

July 19, 2019

SJVIA Board Meeting: Consultant's Report on Centers of Excellence

Keenan was asked to explore both the Anthem Blue Cross and Kaiser Permanente Centers of Excellence (COE) networks. These networks have been identified to promote efficiencies in cost and outcomes and is available to respective members of the SJVIA at no additional cost. It is our recommendation to the SJVIA to conduct an employee awareness campaign to promote these Centers of Excellence for members to be aware of the resources available for specialized medical procedures with improved costs. Keenan will meet with SJVIA staff to develop and implement a Centers of Excellence communication campaign, including a timeline.

Anthem Blue Cross

Anthem Blue Cross' Centers of Excellence include its network comprised of two types of facilities: Blue Distinction Center (BDC) and Blue Distinction Center+ (BDC+). These centers are accessible and available at no cost to the SJVIA. A partial list of the network (from Bakersfield to Sacramento) is on page 3. This list includes the specialties provided in each facility. For the full listing, please refer to Appendix A. A BDC is a facility recognized for its expertise in delivering specialty care. A BDC+ is a facility recognized for both its expertise and efficiency in delivering specialty care. Anthem does not track individual outcomes within this network; however, rigorous metrics must be met and maintained throughout the cycle. Each BDC is subject to an 18-24-month cycle of re-designation. The network changes from time to time and for this reason Anthem should be contacted for the most up-to-date BDC facility list.

Dedicated case management units assist members in identifying centers located near their place of residence. Travel and lodging benefits are standard for transplants, but travel and lodging may be available for other procedures; generally, the center must be 75 miles from the member's home. IRS guidelines are followed to avoid any tax implications for the member.

Primary Care Physicians (PCPs) receive detailed notes in the exchange of information from the BDC. PCPs also receive checklists to encourage and facilitate post care involvement of the member.

Employees can call Anthem member services to obtain information on BDCs. Online, the Find a Doctor Tool assists in identifying centers. In 2019, Anthem will launch a new BDC program focusing on substance use recovery and treatment.

Kaiser

Patients are referred to a COE specialty provider by PCP referral when medically necessary. The specialized physician manages the member's care and the PCP is kept updated. Members are encouraged to learn as much as possible regarding their condition and develop a good relationship with their PCP.

COEs are used for acute medical conditions or needs such as transplants, cardiac care, bariatric surgery, and neonatal intensive care units. For transplants, Kaiser arranges and pays for transportation (within the U.S.) for medically necessary trips, including evaluation, transplants, follow-up for the member and one care-giver if needed. Lodging is also arranged and covered and a per diem living expense for the member (while out of the hospital) and one caregiver is provided.

The full list of Kaiser's COE facilities is shown in Appendix B. Page 4 of this report includes a partial list which includes facilities in Fresno and north to the Sacramento region. Like Anthem, Kaiser does not track the success outcome of each location.

Conclusion

Both Anthem Blue Cross and Kaiser Permanente have identified facilities that provide better outcomes and are more cost efficient, within their applicable networks. It is our recommendation that the SJVIA promote these networks to make members aware of their availability and the positive impact these centers have on improving outcomes and lowering costs. Keenan will meet with SJVIA staff to develop and implement a COE communication campaign, including a timeline.

