASP tools consists of the following components:



- Background information on a given condition
- Description of the components of initial evaluation and management, including recommended screening or diagnostic studies
- Clinical criteria for a routine, semi-urgent or urgent referral, including a description of the circumstances in which an initial referral may be safely deferred
- A list of information and/or results to be sent with each referral
- A description of what the patient and family can expect with a subspecialist visit
- Algorithms, links to additional community or online resources, PCP clinical support tools, and patient and family-centered educational materials, as needed

How to Access CLASP Tools

- Visit Connecticut Children's website at connecticutchildrens.org
- **CLICK ON > Three lines symbol HOVER OVER > For Medical Professionals CLICK ON> CLASP Co-management**
- As a member of the Care Network, you are already signed up as a verified user of the CLASP tools. The site password is "clasp" – all lowercase.

Connecticut Children's Care Network

Data Integration & Healthcare Analytics

Connecticut Children's Care Network is the only network in Connecticut that provides integrated data analytics for pediatric providers through a unified platform. Our team incorporates data from payers, primary care providers, specialty care providers, and the hospital to identify opportunities to improve care and reduce costs.

Arcadia

Arcadia is the Care Network's population health management partner, specializing in delivering value-based care analytics and care management tools.

The Arcadia Analytics Suite

- **Data Connect**
 - Processes large, disparate datasets in near real-time with years of EHR and claims data experience
- **Master Patient Index**
 - Matches patients and members across data sources for a fully longitudinal patient view
- **Clinical/Claims Data Warehouse**
 - Stores rich claims and clinical datasets in a simplified model that can be easily accessed and queried
- **Calculation Engine**
 - Allows us to quickly build and modify measure logic, deploy multiple risk algorithms and process millions of patients in a matter of seconds.

Connecticut Children's Care Network

Integrated Behavioral Health Support

The Village for Families & Children

Connecticut Children's Care Network partners with The Village for Families & Children, a leading community-based behavioral health organization, to connect patients to timely and effective care. The Village has established a dedicated referral process to provide your patients with enhanced access to treatment. They contact families within days of receiving a referral, offer behavioral health care coordination to efficiently connect families to needed treatments, and keep Care Network members informed about progress during the treatment process through a closed-loop referral system.

The Village provides therapy to children experiencing trauma, attention difficulties, anxiety, depression, bullying and other behavioral issues. They offer connections to adult behavioral health care and an array of supportive services, including financial capability, home visiting and youth development programs.

The Village is one of the state's largest providers of behavioral services for children and adolescents, serving more than 3,000 young people across multiple levels of care. They are known for their use of evidence-based practices, commitment to culturally, linguistically, and developmentally appropriate services, and a family-centered, "whatever it takes" approach. They also provide services via telehealth, at one of their Hartford locations, or by bridging to another provider.

The Village has now made it possible to make an electronic referral for behavioral health care. The referral form can be found on their website at thevillage.org/CCCN. It is HIPAA compliant and the information is secure.

They are happy to talk to you about your practice needs and help you develop referral pathways that work for your team. For more information, contact **Dr. Sandy Kyriakopoulos, PsyD** at The Village at skyriakopoulos@thevillage.org or **860.874.5426**.

Connecticut Children's Care Network

Care Coordination

Connecticut Children's Center for Care Coordination

Connecticut Children's Care Network partners with Connecticut Children's Center for Care Coordination to ensure patients of Care Network providers can easily access needed clinical and community-based services. The Center strives to facilitate comprehensive care to meet the medical and social needs of children and their families. Their care coordinators are available to help bridge the gap between families and services.

Services through the Center are complimentary for children and youth birth to 21 years of age, including those with medical, developmental or behavioral conditions and those needing help with basic needs. Their services include:

- Needs assessment
- Care coordination
- Communication between care providers
- Transitional planning (medical, educational, vocational, community)
- Education
- Support to parents and providers
- Benefit coordination
- Medical home implementation

The Center trains and provides technical support to community-based primary care partners to enhance their care coordination capacity.


The Center is proud to be the home of several innovations including the Care Coordination Collaborative Model. The Model brings together care coordinators from various child-serving sectors to increase the efficiency and effectiveness of care coordination within a comprehensive child health system, decrease the duplication of services and unnecessary visits, and to advocate for policy level solutions to ensure families have access to beneficial services.

For more information about Connecticut Children's Center for Care Coordination, call **860.837.6200** or toll-free **877.835.5768**.

Learn more about Connecticut Children's Center for Care Coordination: connecticutchildrens.org/carecoordination



Provider Education and Networking



Connecticut Children's Care Network connects pediatric providers so they can network, communicate, and learn best practices from each other to enhance the quality of care provided to children. In addition to our regular Learning Communities, we also offer Lunch and Learn presentations on topics of interest to primary care pediatrics. Continuing Medical Education credits and Nursing Contact Hours are available for both of these educational experiences. The Care Network also hosts a regular practice manager conversation group to share and learn from each other.

Connecticut Children's Care Network

Payer Contracts

Connecticut Children's Care Network negotiates contracts with insurers while keeping the needs of pediatric providers and their patients in mind. All of our contracts feature traditional quality measures that providers have long utilized such as well-child checkups and immunizations. Value-based contracts include shared savings for quality care. Network members participate on and lead the Care Network Finance & Contracting committee. Connecticut Children's Care Network is the only pediatric network in the Connecticut Medicaid Person-Centered Medical Home Plus (PCMH+) program.

