

PRIMARY CARE ACCESS NETWORKS PILOT PROGRAM

Annual Report February 2009

Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, FL 32308
1-888-419-3456
www.ahca.myflorida.com
www.FloridaHealthFinder.gov



All three Primary Care Access Network (PCAN) contracts were effective September 1, 2007. The contracts specify that each contractor will be reimbursed on a monthly basis for the cost of qualified encounters at all participating clinics. Qualified encounters are defined as visits by individuals that are uninsured and are not covered by Medicaid, Medicare or any other insurance program.

Based on the overall costs to operate each participating clinic during the extended hours, the contractor determines the average cost per visit multiplied by the number of eligible visits minus any co-payment received from the uninsured, to calculate the monthly reimbursable costs. To facilitate the start up of the program, each contractor received an advance of ten percent of the total contract amount in mid-September 2007 following the submission of the first deliverable.

The Federally Qualified Health Care Centers generally receive most of their funding directly from the Federal Government. In addition, the clinics receive support from individual donors, state and local foundations, and sometimes local governments. The PCAN in Orange County is unique since nearly 34 percent of its funding comes from the Orange County government.

Federally Qualified Health Care Centers provide a complete continuum of medical care, including primary, dental, mental health, substance abuse, hospital and specialty care to all residents in the community regardless of the ability to pay. While the focus of health center services is primary and preventive care, all centers are expected to have ongoing referral arrangements with one or more hospitals. Appendix A shows a listing of services provided at each of the participating clinics.

The centers provide services to Medicaid recipients, HMO enrollees, Medicare enrollees, commercially insured, and the uninsured. The uninsured are subject to a sliding fee scale based on income. Federally Qualified Health Centers generally receive the largest amount of funding through federal grants under Section 330 of the Public Health Services Act and enhanced reimbursement from Medicare and Medicaid. In addition, they can also buy prescription medications at a lower cost through the 340B Drug Pricing Program.

The following information provides contract specific information on Primary Care Access Networks (PCAN) and the clinics selected for the project. The data provided in the tables was derived from the invoices submitted by PCAN providers.

Premier Community Health Group (PCHG) operates two clinics in Pasco County:

- Health Center in Dade City
- Family Health and Pediatric Health Center in Zephyrhills, East Pasco County.

The contractor chose the Family Health and Pediatric Health Center in Zephyrhills to participate in the extended hours program, which it began in October 2007.

The network in Pasco County expended all allocated funds through the extended hours program by July 2008.

Manatee County Rural Health Services (MCRHS) operates clinics in 18 locations, 15 centers are located in Manatee County, two centers are located in DeSoto County, and Sarasota County has one center.

The following four centers were selected for participation in this pilot study:

- East Manatee Health and Wellness Center (Manatee)
- Lawton Chiles Family Health Care Center (Manatee)
- Arcadia Community Care (Desoto)
- North County Health Care Center (Sarasota)

East Manatee Health and Wellness Center and the Lawton Chiles Family Health Center implemented expanded office hours under the Primary Care Access Network (PCAN) project in September 2007. Arcadia Community Care Center in DeSoto County and North County Health Care Center began services in October of 2007.

The Manatee County Rural Health Services network expended all allocated funds through the extended hours program by September 2008.

The Orange County Board of County Commissioners contracts with the Primary Care Access Network, which is comprised of 10 primary care clinics located throughout Orange County and one specialty clinic. The Primary Care Access Network (PCAN) represents a collaborative effort among Orange County government, primary health care centers, community agencies, hospitals and other social services. This network is guided by the PCAN board, six committees and five subcommittees that meet monthly and is supported through collaboration between the public and the private sector. According to a report presented in 2007, about 41 percent of the services are funded through federal funds, 34 percent by Orange County government, and 25 percent through other sources, including fees and grants¹.

The following sites for participation in this pilot study:

- Winter Garden Family Center West (CHC)
- Winter Garden Children's Center West (CHC)
- Apopka Family Health Care Center (CHC)
- Apopka Children's Health Care Center (CHC)
- Health Care Center for the Homeless
- CFFHC – Hoffner Family Health

These sites began participation in September 2007 for the CHCs and in October 2007 for the remaining two sites.

¹ Maureen Kersmarki: Primary Care Access Network: A Public-Private Collaboration for the Uninsured, 6th Annual Medicaid Research & Policy Conference, June 28, 2007.

The network in Orange County has expended a total of \$716,927.48 as of December 31, 2008, leaving a remaining balance of \$1,183,027.52 left from the allocated funds.

Statistics for the Pilot After Hours Clinic Programs

The following tables provide an overview of each Primary Care Access network, by site, implementation time frames, visit statistics, cost data, and data reported on non-emergency hospital diversions.