Anthem Blue Cross

CA Designated Centers as of 4/19/19

Provider Name	Provider Address 1	Provider City	Program Type	Subspecialty	Designation Type
Adventist Health Bakersfield	2615 Chester Ave	Bakersfiel	Bariatric	Comprehensive	BDC
Adventist Health Bakersfield/ San Joaquin Comm	2615 Chester Ave	Bakersfiel	Bariatric	Gastric Stapling	BDC
Clovis Comm Hosp	2755 Herndon	Clovis	Bariatric	Comprehensive	BDC+
Doctors Medical Center of Modesto	1441 Florida Ave	Modesto	Bariatric	Comprehensive	BDC
Drs Hosp of Manteca	1205 E North St	Manteca	Bariatric	Comprehensive	BDC+
Fresno Heart Hospital LLC	15 E Audubon	Fresno	Bariatric	Comprehensive	BDC+
Mercy San Juan Hosp	6501 Coyle Ave	Carmicha	Bariatric	Comprehensive	BDC+
Methodist Hosp of Sacramento	7500 Hospital Dr	Sacramento	Bariatric	Comprehensive	BDC
UC Davis Med Ctr	2315 Stockton	Sacramento	Bariatric	Comprehensive	BDC
UC Davis Med Ctr	2315 Stockton	Sacramento	Bariatric	Gastric Banding	BDC
UC Davis Med Ctr	2315 Stockton	Sacramento	Bariatric	Gastric Stapling	BDC
Community Medical Center Fresno	2823 Fresno St	Fresno	Cardiac Care		BDC
Doctors Medical Center of Modesto	1441 Florida Ave	Modesto	Cardiac Care		BDC
Mercy General Hospital	4001 J St	Sacramento	Cardiac Care		BDC
Mercy San Juan Medical Center	6501 Coyle Ave	Carmicha	Cardiac Care		BDC
UC Davis Med Ctr	2315 Stockton	Sacramento	Cardiac Care		BDC
Adventist Health Bakersfield	2615 Chester Ave	Bakersfiel	Knee and Hip		BDC+
Bakersfield Memorial Hospital	420 34th St	Bakersfiel	Knee and Hip		BDC
Fresno Comm Hosp	2823 Fresno St	Fresno	Knee and Hip		BDC+
Kaweah Delta District Hosp	400 W Mineral	Visalia	Knee and Hip		BDC+
Mercy Hosp Bakersfield	2215 Truxtun	Bakersfiel	Knee and Hip		BDC+
Mercy Med Ctr Mercedcomm	333 Mercy Ave	Merced	Knee and Hip		BDC+
Mercy San Juan Medical Center	6501 Coyle Ave	Carmicha	Knee and Hip		BDC+
Methodist Hosp of Sacramento	7500 Hospital Dr	Sacramento	Knee and Hip		BDC+
St Agnes Med Ctr	1303 E Herndon	Fresno	Knee and Hip		BDC+
UC Davis Med Ctr	2315 Stockton	Sacramento	Knee and Hip		BDC
Bakersfield Memorial Hospital	420 34th St	Bakersfiel	Maternity Care		BDC
Clovis Comm Hosp	2755 Herndon	Clovis	Maternity Care		BDC+
Community Medical Center Fresno	2823 Fresno St	Fresno	Maternity Care		BDC+
Dameron Hosp Assoc	525 W Acacia St	Stockton	Maternity Care		BDC
Doctors Medical Center of Modesto	1441 Florida Ave	Modesto	Maternity Care		BDC
Drs Hosp of Manteca	1205 E North St	Manteca	Maternity Care		BDC+
Fresno Comm Hosp	2823 Fresno St	Fresno	Maternity Care		BDC+
Kaweah Delta District Hosp	400 W Mineral	Visalia	Maternity Care		BDC+
Lodi Memorial Hosp	975 S Fairmont	Lodi	Maternity Care		BDC
Madera Comm Hosp	1250 E Almond	Madera	Maternity Care		BDC+
Mercy General Hospital	4001 J St	Sacramento	Maternity Care		BDC
Mercy Med Ctr Mercedcomm	333 Mercy Ave	Merced	Maternity Care		BDC
Mercy San Juan Medical Center	6501 Coyle Ave	Carmicha	Maternity Care		BDC
Methodist Hosp of Sacramento	7500 Hospital Dr	Sacramento	Maternity Care		BDC
St Agnes Med Ctr	1303 E Herndon	Fresno	Maternity Care		BDC+
St Josephs Med Ctr of	1800 N	Stockton	Maternity Care		BDC
UC Davis Med Ctr	2315 Stockton	Sacramento	Maternity Care		BDC
Adventist Health Bakersfield	2615 Chester Ave	Bakersfiel	Spine Surgery		BDC+
Bakersfield Memorial Hospital	420 34th St	Bakersfiel	Spine Surgery		BDC+
Fresno Comm Hosp	2823 Fresno St	Fresno	Spine Surgery		BDC+
Kaweah Delta District Hosp	400 W Mineral	Visalia	Spine Surgery		BDC+
Mercy Hosp Bakersfield	2215 Truxtun	Bakersfiel	Spine Surgery		BDC+
St Agnes Med Ctr	1303 E Herndon	Fresno	Spine Surgery		BDC+
UC Davis Med Ctr	2315 Stockton	Sacramento	Spine Surgery		BDC

Kaiser Northern California Centers of Excellence:

- **Oncology**
 - Bladder cancer
 - ◆ Oakland, South Sacramento
 - Brain cancer
 - ◆ Adult: Sacramento, Redwood City, Fresno
 - ◆ Pediatric: Oakland, Roseville, Santa Clara
 - Esophageal cancer
 - ◆ Oakland, Santa Clara, South Sacramento, Modesto
 - Gynecologic cancer
 - ◆ Oakland, San Francisco, Walnut Creek, Sacramento, Santa Clara
 - Head and neck cancer
 - ◆ Oakland/Walnut Creek, Sacramento/South Sacramento, Santa Clara
 - Liver cancer
 - ◆ Oakland, Antioch, San Francisco, Sacramento, San Jose
 - Pancreatic cancer
 - ◆ Oakland, Antioch, San Francisco, Sacramento, San Jose
 - Thyroid cancer (medullary or anaplastic)
 - ◆ Oakland, Sacramento, Santa Clara, South Sacramento
 - Inpatient TX for acute leukemia and lymphoma
 - ◆ Santa Clara, Oakland, Roseville
 - Radiation oncology
 - ◆ Oakland, Sacramento, Roseville, Santa Clara, South San Francisco
 - Pediatric oncology
 - ◆ Santa Clara, Oakland, Roseville
 - Oncology clinical trials
 - ◆ Most medical centers
- **Cardiac care**
 - South Sacramento
- **Bariatrics**
 - Richmond, Fresno, Fremont, South Sacramento, South San Francisco
- **Neuroscience/Neurosurgery**
 - Adult: Sacramento, Redwood City
 - Pediatrics: Oakland, Roseville, Santa Clara
- **Total joint replacement**
 - Santa Rosa, South Sacramento, Modesto, Fresno, Antioch (also called Deer Valley), Vacaville, Vallejo, Roseville, Sacramento, San Rafael, San Francisco, San Leandro, South San Francisco, Redwood City, Santa Clara, San Jose
- **Robotic surgery**
 - Walnut Creek, South Sacramento, Santa Clara San Francisco
- **Spine surgery**
 - Oakland, Sacramento, San Jose
- **Maxillofacial**
 - Oakland, South Sacramento, Santa Clara