

Provide information and background on:

- ▲ Describe the Missouri DMS experience and lessons learned in electronic health record and electronic clinical support system solutions
- ▲ Provide an overview of the direction of the Missouri DMS e.h.r. program

Program Background and Milestones

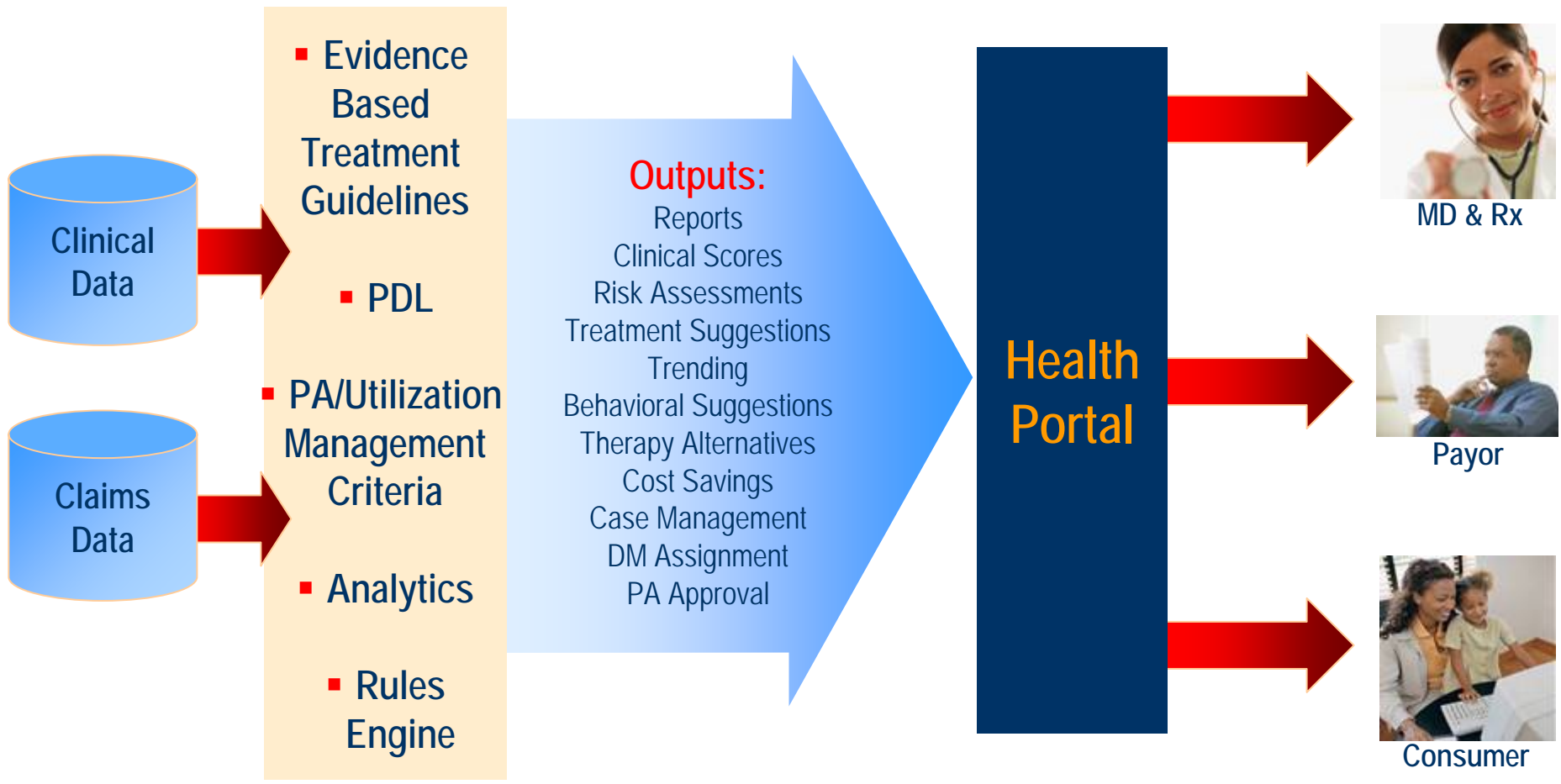
- ▲ SmartPA Implemented in 2002
- ▲ CyberAccess Pilot Initiated in 2005
- ▲ Gov. Blunt Health Information Technology Fund Passed in 2006
 - \$25 Million
- ▲ Chronic Care Improvement Awarded in June 2006 and Patients Enrolled November 2006
- ▲ CyberAccess Electronic Health Record Program Expanded Effective July 1, 2006
- ▲ Missouri DMS Role: Operator
 - Limited Missouri Provider and Payer Investment in e.h.r.

