



Organized Systems of Care

Assuming responsibility for managing patient populations

Blue Cross Blue Shield of Michigan is building on its nationally recognized, award-winning Patient-Centered Medical Home program to develop Organized Systems of Care.

What it is

Similar to an accountable care organization, an OSC is a community of caregivers that has responsibility for a specific patient population. OSCs differ from accountable care organizations in that there is more flexibility in how the communities of caregivers are identified, defined and organized.

Why OSCs are important

Our OSC program uses the Patient-Centered Medical Home model as its foundation, expanding it to include hospitals, specialists and other providers. This allows all health care providers to work together, managing a population of patients to create cost-effective, high quality care.

How physicians benefit

Both the OSC and PCMH programs are an important part of Blue Cross' Physician Group Incentive Program. Physician organizations and OSCs that participate in PGIP are rewarded for implementing practices and processes that lead to more cost-effective care delivery and better health outcomes for patients.

“The OSC program brings together all stakeholders with aligned incentives. It puts the emphasis on value-based care, encouraging and rewarding the development of highly functioning health care systems.”

— David Share, M.D., M.P.H.
Blue Cross Senior Vice President,
Value Partnerships



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OSC initiatives

Here's a brief look at our initial OSC initiatives, modeled after successful PCMH initiatives:

OSC Integrated Patient Registry Initiative

Helps OSC providers manage a patient population and reduce health care disparities

OSC Integrated Performance Measurement Initiative

Helps OSCs generate performance reporting for all patients within an OSC

OSC Processes of Care Initiative

Helps ensure that care partners within an OSC communicate, collaborate and coordinate processes effectively. Care partners can include hospitals, specialists and ultimately other partners, such as long-term care and home health providers.

To learn more...

- If you represent a physician organization, visit the PGIP Collaboration Site or send an email to valuepartnerships@bcbsm.com.
- Other health care practitioners should contact their Blue Cross provider consultant for details on participating in these initiatives.

Frequently asked questions about Organized Systems of Care



Q. Why is Blue Cross developing the OSC program?

This long-term program is expected to address problems associated with the delivery of uncoordinated, inefficient and costly health care services that fail to meet patients' needs.

Q. How is Blue Cross supporting the development of OSCs?

BCBSM has launched three OSC initiatives to assist in the development of an OSC infrastructure. See sidebar at left.

Q. How can I participate in the program?

You must first be a member of a physician organization that participates in PGIP. For more details, contact your provider consultant.

Q. How is the OSC program related to the PCMH program?

The PCMH program supports primary care physicians as they transform their practices into effective medical home models. The OSC program takes that effort to the next level by including hospitals, specialists and other providers as they work to coordinate care across the health care spectrum for a specific patient population.

Q. What are the main objectives of the program?

The main objectives of the Organized Systems of Care program are to work with OSCs to identify the population they serve, track performance, establish performance goals and improve health care quality.

Q. How do I get more information about PCMH and Organized Systems of Care?

Visit the *Value Partnerships* section of the Blue Cross website by going to bcbsm.com/provider.

- Hover your mouse over *Value Partnerships* in the blue bar.
- Select *PGIP* in the drop down box.
- Click on *Models of Care*.
- Select *Organized Systems of Care*.

Q. Where can I find out more information about the program?

To learn more, please visit the Value Partnerships website at valuepartnerships.com.



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