**Premier Community Health Group, Inc.
Pasco County**

Extended Hours Utilized at the Zephyrhills Clinic

Clinic Site	Clinic Hours Prior to Pilot Contract		Pilot Clinic Hours	Extended Hours per Week
Zephyrhills Family and Pediatric Clinic	M, T, TH, FR	8am –5 pm	8am - 8 pm	12
	Wednesday	10 am-7 pm	8 am –8 pm	3
	Saturday	closed	8 am –1 pm	5
	Sunday	closed	closed	
	Total:			20

Number of Visits by Payor Source
Total Costs and Average Cost per Visit
October 2007 through July 2008

Zephyrhills East Pasco County	
Payor Source	# of Visits
Medicaid FQHC	234
Medicaid - MediPass	289
Medicaid HMO	822
Commercial Ins/HMO	364
Medicare	85
Self Pay (eligible recipients)	1,590
Other	99
Total Visits	3,483
Average Cost per Visit	\$311.93

Number of Uninsured Visits
and Estimated Diversions
October 2007 through July 2008

Zephyrhills East Pasco County			
	# of Uninsured Visits	Estimated # Non Urgent Emergency Diversions	# Referred to Hospital
Total	1,590	160	5

Manatee County Rural Health Services (MCRHS)

Extended Hours Utilized at Each of the Manatee County Rural Health Services Clinics

Clinic Sites	Clinic Hours Prior to Pilot Contract		Pilot Clinic Hours	Extended Hours Per Week
East Manatee Health and Wellness Center (Manatee)	M – F Saturday Sunday	8 am – 5 pm closed closed	8am – 8pm 8am – 8pm 12pm – 8pm	15 12 8
Lawton Chiles Family Health Care Center (Manatee)	M – F Saturday Sunday	8 am – 5 pm closed closed	8am – 8pm closed closed	15
Arcadia Community Care (Desoto)	M – F Saturday Sunday	8 am – 5pm 9am – 2pm closed	8am – 8pm 8am – 8pm 12pm – 8pm	15 7 8
North County Health Care Center (Sarasota)	M – Th Friday Saturday Sunday	8am – 5pm 8am – 1pm closed closed	8am – 8pm 8am – 8pm 8am – 8pm 12pm – 8pm	12 7 12 8
Total:				119

Number of Visits by Payor Source
Total Costs and Average Cost per Visit
September 2007 through September 2008

East Manatee Health and Wellness Center	
Payor Source	# of Visits
Medicaid	1,024
Commercial Ins/HMO	701
Medicare	266
Self Pay (eligible recipients)	6,621
Other	1,293
Total Visits	9,905
Average Cost per Visit	\$106.34

Number of Uninsured Visits
and Estimated Diversions
September 2007 through September 2008

East Manatee Health and Wellness Center			
	# of Uninsured Visits	Estimated # Non Urgent Emergency Diversions	# Referred to Hospital
Total	6,621	5,064	0

Number of Visits by Payor Source
Total Costs and Average Cost per Visit
September 2007 through September 2008

Lawton Chiles Family Health Care Center	
Payor Source	# of Visits
Medicaid	2,193
Commercial Ins/HMO	186
Medicare	1
Self Pay (eligible recipients)	2,586
Other	1,848
Total Visits	6,814
Average Cost per Visit	\$65.36

Number of Uninsured Visits by
and Estimated Diversions
September 2007 through September 2008

Lawton Chiles Family Health Care Center			
	# of Uninsured Visits	Estimated # Non Urgent Emergency Diversions	# Referred to Hospital
Total	2,586	2,156	0

Number of Visits by Payor Source
Total Costs and Average Cost per Visit
October 2007 through September 2008

Arcadia Community Care Center	
Payor Source	# of Visits
Medicaid	240
Commercial Ins/HMO	492
Medicare	142
Self Pay (uninsured)	1,903
Other	1,039
Total Visits	3,816
Average Cost per Visit	\$161.39

Number of Uninsured Visits
and Estimated Diversions
October 2007 through September 2008

Arcadia Community Care Center			
	# of Uninsured Visits	Estimated # Non Urgent Emergency Diversions	# Referred to Hospital
Total	1,903	1,278	0

Number of Visits by Payor Source
Total Costs and Average Cost per Visit
October 2007 through September 2008

North County Health Care Center	
Payor Source	# of Visits
Medicaid	189
Commercial Ins/HMO	47
Medicare	53
Self Pay (uninsured)	2,573
Other	729
Total Visits	3,591
Average Cost per Visit	\$158.80

Number of Uninsured Visits
and Estimated Diversions
October 2007 through September 2008