- ▲ Improve the Quality of Care
- ▲ Accelerate Provider Adoption of Health Information Technology
- ▲ Decrease Duplication of Services
- ▲ Integration between Chronic Care Improvement and E.H.R. Program
- ▲ Improve Clinical and Administrative Efficiency and Effectiveness
- ▲ Identify Threats to Public Health
- ▲ Empower Consumers with Access to Personal Healthcare Information

Keys to Success – Addressing Missouri Stakeholder Objectives

- ▲ Serves as primary point of care for the individual patient
 - Portal Customized for each Constituent (Patient, Physician, Pharmacist)
- ▲ Provides a single point or portal for all functions:
 - Complete, integrated history of the recipient
 - Decreased burden of administrative functions
 - Claims processing
 - Prior authorization programs
 - Eligibility and claim status inquiries
 - E-prescribing
 - Automatic identification of clinical defects in recipient's profile and medical history
- ▲ Works within existing processes requiring minimal change
 - Minimal provider investment

Comprehensive Model for Electronic Health Records



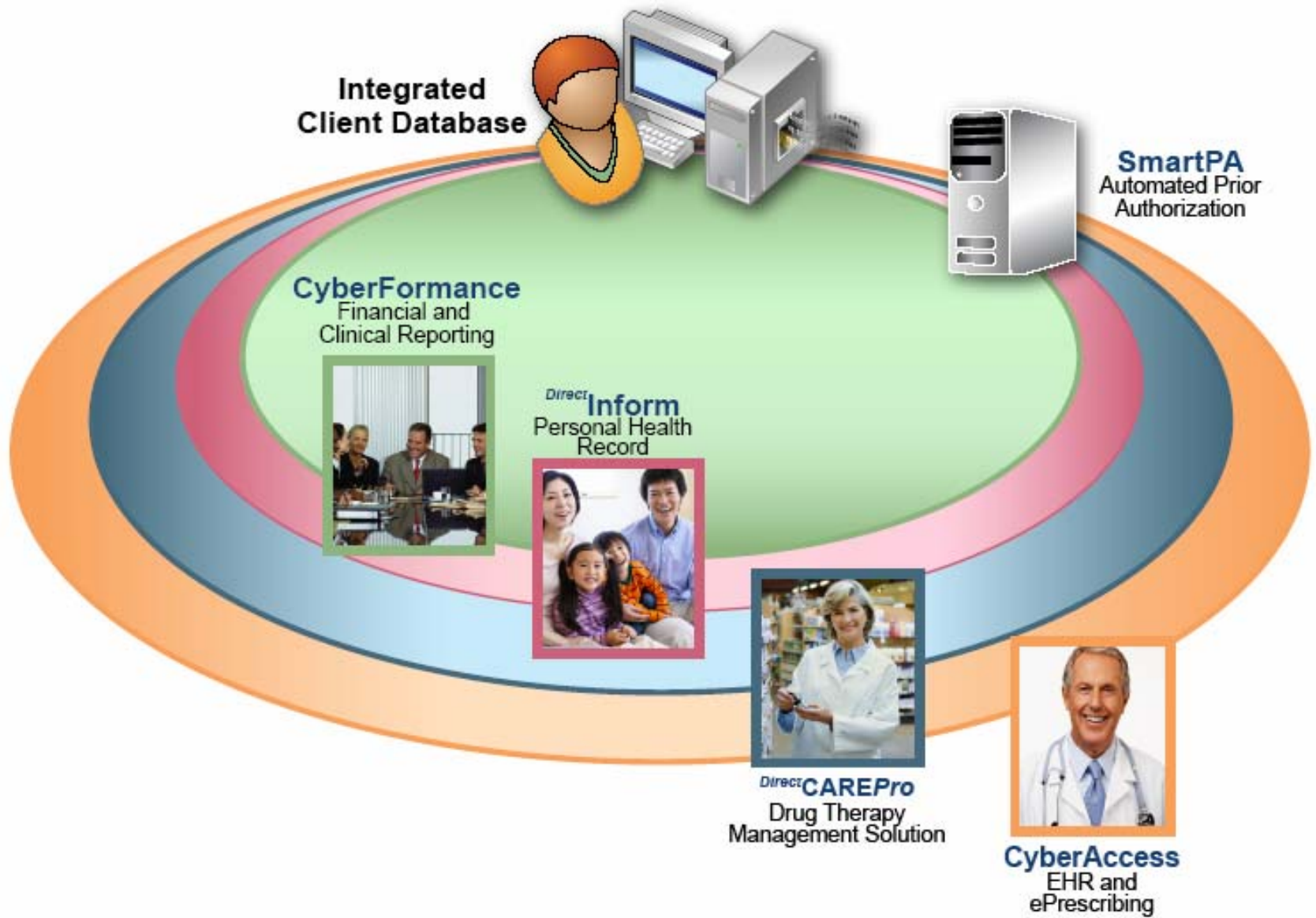
▲ Three primary web-based clinical tools:

