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ABOUT THE INITIATIVE

The Patient Centered Medical Home (PCMH) Initiative is a core component of the State Innovation Model (SIM) strategy for coordinated care delivery, focusing on the development and testing of multi-payer health care payment and service delivery models in order to achieve better care coordination, lower costs, and improved health outcomes for Michiganders.

CONTACT US

General questions can be sent to: SIMPCMH@mail.mihealth.org

Visit the SIM website at: www.michigan.gov/sim

Questions regarding PCMH Initiative dashboards and portal access can be sent to: MichiganDataCollaborative@med.umich.edu

Questions regarding Care Manager and Care Coordinator training can be sent to: micmrc-requests@med.umich.edu

Initiative Announcements

Welcome

Welcome to the 2017 Patient Centered Medical Home Initiative, and the second release of our monthly newsletter. Each month we will bring together all the updates, news and upcoming events relevant to PCMH Initiative Participants. Additionally, we will provide updates on other happenings across the State Innovation Model.

You will continue to receive other regular communications and event reminders from the PCMH Initiative. This newsletter has been developed as a method to share information in one common location.

Michigan Data Collaborative Announcements

Michigan Data Collaborative (MDC) is the data analysis and visualization partner for the PCMH Initiative. As the Initiative moves forward, we want to make sure you are aware of the following key information:

PCMH Patient Lists

MDC has posted a preliminary January list and the February Medicaid Patient Lists. The PCMH Patient List provided a current list of patients based on the PCP on record with the Medicaid Health Plan participating in SIM. In the second week of March, the revised January list will be available. As a reminder, the preliminary January list did not include any provider or practice changes that were submitted in the last few weeks of January, and should not be used for purposes of calculating payments. The changes submitted in January are reflected in your February Patient List and in this revised January Patient List.

User Access

Feedback from participants has helped us to develop the following list of useful hints to ensure a successful setup and sign-on process:

- Michigan Data Collaborative uses two-factor authentication. You must complete the instructions in the [Installing Duo and Using Two-Factor Authentication guide](#) in order to access your SIM Patient List. MDC recommends using the mobile device option for a more seamless setup and authentication process.
- The preferred option for an internet browser is Mozilla FireFox.
- If your name has not been submitted to MDC by your managing organization's acknowledger, then you are not authorized to access the PCMH data.
- If you are having difficulty accessing our SIM PCMH Project Site to download files, MDC now has the option to use an alternate method of secure file delivery. Please contact us using the email address to the left, if you would like to use this option.

Self-Management Training for Care Managers and Care Coordinators

The PCMH Initiative is happy to announce a partnership with the Michigan Center for Clinical Systems Improvement (MiCCSI) to offer Self-Management Support Training. The Self-Management Support training is an initial learning requirement for all Care Managers and Care Coordinators within the PCMH Initiative. Through this partnership, Care Managers and Coordinators embedded within Participating organizations and serving patients attributed to the PCMH Initiative can enroll in this required learning activity at no charge to the organization/practice. For more information about the Mi-CCSI Team-Based Self-Management training program, see the [MiCCSI website](#).

Note that the Initiative does not require that Care Managers and Coordinators complete their Self-Management Support Training Requirement through the MiCCSI course. Your organization may choose to fulfil this initial learning requirement through one of the other [MiCMRC Approved Self-Management Training Programs](#), however only the MiCCSI program costs will be subsidized by the Initiative.

SIM PCMH Quick Billing and Coding Survey – Complete by March 8, 2017

To facilitate and provide SIM PCMH Initiative practices with support and resources for billing care management services for eligible members, a national billing and coding expert, in partnership with the Initiative, will facilitate a series of webinars and office hours. In preparation, and to provide additional insight into participant interests and needs, a short survey has been prepared and is available at: [Billing and Coding Quick Survey](#).