Our Contracts Include:

- ConnectiCare
- Anthem Blue Cross Blue Shield
- Aetna
- UnitedHealthcare
- Harvard Pilgrim HealthCare
- MultiPlan
- Husky PCMH+

Narrow Networks

- Centivo (Stew Leonards)
- BlueCare Prime (State of Connecticut employees)

We understand that billing and getting paid for services provided can be a challenging experience. As a network, we support you and want to ensure any issues are directed to the appropriate people as soon as they arise. The chart below lists Connecticut Children's Care Network account representatives for each Commercial Payer contract we manage. If any issues are not resolved within one month of communication to a payer representative, please email carenetwork@connectictuchildrens.org.

When to contact a payer:

- Incorrect payment: Reimbursement differs from contracted fee schedule rate
- Denials on services typically paid for prior
- Questions on payer's narrow network, tiering for employers (copay differentials)
- Payer to patient communication (out-of-network letters, etc.)

Payer	Contact Name	Email Address
Aetna	Bonnie Narducci	NarducciB@aetna.com
Anthem	Lilliam Gonzalez	Lilliam.Gonzalez@anthem.com
Connecticare	Charles Davis	chdavis@connecticare.com
Harvard Pilgrim	Kathy Olson	Kathy.Olson@point32health.org
United	Marybeth Carney	marybeth.carney@uhc.com



Connecticut Children's Care Network

Business Support

Connecticut Children's Care Network makes it easier for pediatric providers to focus their efforts entirely on improving the health and well-being of children.

Electronic Medical Record

- Access to discounted rates on the [athenahealth](#) electronic health record

Telemedicine Platform

- Access to discounted rates on the [Anytime Pediatrics](#) telemedicine platform

Group Purchasing Organization

- Access to group negotiated rates from [PedsPal](#), our preferred Group Purchasing Organization, on medical supplies through Henry Schein and office supplies through Office Depot

Physician Recruitment

- Physician recruitment support through the Connecticut Children's Residency Program for practices actively hiring additional providers

MOC Part 4 Processing

- Care Network team members process all applications for Maintenance of Certification credits as a convenience for busy Care Network members

Malpractice Insurance

- Access to discounted malpractice insurance rates via Gallagher

Answering Service

- Access to discounted answering service rates via Accurate Answer

Translation Service

- Access to discounted translation service via Interpreters and Translators, Inc.

HIPAA compliant texting platform

- Access to Connecticut Children's specialists for non-urgent questions via Voalte

Virtual Lactation Consultation Services

- [Dedicated link for Care Network providers and families](#)

Connecticut Children's Care Network

Health and Well-being Promotion

Connecticut Children's Office for Community Child Health

Through the work of the Office for Community Child Health (OCCH), Connecticut Children's works to build stronger child-serving systems and cultivates innovative and cost-effective solutions that close existing gaps with medical care and community services for children and their families. OCCH is nationally recognized as a pioneer in building partnerships across all of the sectors that are known to impact child development and well-being, such as housing, transportation, food and nutrition, and family support services. OCCH has a wide variety of programs that can help Care Network practices promote optimal child health, development and well-being for their patients.

Help Me Grow National Center

- Supports affiliates in more than 30 states that promote the early identification of developmental and behavioral concerns in children and connect them to services for immediate intervention

Kohl's Start Childhood Off Right

- Promotes healthy nutrition and physical activity from birth to establish healthy habits early and reduce childhood obesity

Connecticut Children's Healthy Homes Program

- Works with community partners, local and state agencies, and utilities to improve living conditions for families

Connecticut Children's Injury Prevention Center

- Works to reduce unintentional injury and violence among Connecticut residents

Easy Breathing

- Helps to improve diagnosis rates of asthma and helps to create a standardized approach to help keep asthma under control

Connecticut Children's Care Network

Responsibilities of Care Network Membership

- All Care Network providers must become a member of Connecticut Children's medical staff. This is required in order to be credentialed with payers, and to allow for refer and follow privileges. There is no cost for medical staff privileges. Upon joining the Care Network, we will update our Medical Staff Office with the names of new providers and their respective practice manager contact information for applications to be emailed over for completion. Providers have 60 days to complete these applications for privileging, and they are reviewed on a monthly basis. Practices will work individually with the Medical Staff Office to complete these.
- Each Care Network practice quality team must attend four quarterly quality meetings led by our quality consultants. In addition, every Care Network member must attend two quality meetings.
- If a new provider joins or decides to leave your practice, it is the responsibility of the practice manager or lead physician in each location to notify the Care Network. For new hires, please notify us once a provider accepts an offer. We will need to know their start date, as they will be required to fill out an application from the Medical Staff Office and submit it within 90 days of their start date. The onboarding of new providers can take up to three months to ensure they are properly tied to our contracts and fee schedules.
- All providers are expected to maintain their active credentialing status with participating health plans.



Connecticut Children's Care Network

Frequently Asked Questions

Is there a Care Network website?

- Yes, there is! The Care Network member-only website will provide you with resources for quality improvement, information on our population health management platform, Arcadia, business support services, and CLASP referral guidelines. You will also find archived Learning Community recordings and have the opportunity to submit any Care Network related question to our team.
- Members can visit: connecticutchildrens.org/carenetwork and log in with the **password: c@renetw0rk**
- Please bookmark this page as we will update it frequently.

What should I do if I have any questions about the Care Network?

- For any questions about the Care Network or Connecticut Children's, please reach out to the Care Network team at carenetwork@connecticutchildrens.org.

Where can we find Connecticut Children's on social media?

Please follow:

- Facebook: [@ConnecticutChildrens](#)
- Instagram: [@ConnecticutChildrens](#)
- Twitter: [@ctchildrens](#)
- LinkedIn: [Connecticut Children's](#)



