

## Transforming Post-Acute Care at Helion: A Year in Review

Last year saw continued growth and innovation as Helion advanced its mission to transform the post-acute care space. Helion is driving automation forward to create efficiencies, while also improving the care experience by enabling members to heal in the home.

Nick Stupakis, vice president of Commercial Services and founder of Helion, speaks about the shift that is underway. “We’re going from a transactional relationship with skilled nursing facilities and home care agencies to having meaningful relationships where we can partner together and shift the model of care from fee-for-service to value-based care,” he says.

“Last year, we were able to drive innovation, technology and quality, while beginning a bold shift in our model of care,” says Stupakis. “Now, we can build on that foundation.”

### Purposeful Achievements

Helion’s 2021 achievements run the gamut from post-acute care needs during the COVID-19 pandemic to new technology-enabled tools and meaningful workforce engagement. These highlights include:

#### *Improved network performance*

Post-acute care providers were particularly challenged during the pandemic. Helion stayed in close communication with the more than 450 skilled nursing facilities and 200 home care agencies in their provider network.

Helion innovated new solutions together with providers. Everyone did what was needed to ensure that Highmark members were being well served. Whether it meant providing technology support for virtual care and telemonitoring or deploying on-site clinical teams for infection control and urgent COVID care, these efforts resulted in better outcomes across the provider network.

#### *Real-time analytics*

Helion holds providers to certain key performance indicators (KPIs) for outcomes, transitions, readmissions, and other metrics. Prior to 2021, providers would get a PDF “scorecard” via email each quarter. This past year, Helion was able to elevate that experience with an online, provider-facing analytics tool.

Now, providers can enter the Helion portal and access real-time data. They can look at aggregate data, as well as individual patient data by episode. Providers can see every Highmark member they cared for and what the outcomes were.

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#### *Workplace engagement*

Highmark Health was one of two companies to earn the 2021 Gallup Culture Transformation Award and scored in the 95<sup>th</sup> percentile of employers nationally on Core Behavior measures.

Helion, as a transformative innovation hub, celebrates this accomplishment. It's a recognition of an aspirational culture built on collaboration, achievement, and success. "Trust," says Stupakis, "is the foundation of all our core behaviors at Highmark and Helion."

"We have built a trusting place to work. People are committed to the mission and vision and recognize that a strong team is the foundation that helps us to deliver on that mission for the customers we serve. They trust that leadership has their best interests in mind, that their voice matters, and that they can have open conversations that make our company better."

#### **Looking Ahead**

Everything that Helion accomplished in 2021 has set the stage for further expansion and optimization. The company will continue to drive post-acute transformation by automating manual processes and optimizing analytics capabilities to evaluate programs. They will also continue fostering the development of value-based care and scaling pay-for-performance programs.

#### *New markets and programs*

With well-established markets in Pennsylvania and West Virginia, Helion is expanding to Delaware and New York in 2022. But that is only the beginning. The further Helion can scale its reach across Highmark's footprint, the more it can transform post-acute care for more people.

Helion is also standing up new programs for physical therapy, occupational therapy, and chiropractic networks. The organization is evaluating hospice networks and other ancillary networks to see where it can apply technologies and create efficiencies.

#### *Proprietary reimbursement methodology*

Helion piloted a new, proprietary reimbursement methodology last year and is rolling it out now. The concept is simple. Helion wants providers to take better care of Highmark members and will pay them more to do so.

This new, value-based strategy eliminates the fee-for-service component that is the standard for managed care plans. Instead, it rewards quality and value in providing effective and holistic care that enables members to heal in the home.

#### **A Partnership Built on Trust**

Trust is in Helion's DNA. This means trust in employees, the post-acute provider network, and the ability to transform post-acute care to help members heal in the home.

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“Trust is the core of how we partner together,” concludes Stupakis. “It’s how we build on foundational clinical capabilities, reimbursement models, and data integration to get to better care. We turn the transactional relationship into one of mutual trust.”

Learn more about [Helion and our solutions for post-acute care providers.](#)

*Helion is an independent company that provides post-acute care network management services for Highmark Blue Cross Blue Shield Delaware and some of Highmark’s affiliated Blue health plans. As a part of those services, Helion is sharing the information contained in this newsletter on behalf of Highmark Blue Cross Blue Shield Delaware. Highmark Inc. d/b/a Highmark Blue Cross Blue Shield Delaware and its affiliated Blue health plans are independent licensees of the Blue Cross Blue Shield Association.*