



Reimagining Prior Authorization for Musculoskeletal Care

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Agenda

- Cohere Health Overview
- Cohere-AAOS Collaboration
- Prior Authorization Pilot: Eligibility and Performance Measures
- Next Steps for AJRR Participants
- Q&A

Speaker Introduction

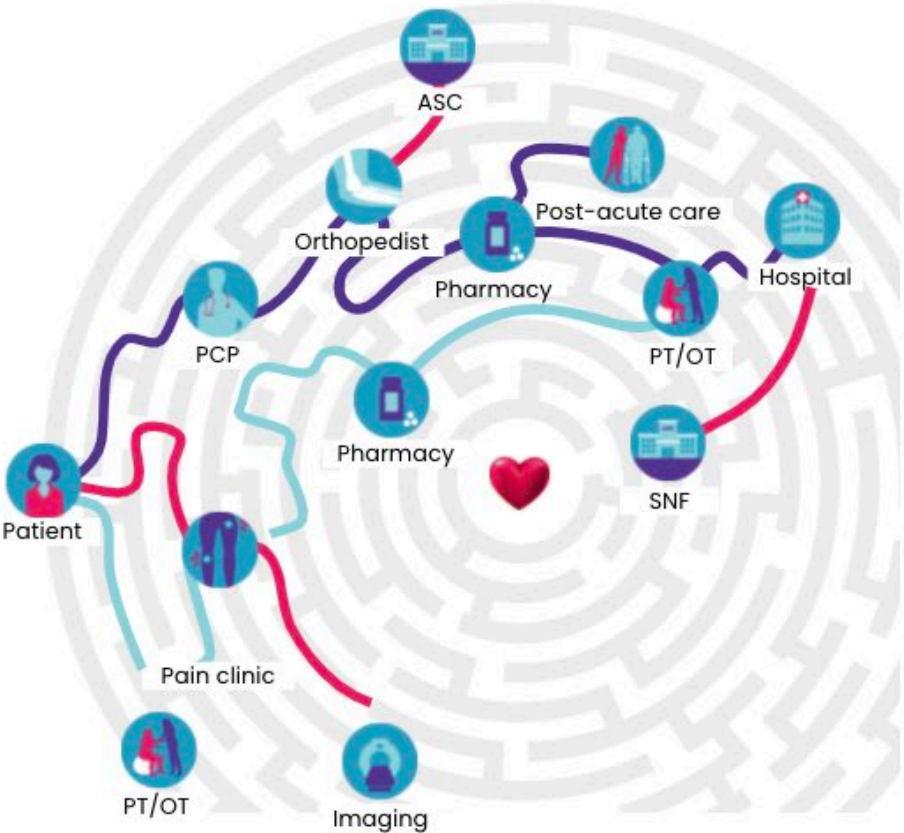
Traci Granston, MD, FAAOS
Medical Director, Clinical Strategy, MSK
Cohere Health, Inc.

- Practicing for 20 years at Proliance Orthopedic Associates, greater Seattle area
 - Medical School--Vanderbilt University School of Medicine
 - Orthopedic Residency Case Western Reserve University
 - Board certified Orthopedic Surgeon
 - FAAOS for 20 years