North County Health Care Center			
	# of Uninsured Visits	Estimated # Non Urgent Emergency Diversions	# Referred to Hospital
Total	2,573	1,910	0

Orange County Primary Care Access Network (PCAN)

Extended Hours for the Selected Clinics and Sites in Orange County

Site	Weekly Clinic Hours prior to Contract		Current Clinic Hours	Extended Hours Per Week
Winter Garden Family Center West (CHC)	Monday T, Th Wednesday Friday Saturday Sunday	8am – 8pm 8am – 5pm 8am – 5pm 8am – 1pm Closed Closed	8am – 8pm 8am – 8pm 8am – 5pm 8am – 1pm Closed Closed	6
Winter Garden Children’s Center West (CHC)	Monday T, Th Wednesday Friday Saturday Sunday	8am – 5pm 8am – 6pm 8am – 5pm 8am – 3pm 8am – 12pm Closed	8am – 8pm 8am – 8pm 8am – 5pm 8am – 3pm 8am – 12pm Closed	3 4
Apopka Family Health Care Center (CHC)	Monday T, Th Wednesday Friday Saturday Sunday	8am – 5pm 8am – 7pm 8am – 5pm 8am – 12pm Closed Closed	8am – 8pm 8am – 8pm 8am – 5pm 8am – 12pm Closed Closed	3 2
Apopka Children’s Health Care Center (CHC)	M, W T, Th Friday Saturday Sunday	8am – 5pm 8am – 7pm 8am – 5pm 8am – 12pm Closed	8am – 8pm 8am – 8pm 8am – 5pm 8am – 12pm Closed	6 2
Health Care Center for the Homeless (HCCH)	M – F Saturday Sunday	8am – 5pm Closed Closed	8am – 8pm 9am – 2pm Closed	15 5
CFFHC – Hoffner Family Health Care Center	M & W T, Th Friday Saturday Sunday	8am – 7pm 8:30a – 5:30p 8am – 12pm Closed Closed	8am – 7pm 8:30a–5:30p 8am – 5pm 8am – 5pm Closed	5 9
Total				60

Number of Visits by Payor Source
Total Costs and Average Cost per Visit
October 2007 through December 2008

Hoffner Family Health Care Center	
Payor Source	# of Visits
Medicaid	78
Medicaid HMO	176
Commercial Ins/HMO	39
Medicare	22
Self Pay (eligible recipients)	1,161
Other	0
Total	1,476
Average Cost per Visit	\$207.93

Number of Visits by Payor Source
Total Costs and Average Cost per Visit
October 2007 through December 2008

Health Care Center for the Homeless	
Payor Source	# of Visits
Medicaid	116
Medicaid HMO	0
Commercial Ins/HMO	0
Medicare	7
Self Pay (eligible recipients)	2,305
Other	0
Total	2,428
Average Cost per Visit	\$126.86

Number of Uninsured Visits
and Estimated Diversions
October 2007 through December 2008

Hoffner Family Health Care Center			
	# of Uninsured Visits	Estimated # Non Urgent Emergency Diversions	# Referred to Hospital
Total	1,161	488	12

Number of Uninsured Visits
and Estimated Diversions
October 2007 through December 2008

Health Care Center for the Homeless			
	# of Uninsured Visits	Estimated # Non Urgent Emergency Diversions	# Referred to Hospital
Total	2,305	852	276

The following tables show the combined data for the four Community Health Centers (CHCs) listed above.

Number of Visits by Payor Source
Total Costs and Average Cost per Visit
September 2007 through December 2008

Community Health Centers, Inc. (CHC)	
Payor Source	# of Visits
Medicaid	510
Medicaid HMO	451
Commercial Ins/HMO	439
Medicare	60
Self Pay (eligible recipients)	1,556
Other	0
Total	3,016
Average Cost per Visit	\$151.62

Number of Uninsured Visits
and Estimated Diversions
September 2007 through December 2008

Community Health Centers, Inc.			
	# of Uninsured Visits	Estimated # Non Urgent Emergency Diversions	# Referred to Hospital
Total	1,556	206	0

What Could Funding for Extended Hours Clinics Mean for Florida?

Hospital emergency departments (ED) are the one place where individuals cannot be denied services regardless of their ability to pay. The hospital emergency departments play a significant role in providing services to the uninsured, underinsured, and those individuals with limited access to primary care services.

Prior to the implementation of the pilot project, there had been an average 32 percent decrease in non-urgent emergency room services used by the uninsured in those areas where the “Primary Care Access Network” clinics were in operation². The Primary Care Access Network project was created with the goal to further decrease the percentage of emergency department visits by extending the operating hours at the currently overcrowded clinics in the Primary Care Access Network.