- CyberAccess – Provider electronic health record, which is printable, and includes: patient history, clinical alerts and education and the following:
 - SmartPA
 - Imaging
 - DME
 - Psychology
 - Dental/Optometry Edits are Pending
 - E-Prescribing
- *Direct* Inform – Patient electronic health record, which is printable, and includes: patient's history, clinical alerts and education
- *Direct* CAREPro – Medication Therapy Management tool for pharmacists.

▲ Features:

- Meet privacy and security requirements – HIPAA compliant
- Web-based
- Incorporate rules engine technology to allow rapid revision due to changes in policy and/or requirements
- Incorporates reporting capabilities
- Fully integrated system

ACS Solutions



CyberAccessSM : Physician EHR Tool

- Secure Physician Access to Data
- Web-based
- Easy to use navigate
- HIPAA-compliant
- Access to all claims submitted for their patients
 - ✓ *Drug claims*
 - ✓ *Diagnosis codes*
 - ✓ *CPT codes*
 - ✓ *Lab values*
 - ✓ *Biometrics*
- Rules Engine identifies care management issues
- Electronically request a prior authorization (PA)
 - ✓ *Immediate PA Response & Guidance*
- ePrescribing



- ▲ **Web-based Medication Therapy Management solution**
 - Client sets criteria and Intervention fee
- ▲ **Leverages Pharmacist-Patient Relationship**
 - Maximizes Benefit of the Numerous Pharmacist-Patient Interfaces
- ▲ **Provides Pharmacist with:**
 - Patient Medical & Prescription History
 - List of identified care management issues
 - Simple web interface to guide and report encounter
- ▲ **Pharmacist Documents Encounter**
 - Encounter becomes a record on EHR

- ▲ **On Line Personal Health Record for Recipients**
 - Clinical & Financial Alerts
 - Healthcare and Disease Education
 - Health/Medication Optimization
 - Therapy Follow-up Recommendations
 - Printable Personal Medical Profile
 - Physician Access for ER Visits
- ▲ **Pending Roll Out in Fall of 2007**



Patient EHR Tool

Direct Inform™
Empowering Employees

Welcome Carl Osborn Sunday, July 23, 2006

[Home](#) **Health Recommendations** [Health To Do List](#) [History](#) [Benefit Cost Tracker](#) [Health Resources](#) [Account](#) [Help](#)

Health Recommendations - Your recommended health actions based on your medication and medical claims history are provided.