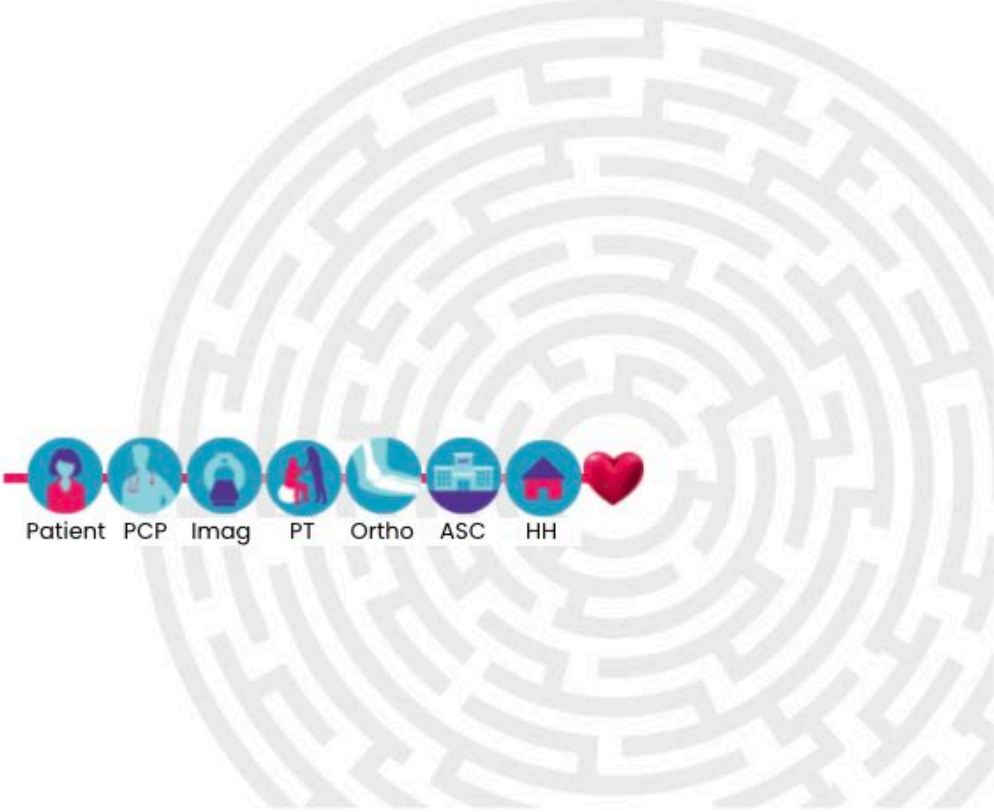
Cohere Overview

Bringing the vision to life: The Cohere patient journey

Today's patient clinical journey is **confusing and uncoordinated**, resulting in **poor patient experience and variation in outcomes**.



By aligning stakeholders around **optimal, longitudinal care paths**, Cohere can steer care to appropriate sites and services, which leads to **high-value care**.



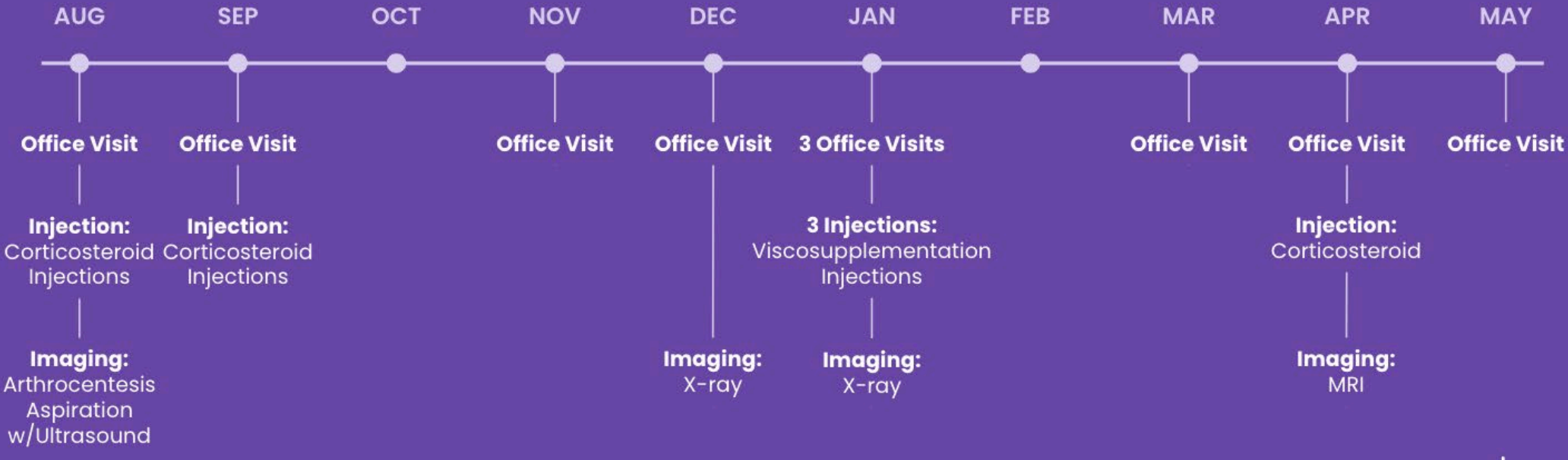
Here's an example of how legacy PA complicates a patient's journey

Actual patient story:



Jenny Smith*

- 65 year old female
- Bilateral Primary Osteoarthritis (OA) Of Knee
- Experiencing mild to severe knee pain



Reimagining Jenny's journey

Jenny's frustrating journey

- **10 office visits** over a 10-month period
- **3 different therapies with no improvement** in Jenny's pain or disability
- **4 duplicate imaging orders** less than one month apart
- **\$400 in specialist copays, \$100 in x-ray co-pays** (est. patient cost burden)
- **\$7,962 cost of care (MLR)** over observed period
- **1 specialist change** likely due to lack of improvement