The overall average cost per visit, derived from monthly invoices submitted to the Agency by the participating Primary Care Access Network clinics, was \$140.27. Appendix B shows the monthly total number of encounters and total expenses by clinic per month and the calculated average cost per visit.

The data provided by the Primary Care Access Network clinics shows that on average, the uninsured person accesses services through the Primary Care Access Network clinics more often than persons with insurance or those with other means of coverage.

A summary of the individual Primary Care Access Network clinic general extended hours experience follows:

Premier Community Health Group, Inc. received \$400,000 to fund its extended hours program. The program in Pasco County became operational in October 2007 and expended all allocated funds by July 2008. The Zephyrhills clinic recorded a total of 3,483 encounters during the extended hours program, of which 1,590 represent visits by the uninsured. The total estimated number of non urgent emergency diversions was 160. The average cost per visit during the Zephyrhills clinic extended hours was \$311.93.

Manatee County Rural Health Services received \$1,200,000 to fund its extended hours program. All counties that make up the Manatee County Rural Health Services programs became operational by October 2007 and expended all allocated funds by September 2008. A total of 24,126 encounters were recorded in the four clinics during the extended hours, of which 13,683 represent visits by the uninsured. The total estimated number of non urgent emergency diversions was 10,408. The average cost per visit during the extended hours was \$111.28.

² Maureen Kersmarki: Primary Care Access Network: A Public-Private Collaboration for the Uninsured, 6th Annual Medicaid Research & Policy Conference, June 28, 2007.

Orange County Board of County Commissioners received \$1,900,000 to fund its extended hours program. All counties that make up the Orange County Board of County Commissioners programs became operational by October 2007. The program in Orange County has expended a total of \$716,927.48 of the allocated funds, as of December 31, 2008, leaving a remaining balance of \$1,183,072.52. A total of 6,920 encounters were recorded for the six clinics during the extended hours, of which 5,022 represented visits by the uninsured. The total estimated number of non urgent emergency diversions was 1,546. The average cost per visit during the extended hours was \$154.94.

While clinic encounter data is available for the Premier Community Health Group and the Manatee County Rural Health Services program, the breakdown of the number of uninsured by age and gender has not yet been provided. The clinic encounter data for the Orange County Board of County Commissioners program reflects data received through December 2008 and it also does not include the breakdown of the number of uninsured by age and gender. Since these clinics are still operational full encounter data will not be available to evaluate until the end of the contract or its funding expended whichever occurs first.

In all cases, the PCAN extended hours program shows individuals with non-emergent needs having been diverted from area hospital emergency departments. The average cost per visit experienced by each extended hours program is less than the average cost per emergency department visit. These two factors would indicate that the availability of extended clinic hours provides greater access to the uninsured population as well as potential savings to the health care delivery system.

However, in order to fully determine the effectiveness of the PCAN extended hours pilot program, data from the approximately 21 hospitals in the affected areas must be considered and analyzed. Once all data is received and an analysis is completed, final recommendations will be presented.

Appendix A Services Provided By Participating Primary Care Clinics

Services	Acute Care	Chiropractic	Dental	Family	Infectious Disease	Internal Medicine	OB/GYN	Optometry	Pediatrics	Pharmacy	Podiatry
Clinic Name											
Manatee County Rural Health Services, Inc.											
East Manatee Health and Wellness Center, Manatee County	X	X	X	X			X	X		X	
Lawton Chiles Family Health Care Center, Manatee County			X						X	X	
Arcadia Community Care, Desoto County		X					X				
North County Health Care Center, Sarasota County				X		X			X	X	
Premier Community Healthcare Group, Inc.											
Zephyrhills Family and Pediatrics Clinic, Pasco County	X			X	X				X		
Orange County Board of County Commissioners											
Winter Garden Family, Orange County	X	**		X	**	**	X	**		X	**
Winter Garden Children's, Orange County	X		*	X					X	X	
Apopka Family, Orange County	X	**	*	X	**	**	X	**	X	X	**
Apopka Children's, Orange County	X		*	X					X	X	
Orange Blossom Family Health Center, Orange County	X	**	*	X	**	**	X	*	X	X	**
CFFHC-Hoffner, Orange County	X	**		X	**	**	**	**	X	X	**

LEGEND:

x- offered during after hours

*- offered during regular hours but not during after hours

** - not offered at clinic but adult patients at or below 125% FPL, Orange County residents and U.S. citizens are referred to our PCAN specialty care network. This service is free of charge to the patient. The network includes the following 18 specialties: cardiology, dermatology, endocrinology, ENT, general surgery, gynecology, hematology/oncology, infectious disease, internal medicine, mental health, neurology, nephrology, ophthalmology, orthopedics, physical therapy, podiatry, rheumatology, and urology.