

EMH Health System Requirements

Category	Program Need	Source (Hospital)
Primary Care	On-site access for employees and dependents Contract staffing for on-site medical	Consulting assistance Architectural Access to equipment and suppliers Biomedical electronics Staffing support Call coverage
	After hours coverage for PCPs	Hospitalists ED Urgent care Call coverage Answering Service
Specialty Support	On-site specialists Radiology support Pathology support	Contract assistance with hospital-based specialists Coordination of computer and registration functions
	Narrow network or high-performing network	Assistance with data and information Access to specialists Coordination of specialty support to foster access and reduction of duplication
Case Management	On-site nurse concierge in a “care management” mode	Reporting and access mechanisms developed to support immediate notification Access to inpatients (and inpatient records) Coordination with IT functions

EMH Health Care System Requirements
Page 2

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Occupational Health and Worker's Comp	On-site coordination with primary care and diagnostics	Occupational medicine support Access to software Access to return-to-work programming
Rehab and Return to Work Services	On-site PT On-site rehab facility	Contract staffing Coordination with protocols and comp reporting
Wellness and Health Maintenance	On-site exercise facility Access to health awareness and training programs Access to a health screening product (coordinated with the EMR and EHR)	Contract staffing Inclusion of wellness and preventive material in the EMR and EHR records
Disease State Management Programming		Linkages required
EMR and EHR (with patient portal)		Linkages required
Routine Claims Analysis and Reporting		Linkages required
Benefit Redesign (to Assure Steerage)		Access program, pre-registration, special handling of co-pays and deductibles, special services for premium patients (of participating employers) and family amenities
Employee Assistance Programming		
Pharmacy Services and PBM		Linkages required

EMH Health Care System Requirements
Page 3

Category	Program Need	Source (Hospital)
Employee and Dependent Awareness Program (PR)		Coordination with hospital programming and special access and pricing required
Employee and Dependent Wellness Incentive Program		Coupons and access programming
Regional Specialty Network (High Performance, First Tier)		Coordination with other institutions and specialists, if necessary
National (and Regional?) General Access	Contract with a wraparound with solid network pricing	Participation in the WRAP or the ability to contract with a subset of the national network – at the least, a contract which allows independent pricing to avoid claims confusion (silent PPO treatment)
TPA Functions	Staffing and software Employee and dependent ID cards Claims payment software	Ability to preregister employees and beneficiaries and to process their ID cards Linkage to the beneficiary eligibility files
Access to a “Centers of Excellence” System	Kidney failure Transplants What else?	Prep and post-event care Coordination of protocols and rehab
Reinsurance and/or Stop-Loss		Support of reporting functions
Ancillaries	Orthotics Transportation DME	Linkages required Coordination with internal scheduling and appointment functions

Category	Program Need	Source (Hospital)
Claims Review and Repricing Support		Hospital awareness and direct involvement in supporting repricing efforts Partnership with claims audit functions
What Else?	Dental? Optical? Audiology? Employee safety equipment?	