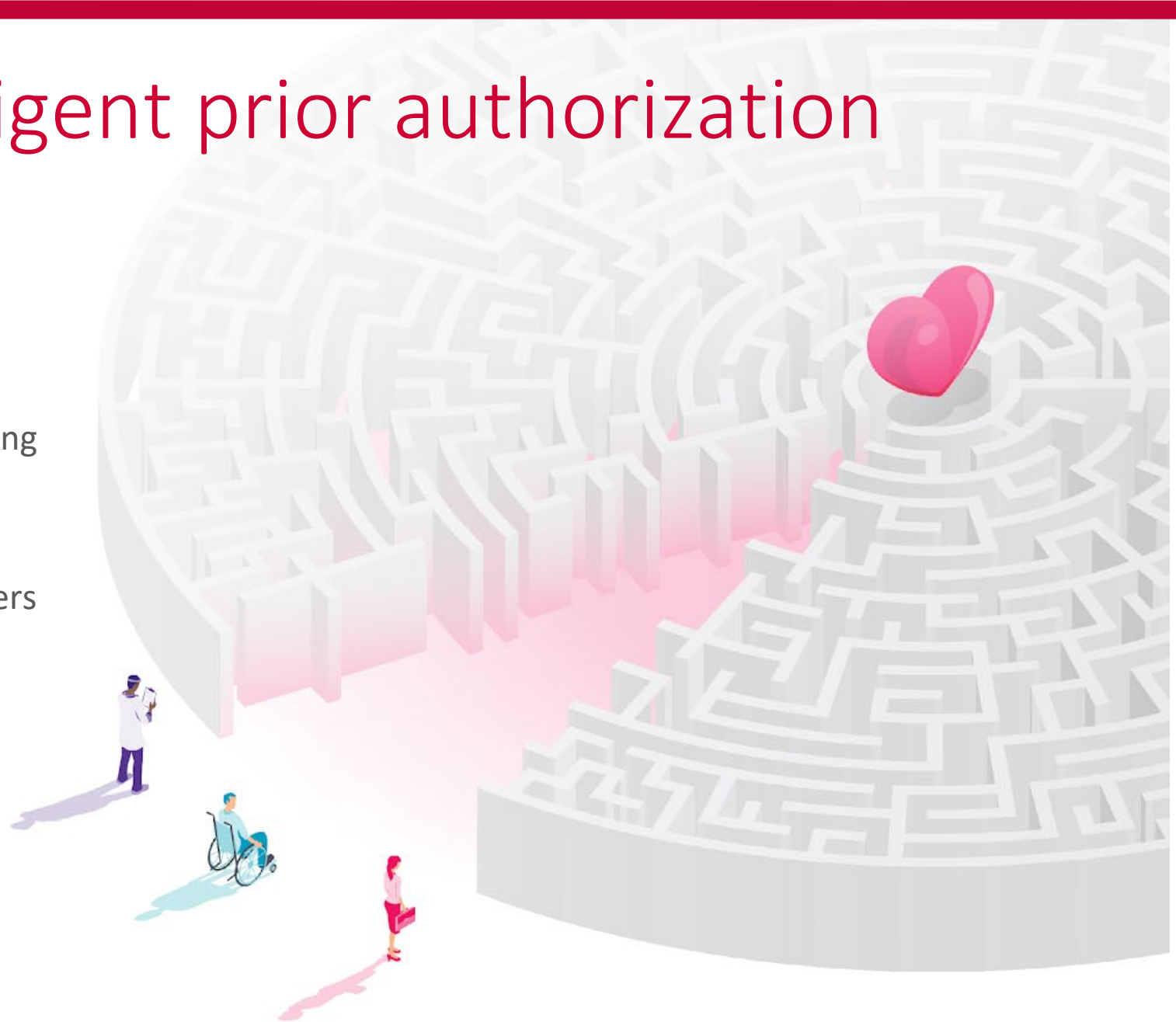


What Jenny's journey might have been with Cohere

- **One upfront Care Path** auth for Osteoarthritis of the Knee
- **Two pre-approved therapies** following AAOS guidelines:
 - Allow first round steroid injections (one visit)
 - AND approve 8 PT sessions focused on strength improvement
- **3-4 month timeframe** vs 10 months
- **\$2,482 cost of care** - \$5,480 MLR savings over Jenny's actual costs

Cohere is an intelligent prior authorization solution offering:

