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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 health care payment and service delivery models in order to achieve better care coordination, lower costs, and improved health outcomes for Michiganders. For more information and resources, check out our webpage.

Contact Us

Questions can be sent to:
MDHHS-SIMPCMH@michigan.gov

Links

[SIM Initiative website](#)

[SIM Care Delivery webpage](#)

[SIM Population Health webpage](#)

Welcome to the 2018 Patient Centered Medical Home Initiative monthly newsletter. Each month we will bring together all the updates, news and upcoming events relevant to PCMH Initiative Participants.

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. Previous editions of the newsletter can be found [here](#).

Program News and Updates

Care Coordination Collaborative

The Care Coordination Collaborative Planning Committee hosted its first event on June 15, 2018 and is preparing for the next one! During our first virtual event three organizations presented their models to help facilitate seamless patient care across Providers, Medicaid Health Plans, Community Health Innovation Regions and Community Partners. These events are designed to provide a forum for discussion, best practice sharing and problem solving for all participants. All are welcome. Please look for the details on the next virtual event in Fall 2018. Thanks to all who participated and to the Planning Committee for their hard work. We look forward to seeing even more participants at our next event!

PCMH Initiative Quarter 2 Progress Report

The PCMH Initiative Quarter 2 Progress Report was released on June 19, 2018. Submission deadline is Tuesday, July 31, 2018 by 5:00pm. The link to the electronic submission was distributed to your organization's key contact. You can preview the requirements and instructions to complete report in the report guide. In addition to the regular questions for quarterly report, there is a One Time Financial Support for Capacity Building Application at the end of the report. Organizations interested in the funding are required to submit the application along with the Quarter 2 report.

PCMH Initiative Semiannual Practice Transformation Report

The PCMH Initiative Semiannual Report was released on June 19, 2018. The submission deadline is Tuesday, July 31, 2018 by 5:00pm. The report has been divided into 2 sections: Clinical-Community Linkages and Population Health Management. Individual links and instructions have been distributed to participants by email. There is an application at the end of this report for

PCMH Initiative participants to participate in a data sharing opportunity for evaluation purposes. If interested, the application must be completed and submitted with the report.

State-Preferred PCMH Model Provider Application—More Details Coming!

The Michigan Department of Health and Human Services is facilitating an application process for interested Providers to participate in a State-Preferred PCMH Model program facilitated by the Medicaid Health Plans beginning in January 2019. This opportunity is for those who are not currently participating in the PCMH Initiative. More details regarding this opportunity, along with application and process details, were distributed to PCMH Initiative Key Contacts on June 15, 2018. The [application](#) also opened on June 15, 2018 and will close on July 13, 2018. For those currently participating in the PCMH Initiative, a similar application process will be conducted in Summer 2019 to open the opportunity beginning in January 2020. If you have any questions, please contact MDHHS-MCPD@michigan.gov.

Regional Summit Registration Now Open!

We are excited to announce that registration is now open for all three regional summit locations. All PCMH Initiative participants can register, but space is limited at each venue so early registration is recommended to reserve your spot at the most convenient location for you!

- North: October 10 at Treetops in Gaylord
- West: October 23 at the Holiday Inn in Muskegon
- Southeast: November 8 at the Kensington Hotel in Ann Arbor

You can access registration for all locations at the link [here](#) and we will notify you when it is available on the Care Delivery website.



Upcoming Michigan Data Collaborative Deliverables

SIM PCMH Dashboard Enhancement 4.01 Measure Changes

Michigan Data Collaborative (MDC) recently posted Dashboard Enhancement 4.01. It includes changes to the utilization measures to align with HEDIS. The changes:

- Provide a more accurate measure for PCPs by limiting utilization to acute stays (opposed to surgery or planned admissions)
- Affect Hospital Admissions, Readmissions, and ED Visits
- Limit the denominator population to continuous enrollment

For more information, see the [Enhancement 4.01 Release Notes](#) on the [MDC Website](#).

SIM PCMH Dashboard Release 5.0

MDC plans to post Release 5.0 at the end of July. It will include the following:

- Paid claims through May 2018 (Medicaid data received by 6/15/18)
- A 12-month reporting period of April 2017 – March 2018
- March 2018 filtered SIM Participant File (SPF) and Provider Hierarchy data utilized
- New Measures (See the Release Notes for the list of measures.)

