



## NETWORK CHANGES FOR SKILLED NURSING FACILITIES

Highmark has notified a small number of skilled nursing facilities<sup>1</sup> (SNFs) in Pennsylvania that, effective Jan. 1, 2017, they will be out of network for our Medicare Advantage and Commercial members.

### How many providers are being eliminated from the Highmark network?

The chart below shows the number of providers being eliminated by region and the number of providers remaining in-network for our Medicare Advantage products.

	Eliminated in Western PA	Eliminated in Central PA	Eliminated in Northeastern PA	Total Eliminated in All PA Regions	Total Remaining In-Network (All PA Regions)
Skilled Nursing Facilities	3	5	3	11	477

The providers being eliminated from our network are being used by a minimal number of Highmark members.

### Why is Highmark making these changes?

We are always looking at ways to improve quality of care, reduce costs and enhance the health care experience for our members. That's why, for over a year, we have been focused on building a high-performance provider network that is focused on the patient. By doing this, our members can be assured that, when they choose a network provider, they'll get the highest quality care.

We started with SNFs (and a few home health providers last year) because post-acute care is one area in which a lack of care coordination and variations in care can contribute to lower quality and a less than satisfactory member experience. Eliminating the poorest performing SNFs from our network is the first step in building a truly high-performance network and delivering a better member experience.

### What data was used to identify the low-quality providers?

Our relationship with a national post-acute care management company has made data available that gives us better insights into which providers have been successful in helping their patients achieve better outcomes. In addition, we looked at specific performance measures for SNFs, including readmission rates, length of stay variances and CMS Star ratings.

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<sup>1</sup> Rest Haven – York, Golden LivingCenter Murrysville, Orchard Manor Inc., Mountainview Specialty Care Center, Colonial Park Care Center, The Hearthside Rehabilitation and Nursing Ctr., Manorcare Health Services Chambersburg, Golden LivingCenter Reading, Linwood Nursing and Rehabilitation Center, Green Ridge Care Center, and Timber Ridge Healthcare Center.

**With the elimination of these providers from the network, will there be any access issues for Highmark members?**

Highmark took access and convenience into consideration in identifying these providers. If there is only one SNF in any community, we do not want to eliminate that provider from the network and will work with them to improve their quality. There remains a great deal of choice among top performing providers who will deliver a better member experience.

**What steps is Highmark taking to minimize disruption for members?**

Over the coming months, we'll work with discharge planners and other referring providers to ensure they are aware of the network status of SNFs in their area. This will help minimize disruption for Highmark members as these providers become out-of-network.

Our communications strategy also includes contacting members who may be affected by these network changes, including members who have used any of the eliminated providers within the last year. In addition, we'll work closely with any members who are in the midst of a course of treatment with these providers when they become out-of-network so there is no disruption in care.