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

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## Program News and Updates

### PCMH Initiative Quarterly Update Meeting

Mark your calendars! Believe it or not we are planning for our next Quarterly Update! We look forward to connecting with at least one representative from each Physician Organization and Practice (if participating independent of a Physician Organization) at our PCMH Initiative Quarterly Update webinar on Thursday April 5, 2018 from 11:30-1:00. Topics covered will include an outline of resources available to participants, reporting requirements and a time for questions and answers. [Register here](#) to reserve your spot. Please *Note: participation in this webinar is a requirement of the PCMH Initiative.*

### PCMH Initiative March Office Hours

Do you have questions on the billing and tracking codes? Do you get confused at when to use G9001 and/or G9002, who can perform the service and how to document it? The PCMH Initiative would like to help! We're offering an Office Hours Session devoted to using the Care Management and Coordination Tracking Codes. Plan on attending on Wednesday March 21, 2018 from 12:00-1:00. MDHHS staff Theresa Landfair will help us wade through this topic. [Register here](#) to reserve your spot. See you there!

### Participation Guide Updates

The second version of our [Participation Guide](#) has been posted on the SIM Care Delivery website. The second iteration of the Guide will contain updates to a few sections including: clinical-community linkages, calendar, and pediatric office hour details. Participants will be able to identify changes by acknowledging the footnotes which will appear on pages where edits were made. Please refer to the Participation Guide for resources that do not appear on the website as standalone documents.

## **PCMH Initiative Summit Planning Committee Update**

The PCMH Initiative is excited to report that our Summit Planning Committee is meeting and developing plans for our regional summits with the theme of “Seamless Partnerships for Effective Patient Care”. These events will be held in October/November in the areas of the Northern Lower Peninsula, Western Lower Peninsula and Southeast or Mid-Michigan. Look for upcoming articles including a save the date for the specific day and locations. The Summit Planning Committee consists of the following individuals:

- Crystal DeCoster, Metro Health Integrated Network
- Laurisa Cummings, Covenant Health Care Partners
- Leah Corneail, Michigan Medicine
- Janelle Towslee, Michigan State University Health Team
- Steven Bednarski, Integrated Health Associates
- Beth Oberhaus, Wexford PHO
- Laura Sturrsma, Spectrum Health Medical Group
- Lisa Nicolaou, Northern Physicians Organization Bruce Plisner, United Physicians
- Marie Beisel, Michigan Care Management Resource Center
- Diane Marriott, University of Michigan
- Laura Kilfoyle, MDHHS

## **Announcing Pediatric Office Hours for 2018**

In response to requests for care management curriculum with a focus on pediatric topics, the State Innovation Model PCMH Initiative is announcing a series of three Pediatric Office Hours in 2018. The first Pediatric Office hours will be this spring:

**Date:** Tuesday, April 24, 10 am-11 am.

**Topic:** “Engaging Families, Common Challenges Across the Chronic Conditions”.

**Presenter:** Jane Turner, MD, FAAP, Professor Health Programs, Pediatrics and Human Development, Michigan State University.

[REGISTER HERE](#)

Future Pediatric Office hours: Save the date for additional Pediatric Office Hours planned for June 6, 11am-12pm and September 13, 12pm-1pm. All those interested are welcome to attend.

## **Upcoming Michigan Data Collaborative Deliverables**

### **CHIR Dashboard**

Michigan Data Collaborative plans to release the CHIR Dashboard in late February. This Dashboard contains the same data that is available in the SIM PCMH Dashboard, but is limited to only the participating organizations that are included in a CHIR, and it is aggregated to the CHIR level only. There is no reporting at the Managing Organization or Practice level.

### **New Reports Coming Soon**

Michigan Data Collaborative is developing the following two new reports:

- Provider Report – Michigan Data Collaborative is providing this monthly report to help organizations confirm provider assignments. It will reflect the Provider association to Managing Organizations and Practices.
- Care Coordination Claims Detail Report – Because several organizations have requested more information about the underlying claims used to generate the Care Coordination reports, Michigan Data Collaborative is developing a report that will provide claims detail on the *Percent of Patients Receiving Care Management Services*. Michigan Data Collaborative will provide more details about this report in the coming weeks.

## **Dashboard Training**

Michigan Data Collaborative is in the process of creating online training tutorials to help users set up, access, and use the Dashboards. We anticipate posting the first tutorial in early to mid-March. More details to come soon!

## **Upcoming Michigan Data Collaborative Deliverables**

- Dashboard Enhancement 3.01 (CHIR Dashboard) – targeted for late February
- February PCMH Patient Lists – targeted for February 28
- February 2018 Provider Reports (initial release) – targeted for February 28
- November Care Coordination Reports – targeted for March 5
- March PCMH Patient Lists – targeted for March 28

Michigan Data Collaborative maintains a list of upcoming deliverables, which you can view on the [SIM PCMH page](#) of the Michigan Data Collaborative website.

## **SIM Statewide Evaluation**

Michigan Public Health Institute (MPHI) is overseeing the statewide evaluation of SIM, including the PCMH initiative. The two main areas of the PCMH evaluation will include embedded care management/care coordination and activities that address the Social Determinants of Health (SDoH). To minimize the reporting burden, MPHI will leverage existing monitoring data collected by MDHHS in its evaluation. Additional activities will include brief surveys on patient experiences with care management and SDoH screening and analyses of Medicaid Claims data for participating PCMH clients and a comparison group of non-participating PCMH clients. MPHI is currently working with University of Michigan and MDHHS to assess the need for a survey of care manager/care coordinator's experiences.