We will provide more details as we get closer to the release date.

Care Coordination Reports Clarification

We've updated the [Care Coordination Reports Reference document](#) to include additional clarification about the *Percentage of Patients with a Care Management Claim Report*.

We added the following information:

The numerator counts *unique patients* and not claims. Therefore, you may have patients with multiple care management claims within the time period of the report, however they represent a single unique patient. The table below provides an example:

Patient	Service Date	Procedure Code
A	1/04/18	G9002
A	1/10/18	98966
B	1/15/18	G9002
B	1/23/18	98966

The *Percentage of Patients with a Care Management Claim Report* shows two unique patients with a Care Management claim during January 2018.

Office Hours

We encourage you to attend our July 18, 2018 Office Hours Session from Noon to 1:00 pm where we will discuss the following SIM PCMH Dashboard and report topics:

- Utilization measure changes
- Understanding Care Management reporting
 - How patients get counted
 - Billing reminder for zero-dollar CM codes
 - Claim Detail reports
- Recent changes to Patient List Reporting
- Release 5 Overview

[REGISTER HERE](#)

Upcoming MICHIGAN DATA COLLABORATIVE Deliverables

- June 2018 Patient Lists and Provider Reports – *late June 2018*
- March 2018 Care Coordination Reports – *early-to-mid July 2018*
- 2nd Quarter 2018 Aggregated Patient Reports – *early July 2018*
- March 2018 Care Coordination Claims Detail Reports – *mid July 2018*
- 1st Quarter 2018 Care Coordination Reports – *mid July 2018*
- Dashboard Release 5.0 – *late July 2018*

You can view an up-to-date list of upcoming deliverables on the [SIM PCMH page](#) of the [MDC Website](#).

Participation Guide Version 4

The PCMH Initiative Team has updated the Participation Guide to reflect programmatic updates. Specifically, changes to sections detailing the Care Management and Care Coordination Benchmarks, Michigan Data Collaborative measure release updates, SIM Clinical-Community Linkage methodology and added sections regarding the three upcoming funding and/or program applications MDHHS will be releasing. All changes will be noted in a table at the end of the document and in footnotes on pages where content was significantly changed. You can access this updated resource on the Care Delivery website [here](#).

Jackson region's collaboration efforts

The Jackson SIM region has put considerable effort into aligning PCMH and Community Health Innovation Region (CHIR) efforts, recognizing that strong collaboration will create more robust outcomes for our patients and impact the broader community. While each component of Jackson's SIM project has distinct objectives and deliverables, they overlap in the areas of Clinical Community Linkages (CCL), increasing access to care through alternative visits and providing culturally competent, patient centered care. CHIR and PCMH backbone staff meet monthly to provide updates, support tracking and reporting efforts and problem solve barriers to improving population health.

The Jackson CHIR has developed a CCL model based on a “no wrong door” approach which builds upon existing social service and care management resources. A technology solution facilitates screening of social needs, closed loop referral to resources and coordination of care between clinical and community-based providers. This integrated system of care bridges the gap between clinical and community organizations allowing for greater transparency and reduced duplication of services. PCMH project staff participate in the CCL Workgroup to provide support for integration within the practices. The Jackson Health Network (JHN) Care Managers pilot tested a process to screen patients with complex needs. The Care Managers addressed the medical and behavioral health needs but referred the patients to a navigator at 2-1-1 for assistance with social needs such as housing and transportation. This change in the care managers' work was difficult initially as they were reluctant to release responsibility for “their patients”. The 2-1-1 navigator attended JHN care coordination team meetings to strengthen the relationship and develop trust. As referrals to the navigator increased, the care managers developed greater capacity to work at the top of their license and more patient needs were met.

Due to unexpected delays in technology development, it became necessary for the PCMH practices to begin screening their patients for social determinants of health (SDoH) before the technology platform was fully implemented. To minimize disruptions to practice workflow, Jackson PCMH and CHIR project staff met with practice managers to provide short term and longer term SDoH screening workflow options. The managers provided feedback on the implications for their practices. Two practices offered to pilot the screening workflows to develop implementation models for adoption by the remainder of the practices. Visits were made to all of the SIM practices by JHN care management staff to discuss implementation and adjust for individual practice workflow. As the integrated system of care envisioned for the Jackson community nears fruition, the collaboration between the Jackson Health Network and CHIR will continue to be an important factor for continued success.