Each SIM PCMH practice or PO should complete the survey by Wednesday March 8, 2017. It is a short survey and will take less than fifteen minutes for most organizations to complete. Please involve your biller/coder (if you have access to one), PO or practice manager, lead care manager, and others in your organization in the completion of the survey.

Care Management Billing Resources

MiCMRC now offers quick access to Care Management billing resources! There are several resources across payers and initiatives, with G/CPT code & documentation summaries coming soon! [Click Here](#) to access the resources.

Ensuring Accurate PO, Practice and Provider Information Reminder

The PCMH Initiative actively monitors physician organization (PO), practice and provider information (TINs, NPIs, addresses, etc.) in partnership with Medicaid Health Plans (MHPs) for attribution, identification and payment purposes. As a reminder, any changes to this type of information must be submitted to the PCMH Initiative within 7 days of the change. To further ensure accuracy of the information, lead participating organization contacts will receive a quarterly spreadsheet of current information that should be reviewed for accuracy. While all of the data should be reviewed, there are a few key elements that are especially important:

- **An accurate list of providers.** The Initiative will process patient population attribution monthly, so any provider change need to be reported as soon as possible to ensure patient attribution is correct.
- **PO and Practice TIN and payment address.** This information is used for identification and payment by the MHPs.

A reminder that participants must give a 60-day notice to terminate participation from the Initiative. The practice must continue to serve patients during that 60-day period. In order to make changes or note plans for participation termination, [complete the change form](#), or highlight the information on the quarterly spreadsheet you receive and send it to SIMPCMH@mail.mihealth.org

News

MiCMRC Updates New eLearning “Basic Care Management Program”

As shared in our [January Newsletter](#), The Michigan Care Management Resource announced an interactive online program, focused on building care management skills and quick tools for daily work. The online eLearning series is open to all care managers and physician office practice team members at no cost, providing an opportunity to learn at your pace, at a time convenient for you!

The Basic Care Management Program consists of a series of online, interactive modules. Each module has brief 15-30 minute lessons; ideal for the busy learner. When you participate in the eLearning modules you are joining care managers and office practice team members across the state from many practices and physician organizations, building core skills and improving the care delivered to their patients.

Each module will offer continuing education contact hours for both nursing and social work. Modules available beginning February 28th, 2017 include:

- *Medication Management*
- *Introduction to Advance Care Planning and Palliative Care*
- *Transition of Care*
- *5 Step Process (Coming soon!)*
-

Access the eLearning Basic Care Management Modules [here](#).

CMRC Website Offering New Chronic Condition Pages

New in 2017 the Michigan Care Management Resource Center is offering easy to access chronic condition pages. Care Managers can now access tools and resources specific to asthma, diabetes, heart failure, COPD,

and hypertension. To learn more about this new feature, and learn about the resources available for these specific chronic conditions, [Click Here](#).

Version 2 of the PCMH Initiative Participation Guide Now Available!

The PCMH Initiative has released an updated version of the Participation Guide on [our website](#). In this updated version, the following key areas have been updated:

- PCMH Initiative Performance Monitoring and Compliance
- Care Management Reports
- Affinity Groups
- Embedded Care Coordination and Management Staff
- Practice Transformation: Clinical-Community Linkages

Special Note: This guide is an intended to be an iterative document which will be added to and amended as the PCMH Initiative continues implementation.

Upcoming Events

PCMH Initiative Office Hours: Clinical-Community Linkages

This Office Hour will focus on the PCMH Initiative Requirement for all participants to develop Clinical-Community Linkages (CCL), the expectations around CCL process development, and how the processes may look for Participants outside of a Community Health Innovation Regions (CHIR), and how the expectations may correspond with the CHIRs (for those Participants located within a CHIR).

- **Wednesday, March 1 | 4:00 - 5:00PM | [REGISTER HERE](#)**

Practice Transformation Collaborative: Action Period Coaching Call

Introducing the Practice Transformation Collaborative, this first monthly coaching call will introduce Participants to the Institute for Healthcare Improvement team, orient Participants to the Practice Transformation Collaborative structure, model and design, and prepare Participants for upcoming face to face learning sessions.

