

## Achievements in Clinical Excellence – Reimagined



### We've listened and responded to the feedback our provider network has given us

The reimagined ACE has been structured to allow for a truer “apples-to-apples” comparison of facilities. In addition, ACE now looks at data from all levels of care, including Inpatient (IP) Partial Hospitalization (PHP), Residential and Intensive Outpatient (IOP).

Elimination of Tiers –  
Now there is only  
Platinum

Condition-specific  
rather than inpatient-  
level-of-care-specific

ACE will include all  
levels of care, not  
just acute inpatient

### Revised Effectiveness and Efficiency Metrics for ACE

Once again, provider feedback was taken into serious consideration when the ACE metrics were refined. To begin with, the redesigned ACE program has removed the Peer Review metric from the effectiveness portion of the evaluation and replaced it with the Step-up Rate. Additionally, ACE has now eliminated the 90-day readmission rate along with the 30-day follow-up rate. The efficiency metrics remain unchanged from the previous iteration of ACE.

# ACE

We at Optum want to make  
health care better for everyone

Achievements in Clinical Excellence (ACE) is yet another innovation that will help our network providers confidently take control of the transition to value-based care. ACE provides the data and insights to transform care delivery and meet the needs of the people and communities you serve.

## Detailed look at ACE metrics

---

### EFFECTIVENESS

---

**READMISSION RATES:** Rate of unplanned readmissions to any level of behavioral health care within 30 days of discharge from that same level of care

- Developed using the CMS methodology for hospital-wide readmissions
- Consumers must have continuous eligibility with Optum for 12 months prior to the initial admission and 30 days after discharge
- Risk adjustment accounts for age, prior year and current admission behavioral health diagnoses, product type (Commercial, Medicaid, Medicare) and disability status

**FOLLOW-UP AFTER HOSPITALIZATION:** Rate of follow-up appointments kept within 7 days of discharge

- Built upon NCQA's HEDIS® methodology
- Follow-up must be with a mental health practitioner for outpatient, intensive outpatient or partial hospitalization treatment
- Follow-up rate is based on the primary condition as indicated in the medical record and subsequent claim submission

**STEP-UP RATE:** Measures the percentage of inpatient admissions that step down to a lower level of care at the same facility, and then step up to a higher level of care within the same treatment episode.

---

### EFFICIENCY

---

**RESIDUAL LENGTH OF STAY:**

Difference between the raw Average Length of Stay (ALOS) and the case-mix adjusted ALOS

- Risk adjustment accounts for consumer age, gender, behavioral health diagnosis, product type and community type (Rural, Suburban, Urban), Level of Care (LOC) among others considerations

**BEHAVIORAL HEALTH SPEND PER EPISODE FOR ALL LOCs:**

Developed using the CMS methodology for Medicare Spending per Beneficiary (MSPB)

- Includes behavioral health costs from 3 days prior to admission at any level of care through 30 days after discharge from that level of care
- Consumers must have continuous eligibility with Optum for 93 days prior to admission
- Risk adjustment accounts for consumer age, gender, behavioral health diagnosis, Level of Care (LOC), and product type

---

### ADMINISTRATIVE

---

A new area of measurement that is being added is Administrative metrics. Administrative metrics will not be part of a facility's annual ACE ranking, however Optum will evaluate and report this data to facilities.

- Frequency and/or use of secure transactions on Provider Express
- Compliance with pre-certification, i.e., percentage of admissions with pre-certification prior to admission
- Peer-to-Peer review rate



---

### Qualifications for inclusion into the ACE program

- A facility must be in-network and have a minimum number of qualified admissions to facility's acute and/or intermediate LOCs, for the condition category being evaluated
- 25 mental health inpatient admissions (excluded from this are autism admissions, and evaluated separately are inpatient eating disorder admissions, as noted below)
- 25 ETOH Substance Use Disorder admissions
- 25 Opioid/other Substance Use Disorder admissions
- 10 Eating Disorder admissions

