


Improving primary care is the key to better care, smarter spending, and healthier people and communities. Connecticut is launching a new initiative to modernize primary care. It will double primary care spending so doctors can provide **more support** and increase flexibility to make care **better and more convenient** for patients.

We can't solve primary care challenges...

...if we keep taking the same approach.



Hard to access

No home or video visits


No time to listen

No help between visits

Long wait times

High out of pocket costs

No response to calls or e-mail



Too little payment

No payment for help between visits

No payment for longer visits

No payment for phone calls or e-mail

No payment for home or video visits



Instead, we need an approach that will:

Increase Primary Care Spending  
& Increase Payment Flexibility

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## What are we proposing?

The new Office of Health Strategy (OHS) is partnering with physicians, payers and consumers to launch a primary care modernization initiative. This initiative combines **new ways of caring for patients** with **flexible up-front payment**. It builds on a strong foundation of **patient-centered, relationship-based** medicine.

## How will this be different from other care delivery and payment models?

Connecticut physicians, payers and consumers will participate in the development of the model by defining the **new ways of providing care** and stages of change that will take place over a five-year period.

## How will it work?

OHS will engage **ACO practices, FQHCs, Employers, Payers, and Consumers** through committees, panels, and special engagements.

Stakeholders will develop a model that includes: **Care Team Capabilities, Payment Model Design, Staging, Reporting, and Technical Assistance.**

All Connecticut payers will be invited to participate by adopting primary care payment methods that:

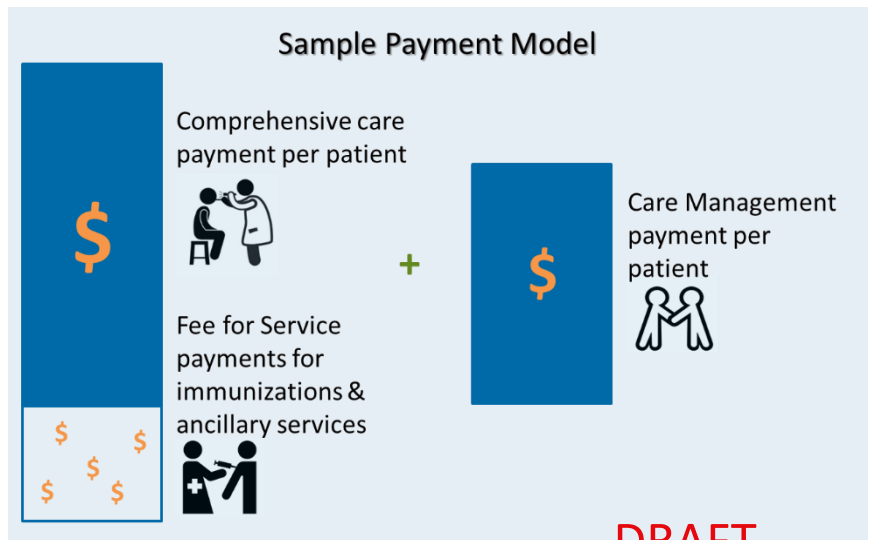
- Provide a **stable source of revenue** so that doctors **do not have to pay out of their own pockets** when they spend more time with patients, answer patient e-mails or phone calls, or visit by video.
- **Double the amount that primary care doctors are paid** so that they can expand their care teams and invest in new ways of caring for and supporting their patients.

Doctors will be able to hire health coaches to support patients between visits or care coordinators to help connect to needed services. They can also hire patient navigators to guide patients through the care process and deal with obstacles like the cost of medication.

