



Cohere Health: Humana's New Partner for MSK Prior Authorizations (and AAOS Collaborator)

January 2022

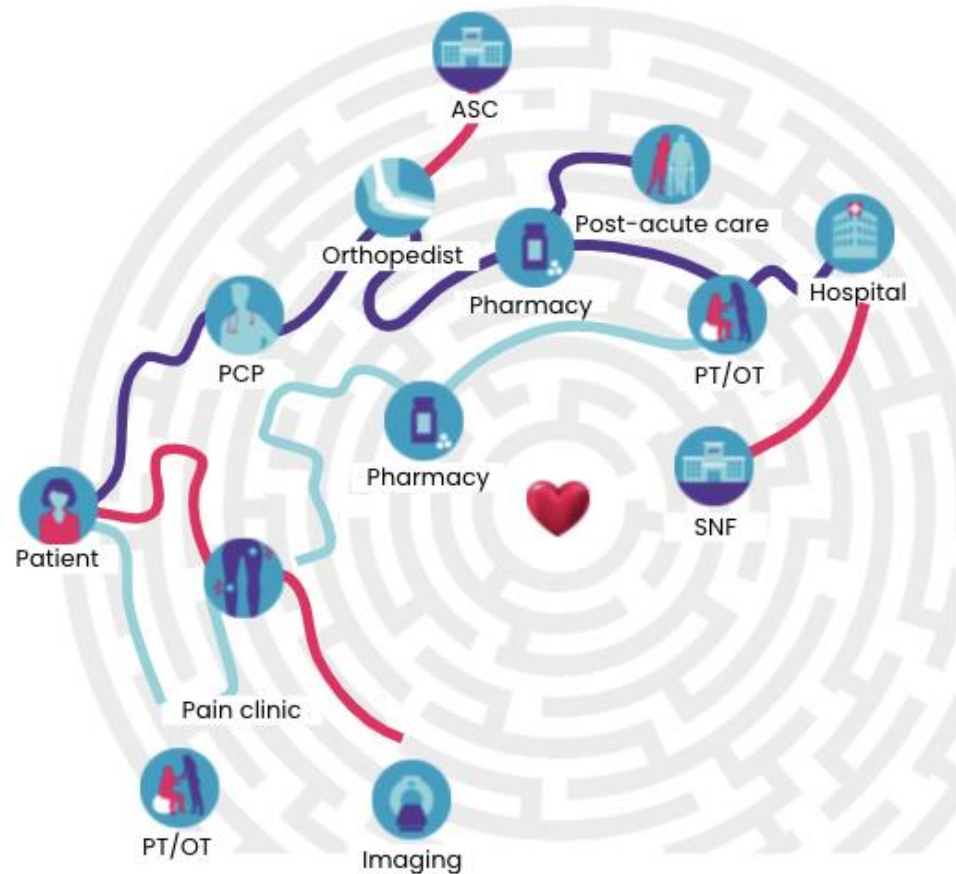
Agenda

- Cohere Health Overview
- Cohere-AAOS Collaboration
- Cohere 50 State Expansion & Resources
- Q&A