- **Thursday, March 9 | 4:00 - 5:00PM | [LINK TO MEETING](#)** (link will open 15 minutes prior to start time)
- **DAIL IN NUMBER: 1-866-469-3239 | Session Number/Access Code: 622 092 522**

MiCMRC Care Management Educational Webinar : Team Based Care

- **Date and Time:** Wednesday March 15th, 2017 2-3pm
- **Title:** Team Based Care
- **Presenter:** Lauren Yaroch, RN
- **Register:** [here](#)

Quarterly Update

The required quarterly update meetings will provide participants with important Initiative updates and resources for successful participation. Participation in these virtual meetings is required by all participating practices, POs and associated staff.

- **Thursday, March 23 | 11:30AM - 1:00PM | [REGISTER HERE](#)**

MiCMRC Complex Care Management Courses

Introductory Webinar the first day of training. Total six-hour self-study modules and post-tests to be completed on the first two days of trainings, followed by the final two days of in person training. NOTE: Registration deadlines

- **March 20 - 23 | Lansing, MI | [REGISTER HERE](#)** | Registration deadline: March 16th, 2017.
- **April 24 - 27 | Lansing, MI | [REGISTER HERE](#)** | Registration deadline: April 20th, 2017.

MiCCSI Self-Management Training Courses

This course consists of a self-study component to be completed prior to the two day live, onsite training. The training topics include: teaching basic self-management to patients, motivational interviewing and introduction to practice based and team-based care management.

- **March 22 & 23 | Grand Rapids, MI | [REGISTER HERE](#)**
- **March 28 & 29 | Warren, MI | [REGISTER HERE](#)**

Practice Transformation Collaborative – Learning Session 1

April 3-4, 2017 · Lansing, MI

Learning Session 1 is the first of a series of face-to-face learning sessions planned for PCMH Initiative Practice Transformation Collaborative and will focus on developing community linkages, team development and building an infrastructure of quality improvement.

Over the two-days, teams from practices and physician organizations will work together to learn more about developing community partnerships to optimize meeting the socioeconomic needs of the patient population.

Change management, team building, quality improvement tools and other topics informed by the Practice Self-Assessment results will be included in the sessions. Learning Session 1 features topic experts, best practice examples from participating practices and opportunities for teams to network and learn from each other and work and plan together. [Register Here](#)

East Lansing Marriott @ University Place is offering a special group rate for participants for \$149.00 per night. To register, please follow this link. [Book your group rate for IHI Practice Transformation Learning -April](#)

Note: Last day to book for the group rate is March 17, 2017.

SAVE THE DATE: Practice Transformation Collaborative – Learning Session 2

June 13-14, 2017 – Lansing, MI

Learning Session 2 This session will focus on quality improvement tools, strategies to build the team, population health management, activating patients and care teams, access and continuity of care.

Registration for session 2 will be available Monday May 1st, 2017

East Lansing Marriott @ University Place is offering a special group rate for participants for \$149.00 per night. To register for the June Sessions, please follow this link. [Book your group rate for IHI Practice Transformation Learning -June](#)

Note: Last day to book for the group rate is May 19, 2017.

2017 SAVE THE DATES! SIMS PCMH Regional Summits

The dates and venues for the 2017 Regional Summits are:

Summit North – Thompsonville, MI

Tuesday, October 24, 2017

Crystal Mountain Resort & Conference Center
12500 Crystal Mountain Drive
Thompsonville, Michigan 49683

Summit West – Grand Rapids, MI

Tuesday October 10, 2017

Frederik Meijer Gardens and Sculpture Park
1000 E Beltline Ave NE
Grand Rapids, MI 49525

Summit Southeast – Ann Arbor, MI

Tuesday, October 17, 2017

University of Michigan North Campus Research Center (NCRC)
2800 Plymouth Road, Building 18
Ann Arbor, MI 48105