Click on the message for additional details.

Click on the check box beside the health recommendation to add to "to-do" list. [Print Health Recommendation Report](#)

To Do	Message	Recommendation	Remove Recommendation
<input type="checkbox"/>	Blood Pressure Monitoring	Take your blood pressure routinely and report any big changes to your healthcare provider.	<input type="checkbox"/>
<input type="checkbox"/>	Blood Sugar Testing	Use test strips to check your blood sugar every day.	<input type="checkbox"/>
<input type="checkbox"/>	Yearly Dental Exam	Make an appointment with your dentist to get a check up.	<input type="checkbox"/>
<input type="checkbox"/>	Yearly Eye Exam	Make an appointment to meet with an eye doctor to get a eye exam.	<input type="checkbox"/>
<input type="checkbox"/>	Yearly Foot Exam	Make an appointment with your doctor to get a foot exam.	<input type="checkbox"/>

Page 2 of 3

Family Member Access
View information for:
Carl Osborn
Change your family member's access to your information.

Health Profile
This report will summarize your recent medical activity and highlight your potential cost savings.
[Print Health Profile PDF](#)

Actionable patient-specific recommendations

[FAQ](#) [Contact Us](#) [Privacy](#) [System Requirements](#) [Terms and Conditions](#)

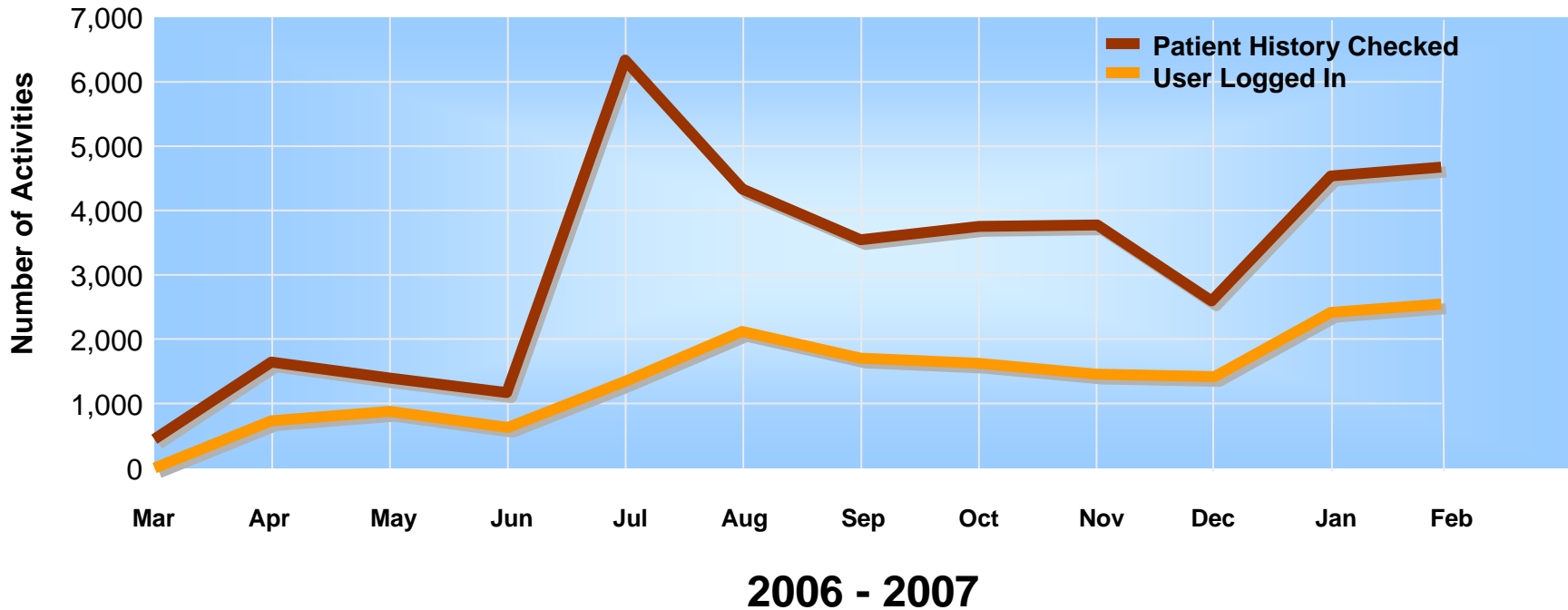
Missouri Provider Experience

- ▲ Statewide, 1,532 physician practices are enrolled & educated about EHR capabilities:
 - 10 field representatives are educating providers and their staff in the office setting
 - 1,270 offices have connected to the e.h.r. in the last 90 days
 - Over 67% of physicians are regularly using the e.h.r. at least on a weekly basis
 - Initially Targeted high impact/volume Medicaid providers
 - Office staff are typically the “power users”