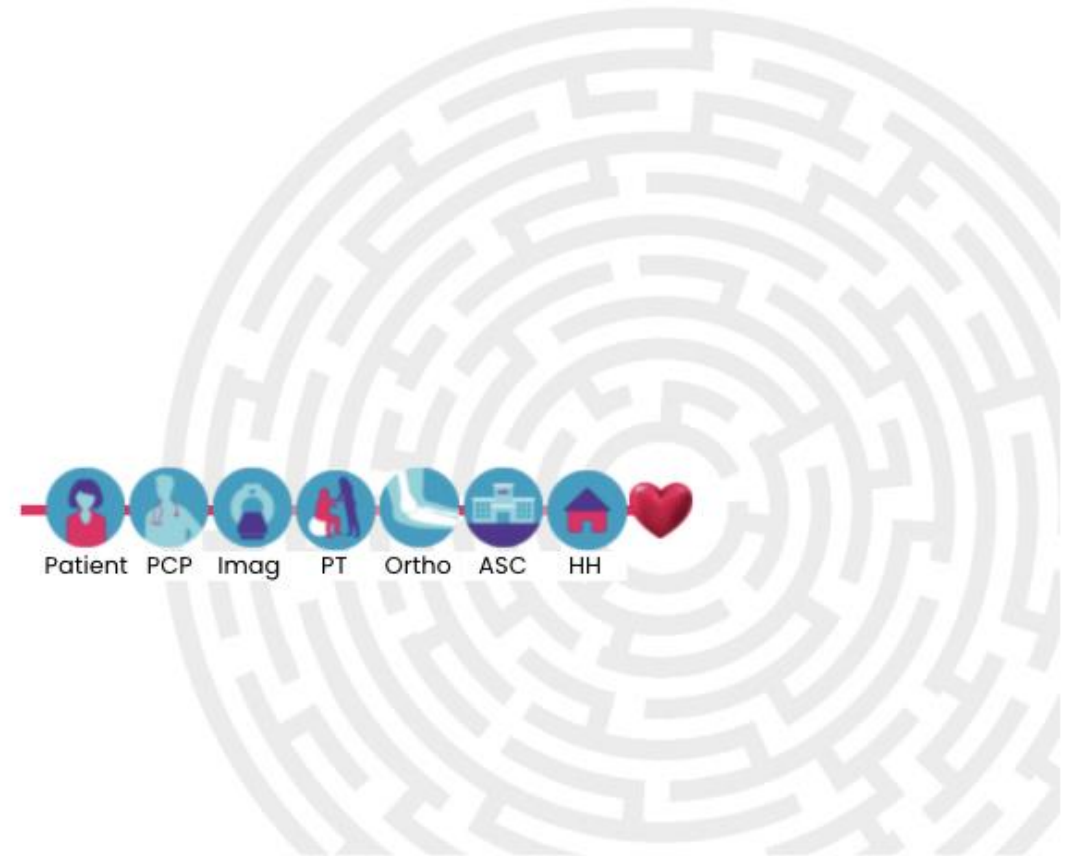
Cohere Overview

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**.

