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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](mailto:MDHHS-SIMPCMH@michigan.gov)

## Links

[SIM Initiative website](#)

[SIM Population Health webpage](#)

[SIM Care Delivery 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](#).

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## Program News and Updates

### PCMH Initiative Quarterly Update Meeting

It's that time again! The PCMH Initiative will be hosting our Quarter 2 Update on July 12, from 12:00-1:30. This webinar is specifically geared for administrators and other leaders within Practices/Physician Organizations (PO) and it is a requirement of the Initiative that at least one representative from each Physician Organization or Practice (if participating without a PO) attend. Topics covered will include an outline of resources available to participants, reporting requirements, a time for questions and answers and a Care Management Program Orientation. [REGISTER HERE](#)

### PCMH Initiative Semi-Annual Practice Transformation Report and Quarter 2 Progress Report

The PCMH Initiative Semi-Annual Practice Transformation Report and the Quarter 2 Progress Report will be released on June 19, 2018. Details and links to the electronic submission will be distributed to your organization's key contact. Both reports are due on Tuesday, July 31, 2018. We encourage you to attend the Quarterly Update Meeting in July to become familiar with the new requirements of the report.

### PCMH Initiative Mailbox Reminder

It's especially important to ensure that all SIM PCMH Initiative feedback and questions are directed to [MDHHS-SIMPCMH@michigan.gov](mailto:MDHHS-SIMPCMH@michigan.gov). Using this mailbox will ensure that communications reach the PCMH team and not individual staff members. Thank you!

## **Michigan Data Collaborative (MDC) Acknowledger Change Submission**

PCMH Initiative participants now have an additional way to submit changes of MDC acknowledger to the SIM PCMH Initiative. This can be done by entering those changes directly on the change form. Please select the change type of “MDC Acknowledgers change” to add or delete an MDC Acknowledger.

## **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 are able to 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.

## **Care Coordination Collaborative Virtual Event: Save the Date!**

The first Care Coordination Collaborative virtual event is June 15, 2018 11:30am-1:00pm and the Care Coordination Planning Committee is hard at work planning this event! The Care Coordination Collaborative is designed to “optimize the effective partnering of plans, practices, provider organizations, community organizations and CHIRs (i.e. the multi stakeholder partners) for the purposes of: 1) addressing and closing patient/member/beneficiary social determinant of health needs; and 2) improving population overall health status, efficiency and effectiveness of delivery care.” We have a wide variety of stakeholders engaged in this work and encourage Participants to join this first event. The June 15<sup>th</sup> virtual event will include updates on the Care Coordination Collaborative event series development, resources, and SIM participant speakers sharing Collaborative Care Models. [REGISTER HERE](#)

## **Quarter 1 2018 SIM PCMH Initiative Payments:**

The PCMH Initiative has worked with participating Medicaid Health Plans (MHPs) to prepare the Quarter 1 (January, February, March) 2018 payments. PCMH Initiative Participants can expect to receive payments from participating MHPs within three business days of June 20, 2018.

To support Initiative Participants, The Michigan Data Collaborative continues to develop quarterly aggregate PCMH Patient Lists which can be used to estimate base PCMH Initiative membership for the quarter. The 1Q2018 Aggregate PCMH Patient List has been posted on the MDC SIM PCMH Portal. As a reminder, the PCMH Initiative has processed the following updates within this quarterly payment.

- Care Management and Coordination PMPMs have been updated per the 2018 SIM PCMH Initiative Participation Agreement, for details on how beneficiary age is calculated for payments see the 2018 Participation Guide. The 1Q2018 Aggregate PCMH Patient List includes patient age to support payment calculations at these new rates.
- Reconciliation of payments made in 2017 for beneficiaries that have since been found to be deceased, incarcerated, or served within a skilled nursing facility will be processed during this quarter. While the 1Q2018 Aggregate PCMH Patient List does not include the details of these reconciliations, individualized emails detailing the reconciliation detail and process will be sent to participating organization key contacts and financial contacts soon.