- ▲ Data from multiple sources has been integrated into the health record:
 - Medicaid claims, including pharmacy, and HMO encounter claims are integrated
 - Lab data is integrated

- ▲ *Direct* CAREPro for pharmacists has been implemented:
 - Real time clinical alerts engage pharmacists in care management at the point of sale
 - First state to gather & integrate lab and HL7-like clinical data into an electronic patient record
- ▲ Health records are integrated with the disease management vendor's system, providing a complete medical history of the individual for care managers.

Missouri EHR Provider Utilization

CyberAccess Activity Report



Missouri EHR Provider Utilization

CyberAccess Activity Report

Month	Patient History Checked	Drug Rules Checked	Medical Rules Checked	Printed Prescription	Faxed Prescription	Drug Help Tickets	Medical Help Tickets	User Logged In	Other	Activities / User
Apr-06	1,726	185	0	48	0	31	0	896	0	2.22
May-06	1,327	166	0	16	0	45	0	944	0	1.65
Jun-06	1,016	85	0	5	3	29	0	755	0	1.51
Jul-06	6,211	162	29	7	2	31	10	1,294	0	4.99
Aug-06	4,275	335	181	21	11	64	22	2,019	0	2.43
Sep-06	3,603	203	215	19	1	61	61	1,623	0	2.28
Oct-06	3,758	242	188	19	31	70	47	1,733	241	2.65
Nov-06	3,770	226	146	25	16	88	54	1,579	271	2.91
Dec-06	2,538	212	94	32	11	69	22	1,438	220	2.22
Jan-07	4,540	313	188	45	21	81	49	2,205	284	2.5
Feb-07	4,637	256	148	20	52	91	44	2,423	353	2.31
Total	37,401	2,386	1,189	257	148	660	309	17,109	1,369	

- ▲ **“Version 2.0” - EMR Integration/Health Information Exchange**
 - Integration of Clinical data from a major providers' electronic medical record system
 - Adoption Rate of EMR Systems
 - “Virtual EMR”
 - Semantic Technology
 - Benchmarking and Profiling
 - Immunization/Registry Integration
 - Eligibility Clearinghouse
 - > 400 payers
 - Multipayer
 - State Employees
 - Medicaid HMOs