PCMH Initiative Office Hours – “Attracting and Retaining Care Managers and Care Coordinators” September 19th

We are preparing for the upcoming PCMH Initiative Office Hours focused on the topic of “Attracting and Retaining Care Managers and Care Coordinators”. If you have experience you are willing to share regarding promising approaches and /or working through barriers and finding solutions please contact Marie Beisel mbeisel@med.umich.edu or micmrc-requests@med.umich.edu

Upcoming Events and Initiative Resources

Pediatric Office Hours: Save the Date for September 13th

The third in our series of Pediatric Office Hours sessions is scheduled in September! This session is specifically designed for Pediatric practices, but all are welcome. Please bring your questions.

Date/Time: Wednesday, September 13th 12pm-1pm

Topic: To Be Determined

Presenters: To Be Determined

[REGISTER HERE](#)

MiCMRC 2018 Care Management Educational Webinars

Title: SAVE THE DATE: 2018 Update in Standards of Care for Management of Diabetes

Date and Time: Friday, July 27, 2018 - 12:30-1:30 pm

Presenter: Jill Vollbrecht, MD

This course has been approved for AMA PRA Category 1 Credits™

[REGISTER HERE](#)

Title: Advance Care Planning Conversation Basics

Date and Time: Wednesday, August 8th 2-3 pm

Presenter: Carol Robinson DNP, MS, BSN, RN, CHPN®

Community Coordinator, Making Choices Michigan

This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)

"Michigan Care Management Resource Center is an approved provider with the Michigan Social Work Continuing Education Collaborative". Approved Provider Number: MICEC 110216

This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers. The course is approved for 1.0 CE contact hour(s). Activity code: I00032397 Approval Number: 180002075 To claim these CEs, log into your CCMC Dashboard at www.ccmcertification.org

[REGISTER HERE](#)

Title: Management of Acute Exacerbation of COPD

Date and Time: Wednesday, August 22nd 2-3 pm

Presenter: Catherine Meldrum PhD MS RN CCRC

Clinical Nurse IV, Lung Volume Reduction Surgery Program Coordinator, Department of Internal Medicine, Division of Pulmonary & Critical Care, Michigan Medicine

This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)

"Michigan Care Management Resource Center is an approved provider with the Michigan Social Work Continuing Education Collaborative". Approved Provider Number: MICEC 110216

This program has been submitted to The Commission for Case Manager Certification for approval to provide board certified case managers with 1.0 clock hour.

[REGISTER HERE](#)

For questions, please submit to micmrc-requests@med.umich.edu

MiCMRC Approved Self-Management Course Registration

To access the list of the MiCMRC approved Self-Management Support [courses](#). The list of MiCMRC approved Self-Management Support Courses provides a detailed summary of each course, with associated objectives, location, cost and more.

Additionally, MiCMRC has collected resources for Self-Management Support including: websites of interest, publications, tools, videos, and even patient materials. MiCMRC's "Self-Management Support Tools and Resources" document offers an at a glance list and summary of these resources, along with descriptions and website links for quick access. Click [here](#) for "Self-Management Support Tools and Resources".

Both of these documents can also be accessed on the MiCMRC website home page <http://micmrc.org/>

Upcoming Complex Care Management Course Dates and Registration

July 9-12 | Lansing | [REGISTER HERE](#) | Registration deadline: July 5, 2018

July 23-26 | Dimondale | [REGISTER HERE](#) | Registration deadline: July 19, 2018

August 6-9 | Dimondale | [REGISTER HERE](#) | Registration deadline: August 2, 2018

NOTES: If you have 15 or more Care Managers in your area and would like the MiCMRC team to provide a regional training at your location please submit your request to: micmrc-ccm-course@med.umich.edu

For questions please contact: micmrc-ccm-course@med.umich.edu

For More Information

www.michigan.gov/SIM | MDHHS-SIMPCMH@michigan.gov