Additionally, during the process of preparing the Quarter 1 2018 payments, a system processing error that impacted a portion of ABAD beneficiaries in the Quarter 4 2017 payments was identified. This processing error led to a small number of these beneficiaries being truncated from payment files, therefore the payments for these beneficiaries will be processed and added to the Quarter 1 2018 payments (at the 2017 payment rate) for the Participants impacted.

### SIM PCMH Initiative Office Hours: Cornerstone for Developing a Care Manager Orientation

PCMH Initiative Office Hours on June 20<sup>th</sup> from 12-1 pm will explore orientation practices for Care Managers. Tools and ideas for POs developing and/or seeking to improve their process will be presented. This session offers an opportunity to learn about the Care Manager orientation tools Physician Organizations and practices are currently using. [REGISTER HERE](#)

If you would like to share your practice's or organization's Care Manager orientation successes, tools, resources and/or lessons learned please submit to [micmrc-requests@med.umich.edu](mailto:micmrc-requests@med.umich.edu).

### SIM Office Hours: Attracting and Retaining Care Managers and Care Coordinators

On September 19<sup>th</sup> the PCMH Initiative will host 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](mailto:mbeisel@med.umich.edu) or [micmrc-requests@med.umich.edu](mailto:micmrc-requests@med.umich.edu).

### PCMH Initiative June 2018 Participant Compliance Audits

The four audits to be performed in June are listed below, with a brief explanation of the organization that will be contacted and the information requested. Depending on the audit, individual practices may be contacted to provide information as detailed below. Once the audits are complete, the associated POs will be contacted with the results.

Utilize Electronic Health Records: Selected practices will be emailed and asked to provide a printout of a patient note with identifying information masked.

24/7 Clinical Access Mechanism with EHR Access: Selected practices will be called at 8:30pm to determine if patients are able to reach a decision-maker after hours.

30 percent open access: Selected practices will be sent to Blue Cross Blue Shield of Michigan (BCBSM) to determine if PGIP criteria 5.7 has been met.

Alternative visit types: Selected practices will receive a survey similar to Question 2.1.6 on the Q1 2018 quarterly progress report to determine which alternative visit types are employed by the practice.

If you have any questions, please email the SIM PCMH Initiative mailbox at [MDHHS-SIMPCMH@michigan.gov](mailto:MDHHS-SIMPCMH@michigan.gov).

### Upcoming Michigan Data Collaborative Deliverables

#### **SIM PCMH Dashboard Enhancement 4.01**

MDC is currently working on Enhancement 4.01 updates for the Dashboard. Check the [MDC website](#) for timing announcements. The enhancement includes:

- **Acute Hospital Admissions** will replace the **Hospital Admissions** measure. This will significantly decrease the number of admissions calculated. SIM PCMH Initiative leadership, in collaboration with Michigan Public Health Institute and MDC, determined that Acute Admissions is a fairer way to evaluate PCMH Initiative interventions.

- The **All-Cause Readmission** measure will be revised to include only acute admissions and updated to HEDIS 2018. This will significantly decrease the number of Readmissions calculated.
- The **Emergency Department Visits** measure will be updated to HEDIS 2018. Minimal changes in results are expected.

### Updates to the PCMH Patient Lists

MDC is including additional elements in the Patient Lists starting in May 2018. The following fields will be added to the end of the PCMH Patient List layout:

- Social Security Number - Last 4 digits
- Patient Address Line 1
- Patient Address Line 2
- Patient City
- Patient Zip

Additionally, the following existing fields will be populated with data:

- Number of visits to any Primary Care Provider (PCP) (This field will include the number of visits over the newest 12 months of available data.)
- Most Recent Primary Care Provider visit date

You can view more details in the [PCMH List Information Guide](#).