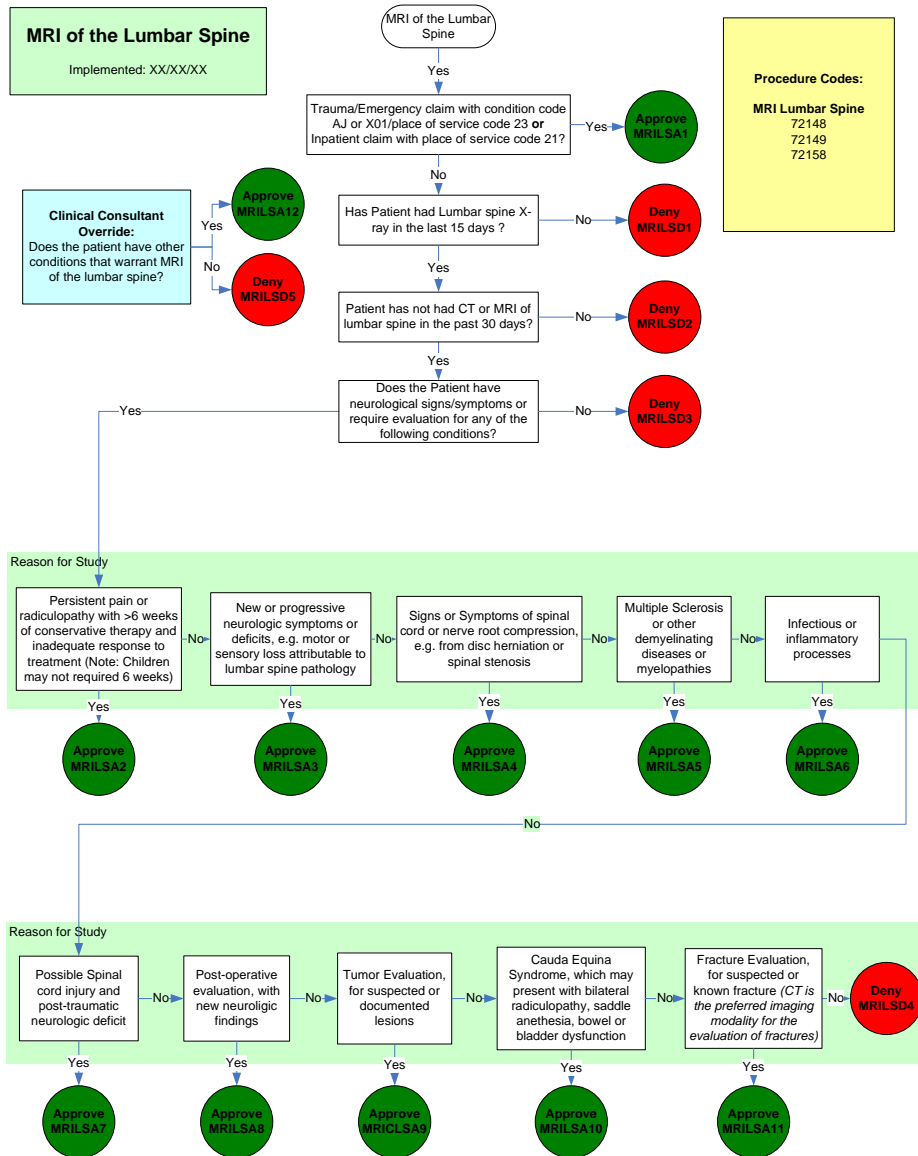
- ▲ **Integration of Clinical Management/Health Record with Administrative/Claims Processes**
 - SmartPA
 - Rules Engine – advantage of centralized model and actionable information of the point of care
 - \$117 MM in annual savings
 - \$83 MM in drug spend
 - \$8 MM in Psychology
 - \$4 MM in first qtr of Imaging Edits (\$16 MM annualized)

- ▲ **Reaching providers without EMRs – accessing a providers paper files and dictation**

- ▲ **Rules Engine – high-speed data mining and analytics. The advantage of centralized approach versus a distributed model**

- ▲ **Customized Tools for Each Constituent**
 - Physician
 - Pharmacist
 - Recipient
 - Plan
 - Care Manager

MRI of the Spine - Medical Rule Flow



- Medical Prior Authorization Rules jury PA decisions based on Rules inclusion/exclusion and specific criteria for
- Current Claim and Historical Procedure Codes
- Current Claim and historical DX
- Provider type & specialty,
- Condition codes
- Place of Service

▲ Provider Impact

- One On Line Portal That Manages:
 - Claims Processing and Admin Functions
 - On line care plan, health record and history
 - Integration of aggregated lab and clinical data
 - Clinical alerts and recommendations
- Minimal Investment
- Existing Work Flow

▲ State Impact

- Appropriate Utilization/Improved Quality
- Multipayer Platform

▲ Recipient Impact

- Tools to Make Informed Healthcare Decisions
- Better Care