



Provider/Patient Organized Resource Team (P²ORT)

“One call, that’s all!”

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Background

- The traditional insurance model has each department working separately from each other, which affects the Triple Aim.
- The traditional model can be costly, inefficient, and cause confusion and decreased satisfaction, e.g., from the following:
 - Call transfers to multiple representatives
 - Difficulty for providers and members getting answers or resolving issues
- FamilyCare wants to provide better service to its providers and members, so it has revolutionized its service model via the P²ORTs.



“One call, that’s all.”

- The goals of the P²ORT model are to:
 - improve access;
 - improve satisfaction of care;
 - improve call answer times and decrease in-call holds and transfers;
 - decrease emergency department utilization; and
 - decrease hospital re-admissions.
- The main objective:
 - Providers and members will only need to make **one call** to receive dedicated, focused, and specialized service from a team who knows their case and will work together in real time to address concerns and inquiries.



Implementation of P²ORTs

- Providers and their FamilyCare patients were notified of the change and will be assigned together to specific P²ORTs.
- The internal physical structure was modified so P²ORT staff would have line of sight to each other.
- Each P²ORT includes the following representatives:
 - Member Navigators;
 - Provider Navigators;
 - Referral & Authorization Navigators and Coordinators;
 - Medical Reviewers;
 - Case Managers;
 - Service Coordinators;
 - Behavioral Health and Addictions Specialists; and
 - Provider Network Services Representatives.



Project Measures

Key initiatives:

- Increase service time and quality for members and providers.
- Improve internal structure, which has allowed for better availability of managers.
- P²ORTs will work together in real-time communication on the phone, in person at provider sites, and elsewhere as needed.
- All of this will allow for specialized case management.

Next Steps



*All providers and members will soon be incorporated in the P²ORT model.