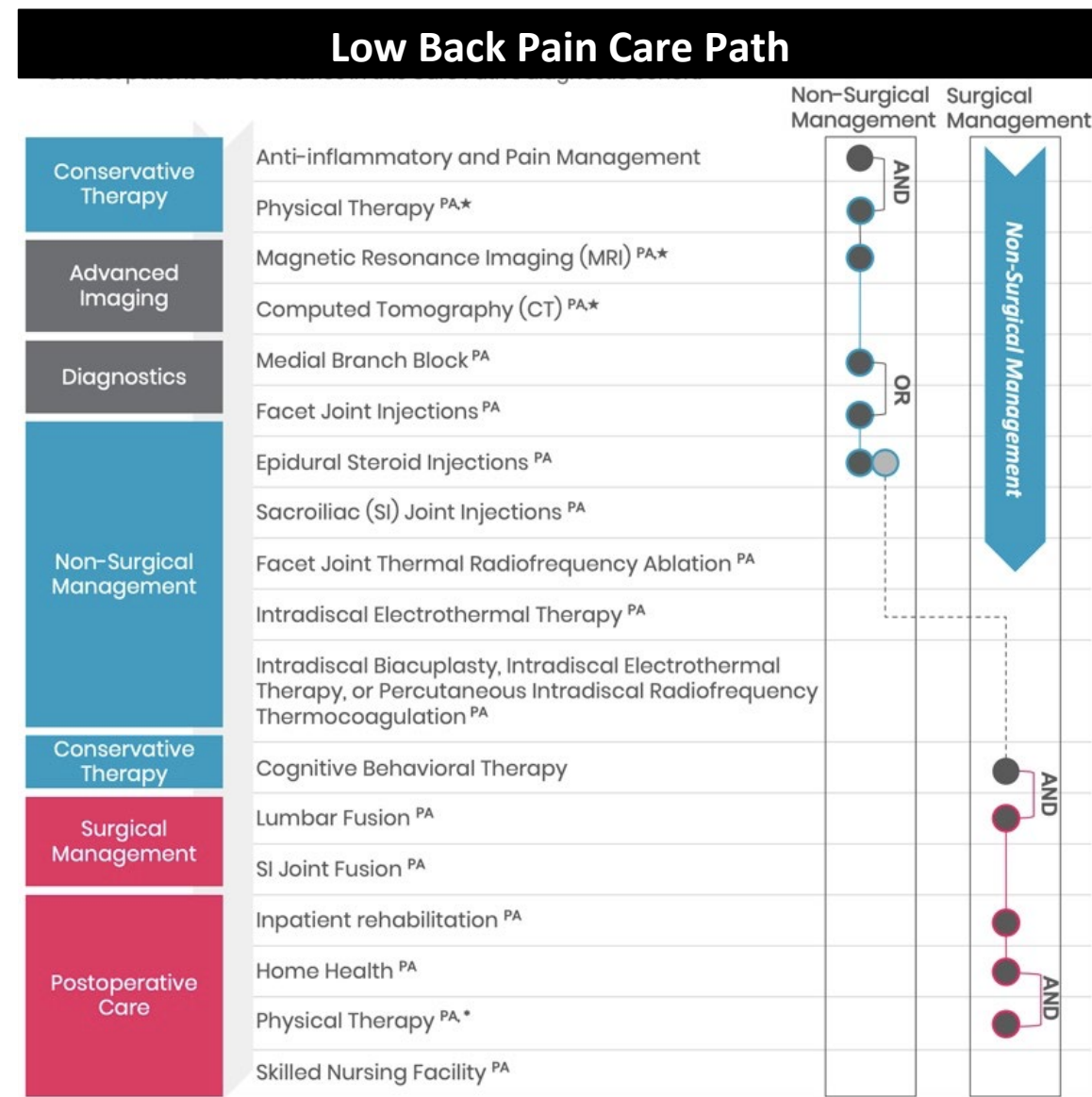
- One-stop-shop MSK prior authorizations that align with provider care plans
- Faster prior authorization process resulting in fewer delays in care
- Intuitive, modern software
- Fewer, but more productive, peer-to-peers



Cohere looks at the entire patient journey and enables preauthorization and management of episodes of care

