Frequently Asked Questions for Clinic Staff

1. What is the Intensive Outpatient Care Program (IOCP)?
IOCP is a program designed to improve ambulatory care for high risk and high cost patients in the western U.S. IOCP was created based on clinical evidence that some patients can benefit from enhanced care coordination by a team of care coordinators supporting a patient’s primary care physician. IOCP is made possible through the Pacific Business Group on Health (PBGH), a non-profit organization representing 60 companies that purchase health coverage for 10 million employees and dependents, and works to improve the quality and availability of health care.

2. What are the goals of the Intensive Outpatient Care Program?
The goals of IOCP are to:
- Deliver personalized, quality health care;
- Improve the health of participants, help them maintain their health and increase satisfaction with care;
- Design a health care model that can be expanded to provide affordable, quality care to additional patients.

3. How were patients selected?
Patients are selected by the participating IOCP clinic where they may have been seen. Patients are invited to join:
- Due to an ongoing or persistent health condition;
- At the recommendation of their physician;
- As a result of a serious event (such as an emergency room visit or hospitalization).

4. Can anyone participate in IOCP?
No, patients must be invited to participate in IOCP based upon specific health needs.

5. Is it mandatory for patients to participate in IOCP?
Participation is completely voluntary. Patients were identified as someone who might benefit from highly-personalized, well-coordinated health care.
6. **What does it mean for the physician’s practice in your clinic?**
Physicians may be asked to participate in the IOCP if their practice has a significant number of Medicare patients with chronic conditions and multiple comorbidities, and some have been identified as being at high risk of hospitalization and emergency room visits.

7. **How would it affect the physician’s practice in your clinic?**
   - Physicians will work as part of the care coordination team which will include having regular interaction with their patients enrolled in the IOCP and may involve phone or in-person updates with the care coordinator.
   - The IOCP will reduce unnecessary or avoidable visits that are quite challenging to manage and might be a source of frustration for the physicians, allowing them to focus on (or more easily accommodate) patients that are new and/or need urgent attention.
   - Patients will come more prepared for their visit (with their labs, etc.) letting you provide a better quality of care.

8. **Why is the IOCP offered only in certain locations or clinics?**
Specific practices were selected based on their proven track record to improve quality for the patients, volume of eligible patients, and ability to innovate and transform patient care.

9. **What can patients expect if they decide to participate in the IOCP?**
Patients can expect:
   - A dedicated Care Coordinator;
   - At least monthly contact from their Care Coordinator;
   - Access to the IOCP Care Team 24/7 via secure email or phone;
   - Promptly returned phone calls for urgent questions and issues;
   - Same day appointments;
   - Personalized support for your health goals.

10. **What is the role of the Care Coordinator?**
The care coordinator will:
   - Manage data for patient identification and program tracking;
   - Know benefits of patient’s insurance plan;
   - Develop trusting, long-term relationships with patients;
   - Coordinate the various services needed by the patients, and potentially attend specialist visits to help with interpretation of and adherence to clinical information;
   - Ensure patients are prepared prior to visiting your office. Facilitate the pre-visit planning and the entire intake process;
   - Connect patients to community and social services as needed;
   - Provide ongoing care coordination, including follow-up to overnight and weekend medical support (e.g., advice lines and on-call) needed by patients through in-person visits, phone and email.
11. How much do patients have to pay to participate?
There is no cost for patients to participate in the IOCP.

12. Will the patient’s health benefits change if they decide to participate?
No. The patient’s health benefits will remain unchanged.

13. How long can patients or physicians participate in the IOCP?
Participation in the IOCP is completely voluntary. Both, the patient or the physician can end their participation at any time.

14. What can I do to support IOCP?
Meet with the Care Coordinators in your clinic to spend some time to know them and understand how you might be able to help them provide the excellent care that you provide to your patients.