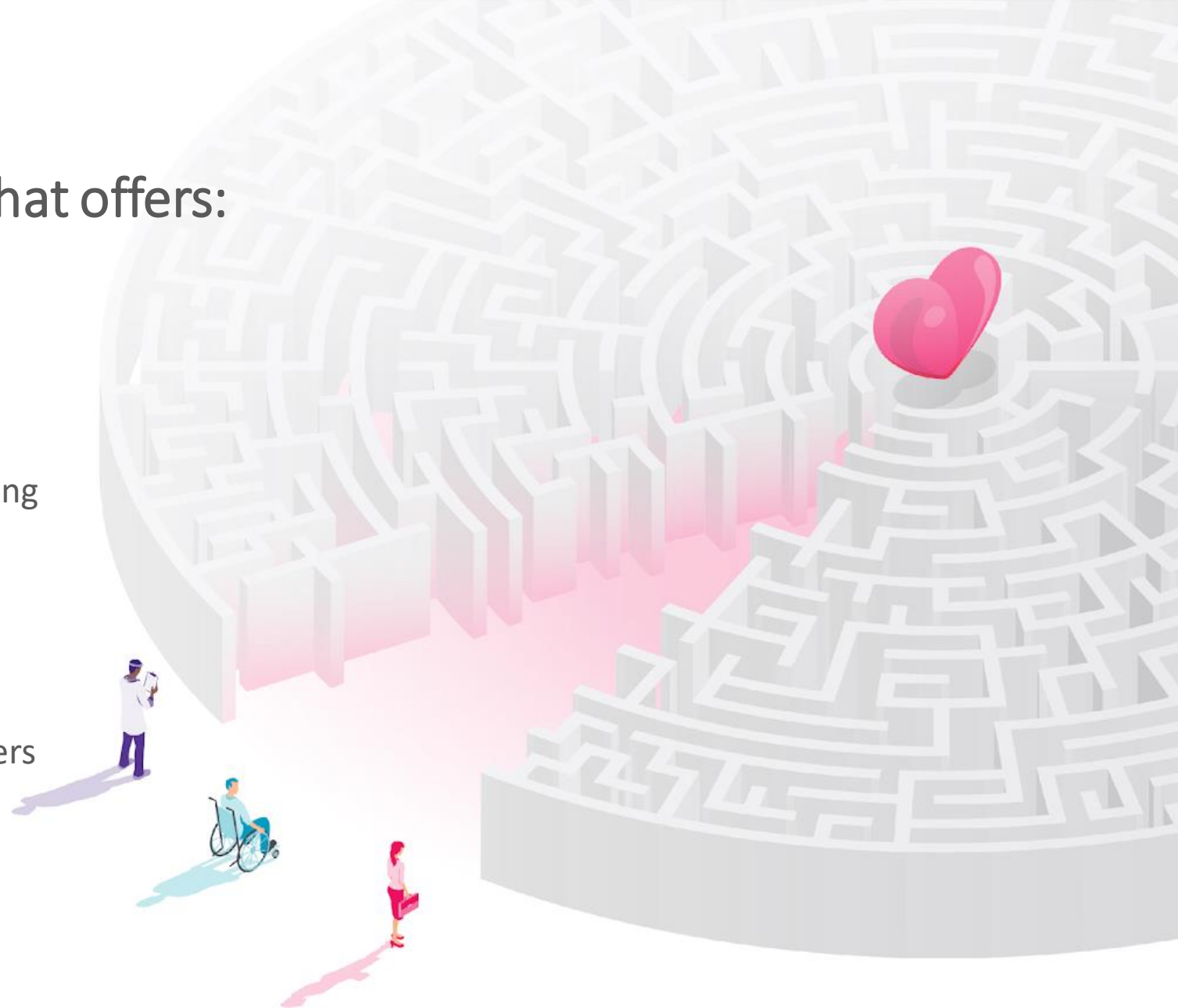


By aligning stakeholders around **optimal, longitudinal Care Paths**, Cohere can steer care to appropriate sites and services which leads to **high-value care**.



Cohere is a digital prior authorization solution that offers:

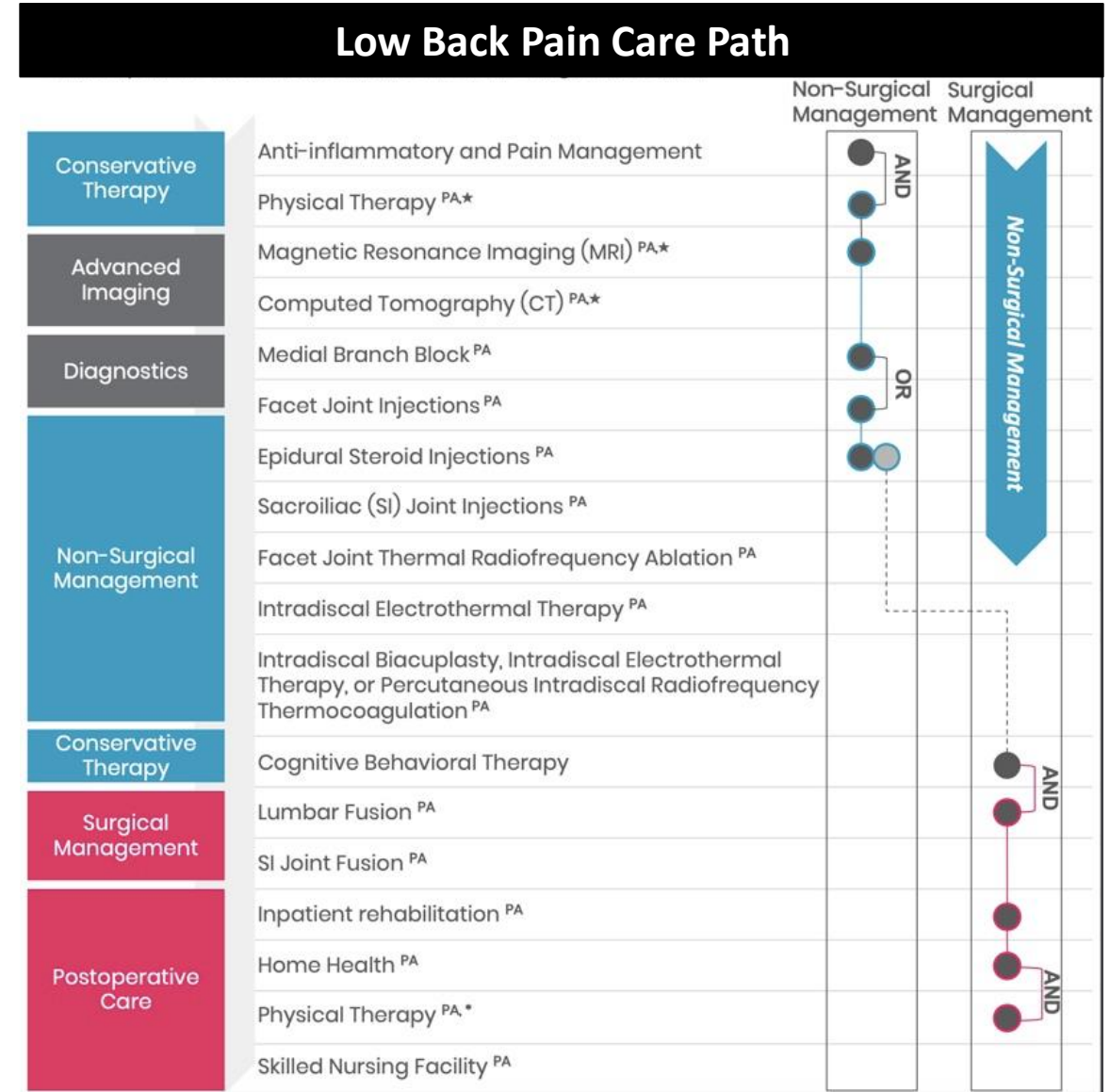
- ✓ One-stop-shop MSK prior authorizations that align with provider care plans
- ✓ Faster prior authorization process resulting in fewer delays in care
- ✓ Intuitive, modern software
- ✓ Fewer, but more productive, peer-to-peers