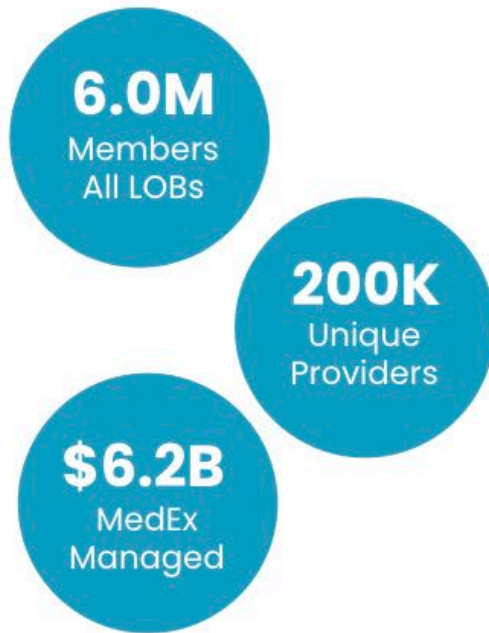
- **Cohere care paths built by and for MSK experts**
- **Support an entire, end-to-end patient journey** from initial presentation and diagnosis to post-operative care and **follow patients to all settings**
- **Cohorts patients** appropriately based on condition
- **Evidence-based guidelines** developed by clinicians based on criteria from AAOS and NCD/LCDs
- **Aligns physicians, PTs, and health plans** around longitudinal care and high-value services

In Collaboration with



Cohere is driving impact at scale

Breadth of Current Membership



Live in 50 States



Impact for Payers and Providers

96% Digitally submitted auths

\$121M Medical expense savings
(2M members)

15% Incremental medical
savings

64% Non-denial impact

70% Faster access to care

55 Provider NPS

In 2022, Cohere saw high rates of portal adoption, faster decision times, and high satisfaction rates

Digital Product
Adoption

96%

(50-73%
benchmark)

Average Time to
Decision

9hrs

(overall target
under 24 hrs)

Average Time to
Care

4 days
faster

Provider
Satisfaction Rate

92%

Cohere / AAOS Collaboration

Cohere and AAOOS entered into a formal collaboration in 2020



Shared objectives: Leverage data and technology resources to improve patient access to quality musculoskeletal care

- Ensure that care paths incorporate latest, clinically-supported recommendations and guidelines
- Include perspectives of high-performing and forward-thinking AAOOS members in healthcare technology innovation
- Explore novel ways to make use of AAOOS leading clinical data assets

