



## SUMMARY NOTE

**iFHP Big Ideas Week Connect | 19 – 23 June 2023**

### **‘Care for You’**

**Dr. Tony Billittier – MD - Chief Medical Officer of Independent Health and President-Owner of Western New York Coordinated Medical Care (WNYCMC)/Care For You Independent Health**

**Mike Reilly - Senior VP Chief Healthcare Innovation & Strategy Officer of Independent Health and Executive SVP of WNYCMC/Care for You Independent Health**

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Dr Tony Billittier, Chief Medical Officer of Independent Health and President-Owner of Western New York Coordinated Medical Care “Care For You” and Mike Reilly, Senior VP Chief Healthcare Innovation & Strategy Officer of Independent Health and Executive SVP of “Care for You” introduced their highly effective, highly innovative and highly transformative programme “Care for you”. This programme serves as a best-in-class for how cost savings can be achieved while caring for the sickest patients with the most complex needs.

The Care for You program was developed to address the challenges faced by the high-cost and complex patient population, specifically focusing on the top 10% of Medicare Advantage members in upstate New York. These patients had multiple chronic conditions, high medical expenses, and were not well managed under the existing healthcare system. The program aimed to provide a transformative care delivery model with accessible and tailored care, in partnership with providers and the community.

The key objectives of the program were to offer personalized care, improve outcomes, and lower costs for the targeted patient population. The program utilized a nurse-driven approach, involving home visits, coordination with primary care physicians, and integration of technology for remote monitoring. The focus was on filling the gaps in care between different healthcare episodes and addressing social determinants of health.



**Dr Tony Billittier MD - Chief Medical Officer, Independent Health and President-Owner of Western New York Coordinated Medical Care (WNYCMC)/Care for You for Independent Health**



**Mike Reilly Senior VP Chief Healthcare Innovation & Strategy Officer of Independent Health and Executive SVP of WNYCMC/Care for You for Independent Health in USA.**

The program demonstrated positive results in its initial year. Provider engagement was high, with 96% of patients approved by primary care doctors for enrolment. Patient satisfaction was also high, with 97% expressing satisfaction with the program and 99% satisfaction with their health plan overall. The program achieved significant reductions in hospital readmissions, preventable admissions, emergency room visits, and inpatient stays. This resulted in substantial cost savings, with a per member per month savings estimated to range between \$350 and \$450.

The program's success led to it being recognized as the only five-star Medicare plan in all lines of business in the United States. It also created a positive impact on the community by providing improved care for the sickest patients, enhancing quality of life, and reducing healthcare costs. The Care for You program serves as a model for effective care delivery for high-cost and complex patient populations, focusing on personalized care, provider collaboration, and in-home support.

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For further information about the programmes at iFHP, and how you can join, please reach out to [hello@ifhp.com](mailto:hello@ifhp.com).