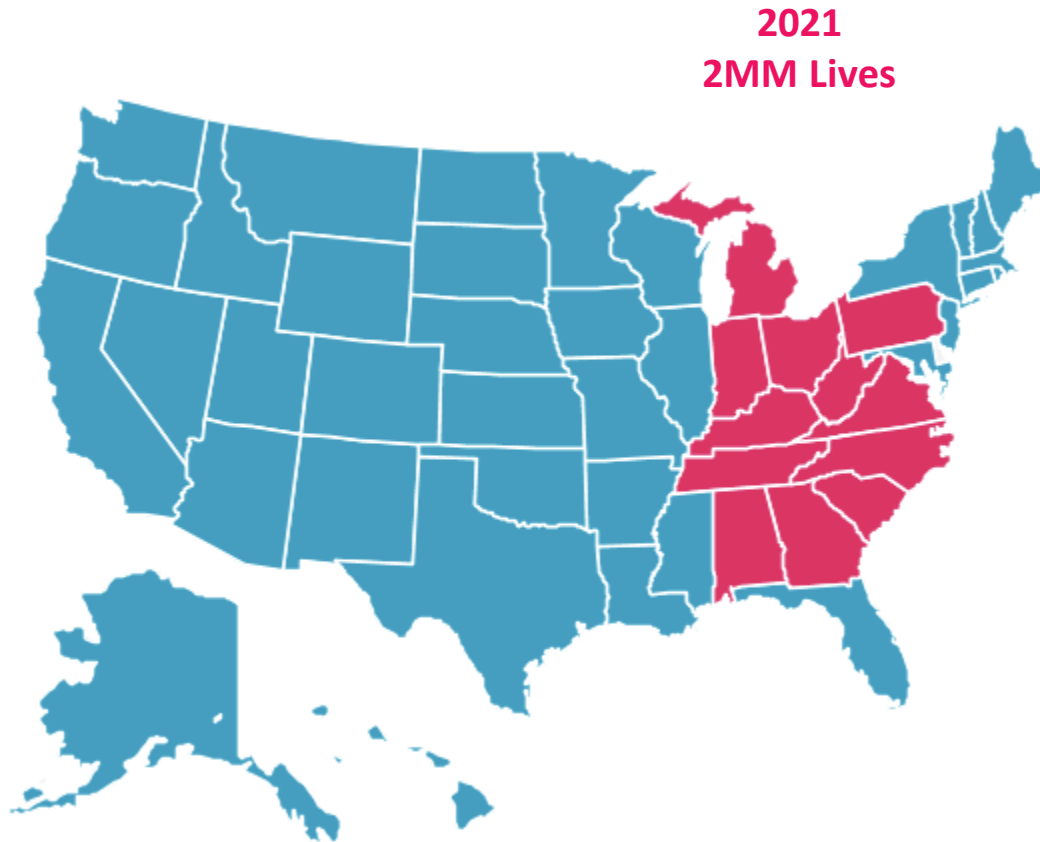
Cohere looks at the entire patient journey and enables preauthorization and management of episodes of care