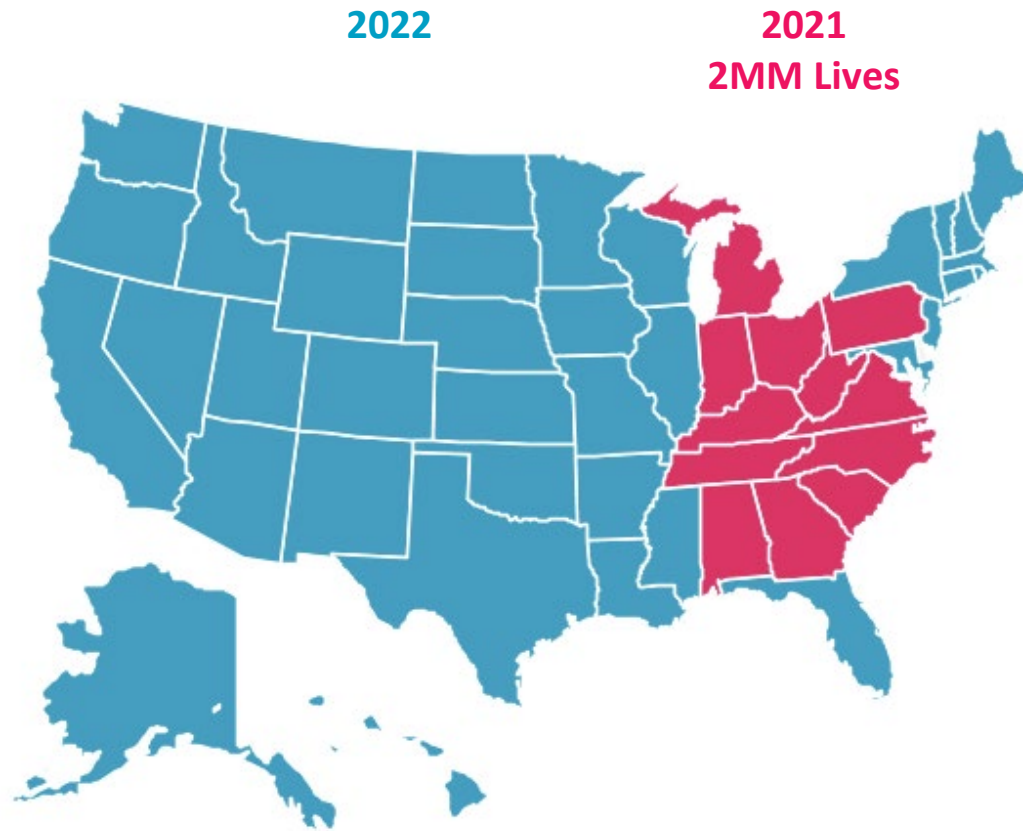
AAOS / Cohere Collaboration Activities

Initiative	Highlights
Quality Collaborations	Finding novel ways to define and reward quality care, e.g., AJRR registry pilot <i>(discussed in detail on next slide)</i>
Clinical Policy Co-Development	Continued collaboration on incorporation of latest clinically-supported recommendations and guidelines into care paths
Thought Leadership	Ability to engage at forefront of future legislation, advocacy presentation Sept 2021, co-authoring a whitepaper (March 2022)

Prior Authorization Pilot

Eligibility and Performance Measures

As of January 2022, Cohere is Humana's delegated vendor for authorizations related to MSK care in all 50 states + DC, replacing existing vendors



Services delegated to Cohere for PA

- Ortho surgeries
- Epidural injections
- Facet injections
- Foot surgeries
- Neuromuscular stimulators
- Pain infusion pumps
- All therapy
- SI joint injections
- Spinal cord stimulators
- Spine surgeries
- Viscosupplementation
- If related to MSK:
 - Diagnostic imaging
 - DME
 - Inpatient surgeries

Types of provider groups that will use Cohere:

- Health systems
- Ortho groups / providers
- Neurosurgery groups / providers
- Pain groups / providers
- Therapy groups / providers

Spotlight: American Joint Replacement Registry (AJRR) Pilot

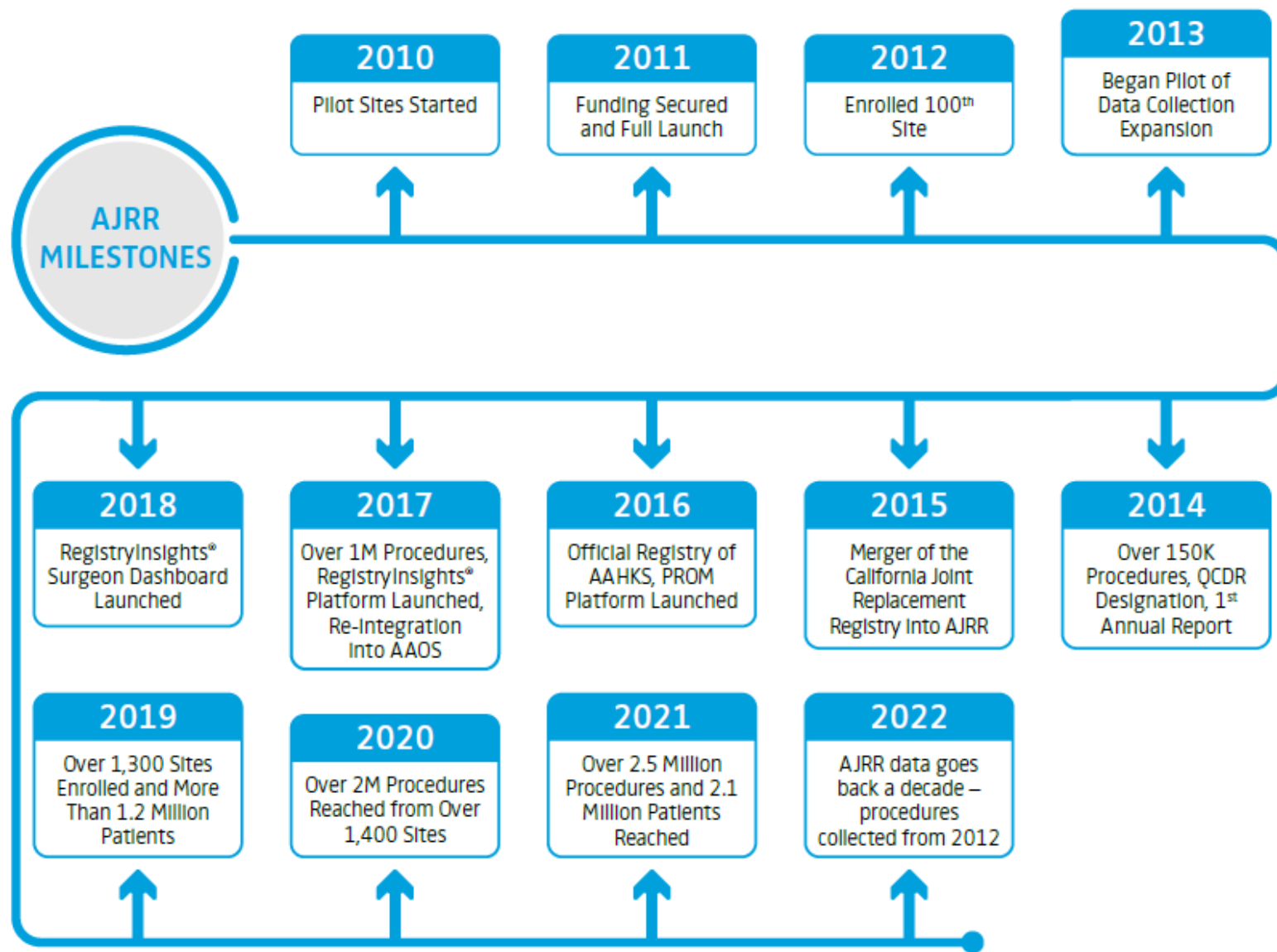
- **Context:** Historically, prior authorization has been one-size fits all, which leads to undue scrutiny on high performers and increased administrative waste
- **Planned Solution:** “Green lighting”, or a waiver of authorizations for top performers, can further reduce burden on the Cohere platform based on performance against appropriate quality measures
- **Pilot:** AAOS AJRR participants, on an opt-in basis, can sign up to qualify for green lighting based on their clinical performance on four key measures. Cohere will use learnings from this pilot to help develop green lighting functionality and qualified pilot practices will be the first to receive this benefit once live.
- **Logistics:** Providers can opt-in to participate in the pilot and will receive quarterly scorecards with updates on their performance. Determinations of green lighting status will be made on an annual basis.
- **Status:** Recruiting underway and open with 1st report cards in Q1 of 2023