### Dashboard Training

MDC created online training tutorials to help users complete the setup steps to access the Dashboard. The following tutorials are posted on the [SIM PCMH Support page](#):

- [Dashboard Access Step 1: Setting Up Duo](#)
- [Dashboard Access Step 2: Setting Your Level-2 Password](#)
- [PCMH Dashboard Access Step 3: Setting Up Citrix Receiver to Access the SIM PCMH Dashboard](#)

### Upcoming MDC Deliverables

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

### On Upstreamists, and the Social Determinants of Health (SDOH)

Approximately 170 kindred spirits and current and future [upstreamists](#) gathered on April 17-18 at Oakland University for the conference MedNetOne Health Solutions co-presented with the Oakland University School of Health Sciences: **Better Upstream Health for Better Downstream Care**. Symposium participants spent a full day of discussing how Michiganders can take aim at some of the key drivers of poor health by supporting (and funding) activities that mitigate negative social realities earlier in the game.

The conference keynote, [Rishi Manchanda, MD](#), MPH, a public health innovator who has worked in South Central Los Angeles and advocates for incorporating SDOH into primary care shared his Upstream Strategy 3x3™, which is a quick matrix of solution strategies for SDOH issues. A matrix is not a solution but, in this case, it is a roadmap for where and when various upstreamist individuals and organizations can enter in to the upstreamist intervention role.

The engagement of the SDOH conference is continuing through monthly conference calls among conference participants to exchange information and ideas. It is spearheaded by MedNetOne.

## Upcoming Events and Initiative Resources

### Pediatric Office Hours: Adverse Childhood Experiences (ACEs) and Social Determinants of Health Screening – How to Have the Conversation

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

**Date:** Wednesday, June 6<sup>th</sup> 11 am-12 pm

**Topic:** “ACEs and SDOH Screening – How to Have the Conversation”

**Presenter:** To be announced

[REGISTER HERE](#)

Save the date for additional Pediatric Office Hours: September 13<sup>th</sup> from 12pm-1pm.

### MiCMRC 2018 Care Management Educational Webinars

**Title:** Michigan Physician Orders for Scope of Treatment (MI-POST) 101

**Date and Time:** Wednesday, June 13<sup>th</sup> 2-3 pm

**Presenter:** Carolyn Stramecki, MHSA

Consultant, Advance Care Planning – Michigan, Michigan Primary Care Consortium

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: I00032369 Approval Number: 180002048 To claim these CEs, log into your CCMC Dashboard at

[www.ccmcertification.org](http://www.ccmcertification.org). [REGISTER HERE](#)

**Title:** Advance Care Planning Conversation Basics

**Date and Time:** Wednesday, August 8<sup>th</sup> 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 submitted to The Commission for Case Manager Certification for approval to provide board certified case managers with 1.0 contact hour. [REGISTER HERE](#)

For questions, please submit to [micmrc-requests@med.umich.edu](mailto:micmrc-requests@med.umich.edu).

## **MiCMRC Approved Self-Management Course Registration**

The MiCMRC Complex Care Management (CCM) course is designed to prepare the healthcare professional for the role of Complex Care Manager. Course content is applicable to all Care Managers in the ambulatory care setting, working with complex patients. Click here for CCM Course [details](#).

## **Upcoming CCM course dates and course registration**

June 11-14 | Lansing MI | [REGISTER HERE](#) | Registration deadline: June 7, 2018

June 25-28 | Dimondale MI | [REGISTER HERE](#) | Registration deadline: June 21, 2018

July 9-12 | Lansing MI | [REGISTER HERE](#) | Registration deadline: July 5, 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](mailto:micmrc-ccm-course@med.umich.edu)

## **MiCMRC Approved Self-Management Support Courses and Resources**

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

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/>

## **CDC Immunization and Training Opportunity: Pink Book Webinar Series**

The [Centers for Disease Control and Prevention](#) is offering an online series of 15 webinars providing an overview of the principles of vaccination, general recommendations, immunization strategies for providers, and specific information about vaccine-preventable diseases and the vaccines that prevent them. In addition, continuing education will be available for each event. All events begin at noon eastern standard time.

[REGISTER HERE](#)

**For More Information**

[www.michigan.gov/SIM](http://www.michigan.gov/SIM) | [MDHHS-SIMPCMH@michigan.gov](mailto:MDHHS-SIMPCMH@michigan.gov)