- **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



In January 2021, Cohere went live in 12 states as Humana's delegated vendor for authorizations related to MSK care



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 use Cohere:

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

In 2021, 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 AAOS 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 AAOS members in healthcare technology innovation
- Explore novel ways to make use of AAOS 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 whitepaper due out in Q1 2022

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:** “Greenlighting”, 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 greenlighting based on their clinical performance on four key measures. Cohere will use learnings from this pilot to help develop greenlighting 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 greenlighting status will be made on an annual basis.
- **Status:** Recruiting underway and open through Q1 2022

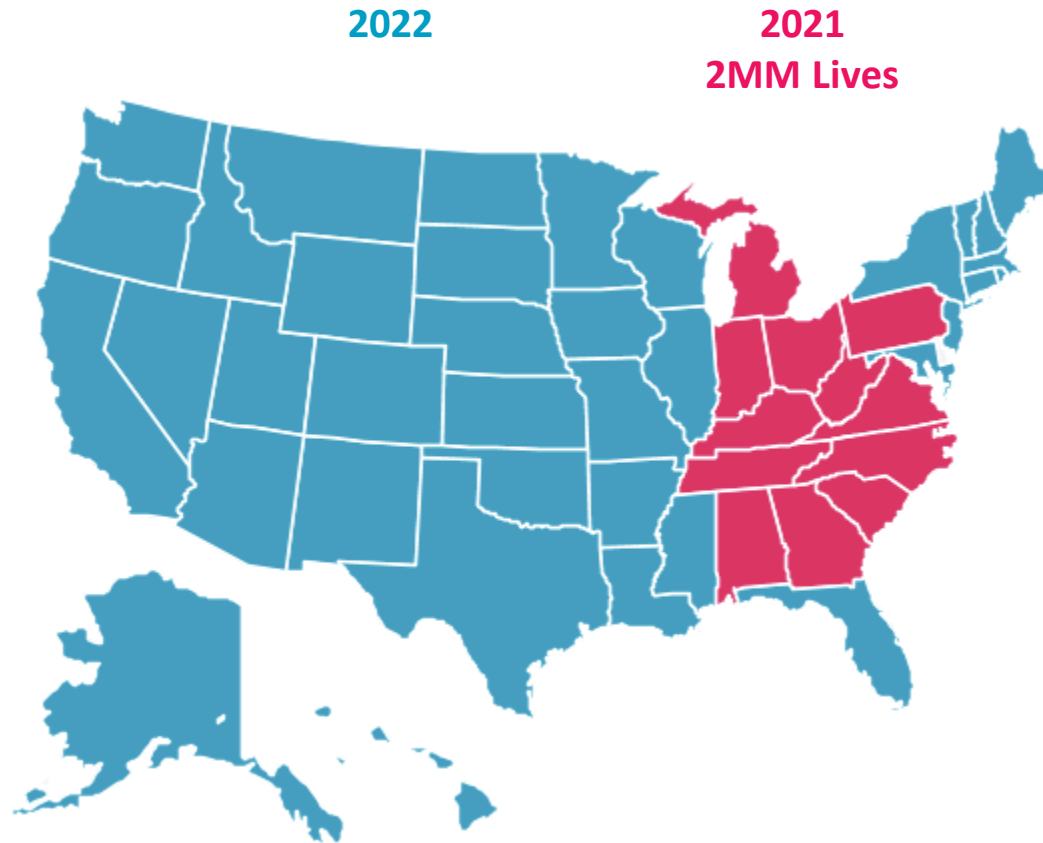
If your practice would like to participate, contact AAOS Registry Engagement RegistryEngagement@aaos.org

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

Cohere 50 State Expansion

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



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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

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!