If your practice would like to participate, contact AAOS Registry Engagement RegistryEngagement@aaos.org

For more information, visit the AAOS Website aaos.org/registries/quality-collaborations/cohere-health/

Note: pilot measures tracked will be 90-day readmission rate, home discharge rate, patient pre-op and post-op functional health status assessment completion rates for elective total hip and knee arthroplasties

About the American Joint Replacement Registry



AJRR Data Element Overview

Two Modules: Hip Arthroplasty & Knee Arthroplasty

Procedure

Patient

- Name, Date of Birth, SSN
- Diagnosis (ICD-9/10, CPT)
- Gender
- Race/Ethnicity
- Height + Weight/BMI
- Payer Status

Site of Service

- Name and Address (TIN, NPI)

Surgeon

- Name (NPI)
- Trainee

Procedure

- Type (ICD-9/10, CPT)
- Date of Surgery, Length of Stay
- Surgical Approach
- Surgical Technique
- Laterality
- Implants (Manufacturer, Lot #)
- Anesthesia

Comorbidities and Complications

- Comorbidities (ICD-9/10, CPT)
- CJR Risk Variables
- Height + Weight/Body Mass Index
- Length of Stay
- American Society of Anesthesiologists Score
- Charlson Index
- Operative and Post-operative Complications