On April 10, MPHI will host an Office Hours webinar to discuss in further detail these evaluation plans and to get your input on what data elements you would find helpful in surveys, claims data analyses, and resulting reports. You can [register here](#).

Evaluation questions you may have can be sent to [mdhhs-sim@michigan.gov](mailto:mdhhs-sim@michigan.gov) or emailed directly to MPHI's SIM evaluation coordinator, Jason Almerigi, Ph.D., at [jalmerig@mphi.org](mailto:jalmerig@mphi.org) (Office: 517-324-8348).

## **2018 Practice Transformation Collaborative**

The PCMH Initiative has been working with partners at the Institute for Healthcare Improvement to further develop the 2018 Practice Transformation Collaborative. This learning network will continue as a focused opportunity for a cohort of PCMH Initiative Participants to engage in concentrative efforts to further refine and implement Clinical-Community Linkages. As a part of the collaborative design, there will be an opportunity for all PCMH Initiative participants to learn from the 2018 Practice Transformation Collaborative participants through virtual meetings. Check out the updated calendar in the 2018 Participation Guide for details on upcoming events.

## **2017 Quarter 4 SIM PCMH Initiative Payments**

Participating payers will be processing the 2017 Quarter 4 Per Member Per Month payments for Practice Transformation and Care Coordination in the early weeks of March. Each participant key contact will receive a message with the summary of the payments they should expect to receive by participating payer including any manual adjustments to payment due to retroactive provider changes, or other necessary corrections. As a reminder, the Michigan Data Collaborative has posted the 4th Quarter 2017 Aggregated Patient Reports to further support participants in reconciling payments. Medicaid Health Plans are expected to make payments to participants by March 13, 2018.

### **Self-Management Training Options in 2018**

To provide additional flexibility and convenience for SIM PCMH Initiative participants, three organizations will be available for self-management training for Care Managers and Coordinators who have not been trained previously:

- [Integrated Health partners \(IHP\)](#)
- [Michigan Center for Clinical Systems Improvement \(MiCCSI\)](#)
- [Practice Transformation Institute \(PTI\)](#)

Trainees must attest that they have not been previously been trained in self-management. Those who completed self-management training with a MiCMRC-approved vendor with MiPCT or another initiative do not need to be retrained.

If self-management training is completed through one of these vendors, the PCMH Initiative will cover the cost of the course. (Travel and any other related expenses are the responsibility of the attendee or their organization.) Note that the PCMH Initiative is able to cover a specific number of training slots with each self-management training provider (MiCCSI, PTI, and IHP). As those slots are filled we are able to reassess the capacity and funding in order to provide additional spaces. There may be times when the self-management training provider places registrants on a waiting list while the PCMH Initiative evaluates the ability to secure more funding for those spots. If the Initiative is not able to open more spots with a specific training provider, participants are encouraged to check out the availability with other training providers, or have the option to cover the course costs themselves.

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## **Upcoming Events and Initiative Resources**

### **Pediatric Office Hours**

**Title:** Pediatric Office Hours: Engaging Families, Common Challenges Across the Chronic Conditions

**Date and Time:** Tuesday, April 24, 10-11 am

**Presenter:** Jane Turner, MD, FAAP

Professor Health Programs, Pediatrics and Human Development

Michigan State University

[REGISTER HERE](#)

### **MiCMRC Complex Care 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. For CCM Course details [course details](#).

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

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

April 23-26 | Lansing MI | [REGISTER HERE](#) | Registration deadline: April 19, 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 2018 Care Management Educational Webinars**

**Title:** Heart Failure Self-Management through Diet

**Date and Time:** Wednesday February 28, 2-3 pm

**Presenters:** Emily Matson, MS and Theresa Han-Markey, MS, RD Bio Nutrition Manager  
U-M Nutrition Obesity Research Center

[REGISTER HERE](#)

**Title:** Caring for the Diabetic Patient: Understanding Diabetes

**Date and Time:** Tuesday, March 27, 2-3 pm

**Presenter:** Dianne Conrad DNP, RN, FNP-BC, BC-ADM, CDE, FNAP

Associate Professor – Kirkhof College of Nursing, Grand Valley State University, Grand Rapids, MI  
Family Nurse Practitioner – Cadillac Family Physicians, Cadillac, MI

[REGISTER HERE](#)

### **Continuing Education**

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


### **Coming Soon! MiCMRC Patient and Family Engagement New eLearning Course**

Early in 2018 MiCMRC will release an eLearning module on Patient and Family Engagement (PFE) as part of its "Basic Care Management Program". This online opportunity will allow you to learn at your own pace, whatever time is best for you! The "Basic Care Management Program" addresses Care Manager and Care Coordinator foundational skills for daily work, using an interactive format.

Patient engagement refers to the actions an individual takes to obtain the greatest benefit from the health care services available to them. This module will address concepts integral to PFE, list potential challenges to effective PFE, incorporate evidence-based engagement strategies when working with patients and families, and increase awareness of the positive outcomes for successful PFE.

Check back soon to [www.micmrc.org](http://www.micmrc.org) to access this new MiCMRC Care Management eLearning course.

### March 2018 SIM PCMH CALENDAR

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 MiCMRC CCM Course	6 MiCMRC CCM Course	7 MiCMRC CCM Course	8 MiCMRC CCM Course	9 Nov '17 PCMH Care Coord. Reports Release	10
11	12	13	14	15	16	17
18	19	20 April Newsletter Release	21 March Office Hours: Care Management and Tracking Codes <a href="#">REGISTER HERE</a>	22	23	24
25	26 Q1 '18 Progress Report Release	27 Caring for the Diabetic Patient: Understanding Diabetes <a href="#">REGISTER HERE</a>	28	29	30 March PPL Release	31

#### For More Information

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