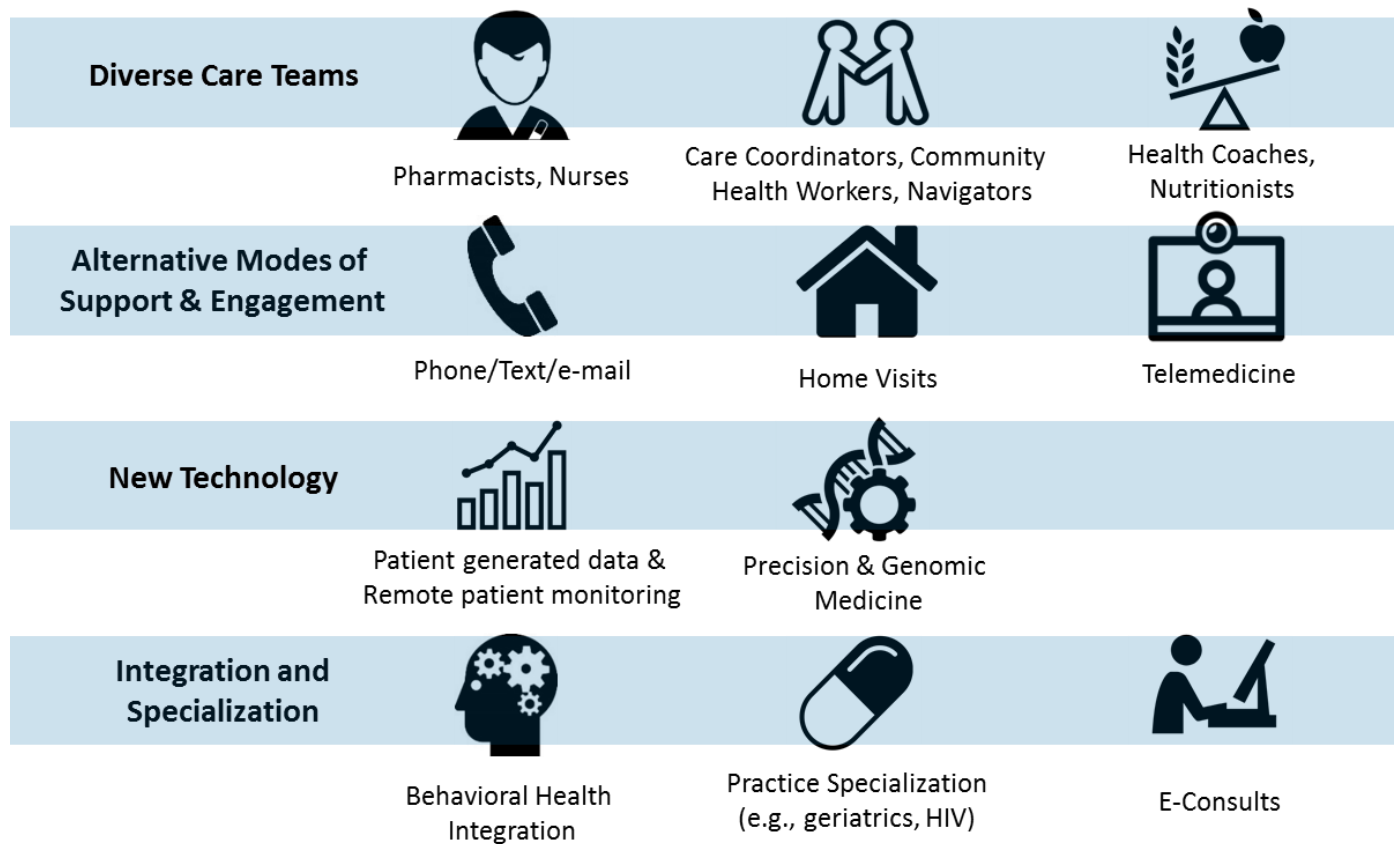
## What does modernization mean for payment?

- Double primary care payment
- Up-front payments for flexible service

Instead of getting paid for every visit, practices will be **paid up-front**, based on the needs of their patients. This will allow doctors to be **flexible** in how they care for patients. They will be able to spend **more time** with patients who need it. They may also do **home-visits or use phone, e-mail or video** to work with patients. Up-front payments will make this possible, so doctors won't have to do these things for free or not do them at all.



## What does modernization mean for practice?



## Why should I support this initiative?

This initiative will set Connecticut on a new path for advancing primary care. It will help doctors achieve quality goals in shared savings arrangements like the Medicare Shared Savings Program or PCMH+. It will help practices “modernize” by supporting patients in new ways that get better outcomes. It will also bring back the joy of practice. Strong consumer support is essential to making this initiative a reality.