

Arizona Care Network and UnitedHealthcare Collaborate on Impressive Results.

Dr. Thomas Biuso, the West region senior medical director for UnitedHealthcare, has witnessed some impressive performances by ACOs during his 11 years with the company, but the Arizona Care Network stands out.



David Hanekom, MD, FACP, CMPE
Chief Executive Officer
Arizona Care Network

“Arizona Care Network truly transformed from a transactional fee-for service way of doing business to one that improves the quality of care for people,” said Dr. Biuso. What’s more, “it shows how the payer and clinical network can align themselves in a collaborative fashion.”

Arizona Care Network and UnitedHealthcare launched an ACO on May 1, 2014, to improve care quality and reduce costs for thousands of Phoenix-area residents enrolled in UnitedHealthcare’s employer-sponsored health plans. Now including more than 5,000 clinicians in Maricopa and Pinal counties, the ACO has already elevated quality and reduced health care spend by millions of dollars for UnitedHealthcare members,

including reducing acute hospital admissions by 22 percent and reduced the average patient’s length of stay in the hospital by 25 percent.

Dr. David Hanekom, CEO of Arizona Care Network, said reports provided by UnitedHealthcare on topics such as closing gaps in care, treating patients with multiple chronic conditions, and handling monthly claims data were key to their improvements. Arizona Care Network was also included in UHC’s premium designation program, which uses quality and cost efficiency criteria to help members make more informed choices about their care. And the two companies established collaborative working groups to identify additional opportunity to improve care and services.

“UnitedHealthcare produces some of the best reports I’ve seen in my career from any payer,” Dr. Hanekom said. “The willingness of UnitedHealthcare to share that information with us means we can take responsibility for optimizing our organization to meet the needs of our patient population.”

Furthermore, he said, the mutual willingness of UnitedHealthcare

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Reduced health care spending by

\$3.9M

Reduced acute hospital admissions by

22%

Reduced acute hospital bed days by

25%

and Arizona Care Network to share information and data demonstrated a shared commitment to putting patients at the center of the process and improving health care for the people in the surrounding communities. “When an organization like UnitedHealthcare decides to share this kind of unique insight with a trusted collaborator like Arizona Care Network, you get rapid results. This is the kind of relationship that helps transform our health care system,” he said.