

NPA Shared Services Program

Due to the unique nature of Programs of All-Inclusive Care for the Elderly (PACE®), NPA members often require products and services with specific characteristics to adapt to PACE requirements and operations.

The NPA Shared Services Program offers NPA members products and services supportive of the specific needs of PACE, with improved affordability and function. Based on the group purchasing concept, the NPA Shared Services Program allows cost-effective customization of products and services.

The program provides NPA members with the following:

- Lower-Cost Products
- PACE-Tailored Products and Services
- Increased Quality and Efficiency
- Assured Continuity of Function



For more information or to learn how to become a vendor of the NPA Shared Services Program:

Contact: Lani Cadow
Manager, Member Services
703-535-1518
Lanic@npaonline.org

Visit the NPA Website
www.npaonline.org/member-resources/shared-services

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NPA manages the Shared Services Program to improve the quality, efficiency, financial performance and operations of its members. NPA receives a modest fee from participating vendors to manage the program.



NATIONAL PACE ASSOCIATION

Shared Services Program

Claims Processing with Encounter Data Reporting

PeakTPA

PeakTPA assures PACE organizations meet all related financial management and regulatory requirements. Its customized offerings include accurate claims adjudication and payment, enrollment management, provider and member services, risk adjustment submission, encounter data submission and Medicare Part D reporting. PeakTPA provides individualized client services tailored to your organizational needs:

- Enrollment Management
- Accounts Receivable
- Claims Adjudication
- Risk Adjustment Data Submission
- Encounter Data Processing and Submission
- Medicare Part D Submissions

Contact

Patty Bailey
314-474-7342
info@PeakTPA.com

Group Purchasing

CommonWealth Purchasing Group

With access to discounted pricing from over 30 vendors covering a wide variety of goods and services, the CommonWealth Purchasing Group can offer NPA members exclusive services:

- Analysis of Members' Purchasing to Identify Areas of Savings
- Assistance in Improving Members' Purchasing Systems and Procedures
- Standardized Inventory and Ordering, Elimination of Unnecessary Inventory, and Guaranteed Delivery Schedules

Contact

George Stiles
704-576-5600
gstiles@cw purchasing.com

Home Technology Solutions

Philips Lifeline

Technology solutions assist your staff in monitoring participants remotely, allowing better use of home visit resources. PERS technology provides you, participants and caregivers the peace of mind of rapid emergency response.

- Telehealth
- Personal Emergency Response

- Fall Detection
- Remote Patient Monitoring Solutions
- Predictive Analytics
- Mobile Triage

Contact

Chaston Thompson
806-437-4283
chaston.thompson@philips.com

Insurance Products

Reinsurance Program (Stop Loss)

Aon Risk Services

NPA has partnered with Aon Risk Services to provide NPA members with reinsurance products. The program offers several advantages when compared to PACE organizations purchasing individually:

- No Minimum Premium Requirement
- Complete Flexibility in Program Design
- Renewals Reflect Performance of Entire Participating Population, Spreading Risk Over Much Larger Population

Contact

Sharon Cirspinski
952-807-0726
Sharon.Cirspinski@aon.com

Business Insurance Program

Aon Affinity

Aon Affinity offers a full range of coverages and appropriate limits tailored to PACE programs at a competitive price. Coverages include property, inland marine, crime, automobile, general liability, professional liability and excess liability.

Contact

Coleen Kelly
215-773-4979
coleen.kelly@aon.com

Participant Satisfaction Measurement

I-SAT for PACE

Participant evaluation is a critical performance measure for all organizations providing health care and long-term care services, including PACE. The Integrated Satisfaction Measurement for PACE (I-SAT™) survey instrument is designed specifically for PACE to measure participant satisfaction.

As a reliable and valid means for collecting quality of care information from PACE participants, the I-SAT allows PACE programs to gain actionable insights into the full range of services they provide. It assists PACE organizations in meeting regulatory reporting requirements and identifies the priority areas for quality improvement.

The I-SAT provides the following:

- Cross-Site Comparisons
- National Benchmarking
- Longitudinal Analysis

The I-SAT was developed in 2009 by the California PACE Association (CalPACE) in partnership with Vital Research to assess participant satisfaction in PACE programs across California. The I-SAT has since expanded to more than 20 states. To date, Vital Research has conducted over 30,000 I-SAT interviews in about two-thirds of the PACE centers across the country.

Contact

Leslie Brock
888-848-2511
lbrock@vitalresearch.com

Pharmacy Benefit Management

NPA Pharmacy Benefit Management strategic partner Pharmastar offers a variety of services to assist PACE organizations in the management of Part D benefits:

- Pharmacy Network Contracting
- Rebate Submission and Payment
- Part D Compliance and Fraud, Waste and Abuse Program Support
- Prescription Drug Event Submission and Reconciliation
- Pharmacy Help Desk Administration
- Management and Utilization Reporting

Pharmastar Contact

Bob Tanner
715-852-2064
btanner@pharmastarpbm.com