

ACO REACH

Frequently Asked Questions (FAQ)

1. What is the ACO Realizing Equity, Access, and Community Care (REACH) Model?

The ACO REACH model is an innovative Accountable Care Organization (ACO) model from CMS that focuses on promoting health equity and addressing health care disparities for underserved communities. The ACO REACH model provides additional tools and resources to empower physicians, APCs and clinical teams to better coordinate and improve the quality of care they provide for patients in traditional Medicare.

2. Why is ACO REACH Important?

Participating in ACO REACH will enable us to develop a more impactful value-based care model for our most vulnerable populations. Through ACO REACH, we will have the opportunity to enhance efficiency and care coordination and offer expanded services through special waivers and benefit enhancements, all of which help our communities live well.

3. How does ACO REACH advance Health Equity?

The ACO REACH Model uses a variety of means to promote health equity and bring the benefits of accountable care to Medicare beneficiaries in underserved communities. Two key strategies include the health equity benchmark adjustment and the required health equity plan.

- **Health Equity Benchmark Adjustment:** CMS will increase the benchmark for ACOs serving higher proportions of underserved beneficiaries.
- **Health Equity Plan:** ACOs will be required to identify underserved communities and implement initiatives to measurably reduce health disparities within their beneficiary populations.

4. How do I know which of my patients are in ACO REACH?

ACO REACH patients will have a flag in their EPIC profile, which will allow physicians and APCs to see which of their patients are participating in the program.

5. How will ACO REACH impact my patients?

ACO REACH builds on previous ACO models in that beneficiaries whose primary care physician or APC is part of a REACH ACO will see improvements in the quality of health care they are getting because of the benefit enhancements associated with ACO REACH. For example, patients may receive transportation to and from certain appointments or increased access to telehealth, digital tools and care management services.

6. How do I access the benefit enhancements for my patients in ACO REACH?

If you are a provider in IL, contact Kathy Ullmann in care management to get your patients the appropriate care. If you are a provider in WI, contact your practice's dedicated care manager and/or practice manager.

7. How will ACO REACH impact out-of-pocket costs for my patients?

Due to increased communication between physicians and APCs, test and procedure results will be shared easily and quickly, resulting in fewer double orders of the same test. Better care for chronic conditions also results in better health, decreased hospital or urgent care visits, and potentially fewer medications.

8. Where can I learn more about ACO REACH?

A recorded webinar, "Introduction to ACO REACH", can be found within the Medical Group Resource Center on SharePoint [here](#).



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