



ACO Resiliency: Responding to the COVID-19 Pandemic

Accountable Care Organization (ACO)

NW Momentum Health Partners
nwmomentumhealthaco.com

Location

Serves patients across the South Puget region of Idaho and Washington

Number of Clinicians

More than 250 clinicians across 20 sites of care

Aligned Beneficiaries

9,000 Medicare beneficiaries

Years in Next Gen

2016 - 2020

Payment Track

Normal Fee-for-Service Payment + Monthly Infrastructure Payment

NW Momentum Health Partners' COVID-19 Efforts: Focusing on High-Risk Patients

The Coronavirus pandemic has had a disproportionate impact on vulnerable seniors with chronic conditions like diabetes and cardiovascular disease. As COVID-19 spread across Washington and Idaho, NW Momentum Health Partners (NWMHP)—a Physicians of Southwest Washington ACO—launched a new care coordination program to reach these high-risk patients, monitor their ongoing health needs, and connect them to telemedicine services. This program also connected patients to meal delivery, behavioral health, prescription drug coordination, and transportation services, relieving some of the significant financial and logistical burdens of quarantining.

NWMHP also recognized the burden that the pandemic placed on its independent provider network and created a website to connect these providers with key resources. Using this website, providers can request and coordinate delivery of supplies, including personal protective equipment. This website is also used to disseminate and equip providers with the most up-to-date recommendations and best practices to combat the virus.

“By focusing on high-risk beneficiaries and the providers who deliver care, we are able to reduce potential doctor visits and help flatten the COVID-19 curve in our markets,” said Melanie Matthews, CEO of NW Momentum Health Partners ACO.

The Next Gen Model Supports Integrated Care

As a Next Generation ACO, NWMHP was ready with the infrastructure necessary to coordinate care for their patients during the pandemic. Since January 2019, Next Gen ACOs have operated under a telehealth waiver that allows them to provide telemedicine to patients in their homes. When the pandemic reached Washington and Idaho, this flexibility and NWMHP’s experience allowed its participating providers to quickly scale up phone outreach and telemedicine services to patients.

NWMHP’s efforts were also enhanced by the design of the ACO model, which connects a range of clinicians under a shared payment arrangement. This structure allows—and incentivizes—ACOs like NWMHP to more easily coordinate and develop a care plan that includes primary care physicians, dietitians, social workers, mental health clinicians, and other healthcare providers.

NWMHP’s telehealth capability and its coordinated care infrastructure enabled it to provide better care to high-risk patients during an unprecedented public health emergency.