Patient-reported Outcomes

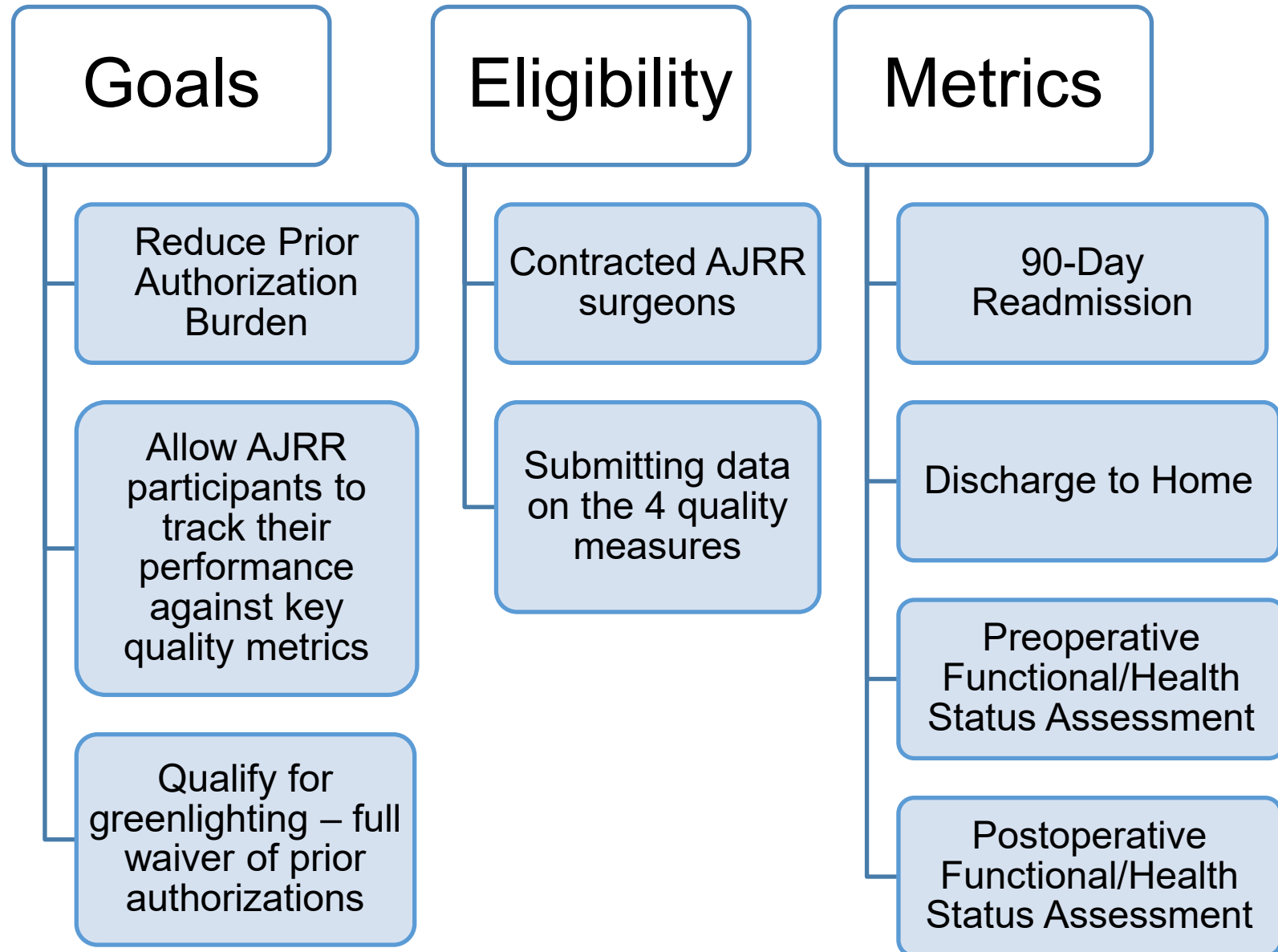
Recommended:

- PROMIS-10 Global
- VR-12
- HOOS Jr. /KOOS, Jr.

Also Accepted:

- SF-36 v1
- HOOS/KOOS
- Oxford Hip and Knee Scores
- Knee Society Knee Scoring System
- Harris Hip Score
- WOMAC (Modified via HOOS and KOOS)
- SF-12, EQ-5D, WOMAC (only accepting final scores)

Cohere Pilot Overview



Next Steps

What's next for AJRR Participants

Start Using Cohere Now!

Next steps to begin using Cohere:

1

Register for an account at www.coherehealth.com/register

2

Sign up for training webinars at www.coherehealth.com/webinars

3

Start submitting authorizations to Cohere today!

Cohere Resources

More information about Cohere

- www.coherehealth.com/provider/resources

Register

- www.coherehealth.com/register

Webinars

- www.coherehealth.com/webinars

Learning Center

- <https://coherehealth.zendesk.com/hc/en-us>

Contact Us:

- support@coherehealth.com
- 833-283-0033

Active Data Submission to AJRR

Next steps to getting started with the Pilot:

New Participants

- Reach out to RegistryEngagement@aaos.org for information on how to get started with AJRR
- Sign data share agreement
- Begin data submission

Current Participants

- Reach out to RegistryEngagement@aaos.org and sign a data sharing agreement
- Review completeness for all measure-related elements

Scorecard Review

- Review measure data on your RegistryInsights® Dashboard
- Approve metrics or resubmit any necessary data
- AAOS sends your measure scorecard to Cohere

AJRR Resources

More information about Cohere

- www.aaos.org/registries/registry-program/American-joint-replacement-registry/

Contact Us:

- RegistryInfo@aaos.org
- 847-292-0530

Questions

Thank you!