

# MEMORANDUM

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**DATE:** 30<sup>th</sup> October 2018

**TO:** Lynne Woolridge (Bermuda Cancer and Health), Dr. Lynnette Thomas (Bermuda Life Center), Chris Bingham (Bermuda Healthcare Services), Sue Reilly (Bermuda Diabetes Association) Dr. Ewart Brown (Brown Darrell), Hannah Jones (Island Nutrition), Irena Ashton (Bermuda Home Dialysis), Colleen English De Grilla (PALS), Denika and Jerome Reid (Sonoview), Alaire Godfrey (Ultimate Imaging), Dr. Michael Czerwinski (Island Urology Services), Mary Jo Farrow (TLC Solutions), Dorothy Morgan-Swan (Home Healthcare)

**FROM:** Lynniece Warren , Programme Manager, Health Regulation

**RE:** Standard Health Benefit (SHB) Approved Provider Meeting held 18<sup>th</sup> October 2018

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**Attendees:** Ricky Brathwaite, Chris Bingham, Ian Cameron, Colleen English-Degrilla, Mary-Jo Farrow, Alaire Godfrey, Hannah Jones, Mr. Jones, Hillary Rand, Jerome Reid, Sue Reilly, David Rogers, Lynette Thomas, Lynniece Warren, Tawanna Wedderburn, Lynne Woolridge

**Apologies:** Irena Ashton, Dorothy Morgan Swan

Thank you for participating in the inaugural quarterly briefing between approved SHB providers and the Bermuda Health Council (Council) on 18<sup>th</sup> October 2018.

**Purpose:** The forum provided an opportunity to share updates about the health system, changes in SHB, and share best practices.

1. **SHB Updates:** Nutritional therapy was most recently added to the benefit schedule and Bermuda Hospital Board fees go into effect 1<sup>st</sup> November 2018. Additionally, updates to the SHB Proposal Guide are pending and will be available on the website soon.
2. **Claims Regulations:** The claims regulations working group has been formed with the objective of transitioning the health system to electronic claims submission and payment. Providers were informed that ICD-10 Coding is being considered and reminded to place the full charge amount for services delivered on all claims forms submitted for reimbursement.
3. **Demonstrating Quality, Access and Affordability:** Emphasis was placed on the goals of SHB which include providing persons with access to quality care regardless of their ability to pay. Submissions for the next SHB application period will be required to include indicators so it was recommended that facilities identify measures that can be monitored from at least 1<sup>st</sup> January 2019. Attendees were invited to comment on the following questions:
  - a) **How are your services increasing accessibility?**
    - i. Home visits

- ii. Providing education about services
- iii. Offering generic medications
- iv. Helping to navigate financial assistance and appropriate BHB referrals
- v. Offering flexible working hours

It was noted that SHB services requiring a doctor's referral limited access because of the additional cost to see a medical practitioner.

**b) What are ways that you track quality?**

- i. Results are used to track outcomes
- ii. Completing accreditation requirements
- iii. Conducting patient surveys

Attendees shared that their clinical data guides operations, assists with insurer negotiations and demonstrates cost savings to the health system.

**c) What resources do you need from us (the Council)?**

- i. Help to facilitate education around service provision under SHB
- ii. Address the notable price variance around medications
- iii. Address the prescription benefit depletion that occurs for FutureCare patients typically in the fall
- iv. Facilitate SHB coverage for patient testing and supplies for SHB services (ie. diabetic test strips and blood pressure cuffs)
- v. Address the price variation in supplemental services between insurers and health services

**4. Health System Financing Reform:** This topic will be discussed at the next SHB Quarterly Briefing.

**The 2019 meetings are scheduled for 17<sup>th</sup> January 2019, 18<sup>th</sup> April 2019, 18<sup>th</sup> July 2019 and 17<sup>th</sup> October 2019 from 8:30 – 9:30 am. Meeting invitations with the locations will be distributed in advance.**