

SIM PCMH Initiative

Intent to Continue Participation 9/13/2017



Housekeeping

Webinar Toolbar Features

Your Participation

Open and close your control panel

Join audio:

- Choose Mic & Speakers to use VoIP
- Choose **Telephone** and dial using the information provided

Submit questions and comments via the Questions panel

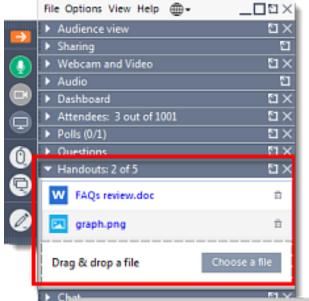
Note: If time allows, we will unmute participants to ask questions verbally.

 Please raise your hand to be unmuted for verbal questions.



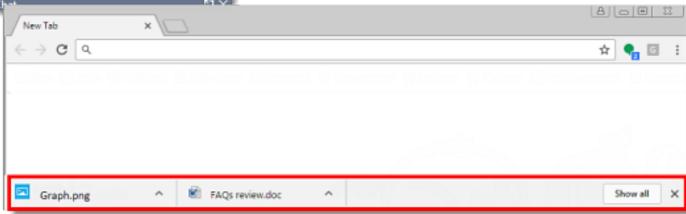
Housekeeping

Webinar Resources/Handouts



Handouts

- Webinar slides & other resources are uploaded to the "Handouts" section of your GoToWebinar Toolbar.
- Note: You may need to check the download bar of your browser to view the resources.





2018 Preview

Transition from 2017 Initiative to 2018 Initiative



PCMH Initiative Year 1

Accomplishment Highlights

- Application, Participant Selection and Participation Agreement Processes Established
- Completed the First Annual Participant Self-Assessment Process
- Established Performance Monitoring Measures/Reporting and Requirements Compliance Processes
- Finalized Medicaid Payment Model, Care Management and Coordination Tracking Codes and Payment Process (including MHP payment arrangements) in Partnership with MHPs
- Refined and Re-Launched the Complex Care Management Training Program for Participants
- Began Producing PCMH Patient Lists and Resolved Attribution Challenges
- Deployed Quarterly Progress Reporting and Semi-Annual Transformation Reporting Formats and Processes
- Defined Practice Transformation Objectives and Launched Learning Collaborative
- Launched New Billing and Coding Training for Participants
- Began Active Participant/Provider Data Maintenance through the Health Directory and Completed Technical Onboarding for ACRS and ADT Use Cases, began technical onboarding for the QMI Use Case
- Developed a Regular Office Hours (Participant Guidance) and Participant Meeting Cadences
- Launched a Monthly Participant Newsletter and New Participant Communications Process



PCMH Year 2 Preview Overview of Transition

PCMH Initiative Year 2 Participation Requirements:

- Core Primary Care (PCMH) Requirements
- Clinical Practice Improvement Activities (Practice Transformation)
- Care Management and Coordination Requirements
- Health Information Technology and Exchange Requirements
- Participant Support and Learning Activities
- Initiative Operations Requirements
- Payment Model and Payment Budget

Core Primary Care (PCMH) Requirements

Requireme	nt	2017	2018
Accreditation	NO CHANGE	Possess and maintain current designation from one of the following organizations/programs: • National Committee for Quality and Assurance- PCMH (NCQA) • Accreditation Association for Ambulatory Health Care- Medical Home (AAAHC) • The Joint Commission- PCMH (TJC) • Blue Cross Blue Shield of Michigan/Physician Group Incentive Program- PCMH • Utilization Review Accreditation Commission- PCMH (URAC) • Commission on Accreditation of Rehabilitation Facilities- Health Home (CARF)	
24/7 Access	UPDATED	Ensure 24-hour access to a clinical decision maker (i.e., physician, advanced practice registered nurse, or physician assistant) for all patients of the Practice.	Ensure patients have 24/7 access to a care team practitioner with real-time access to the EHR.
Team-Based Care	UPDATED	encouraging team-based care and attention to other aspects of the PCMH Initiative model.	Organize care by practice identified teams responsible for a specific, identifiable panel of patients to optimize continuity.

Core Primary Care (PCMH) Requirements, cont.

Requiremen	t	2017	2018
Alternative to Traditional Visits	UPDATED	Provide clinical care for patients of the Practice beyond normal business hours (i.e., 8:30 am to 5:00 pm) for a minimum of 6 hours per week.	Regularly offer at least one alternative to traditional office visits to increase access to care team and clinicians in a way that best meets the needs of the population, such as e-visits, phone visits, group visits, home visits, alternate location visits (e.g., senior centers and assisted living centers), and/or expanded hours in early mornings, evenings, and weekends.
Same Day Appointments	NC	Ensure (on average over the course of a week) 30% of available appointments are reserved for sameday care across the patient population. (Alternative Considerations Allowed)	
Care Team Meetings	UPDATED	Ensure that all Care Team(s) meet at least monthly with time dedicated to teambased management and review of reports.	Ensure that all Care Team(s) have planned meetings at least monthly (or, alternatively, team huddles more frequently) with time dedicated to reviewing practice and panel level data from payers and internal monitoring, and use this data to guide tactics to improve care and achieve practice goals.

Clinical Practice Improvement Activities (Practice Transformation)

Requireme	nt	2017	2018
Clinical- Community Linkages	UPDATED	 Develop documented partnerships between a Practice (or PO on behalf of multiple Practices) and community-based organizations which provide services and resources that address significant socioeconomic needs of the Practice's population following the process below: a. Assess patients' social determinants of health to better understand socioeconomic barriers using a brief screening tool with all attributed patients. b. Provide linkages to community-based organizations that support patient needs identified through brief screening, including tracking and monitoring the initiation, follow-up, and outcomes of referrals made. c. As part of the Practice's ongoing population health and quality improvement activities, periodically review the most common linkages made and the outcome of those linkages to determine the effectiveness of the community partnership and opportunities for process improvement and partnership expansion. 	While the base requirement will remain the same from 2017 to 2018, the Clinical-Community Linkage Requirement in the 2018 participation agreement will transition focus from establishing to maintaining CCL efforts in year 2. Additional detail will be provided in the requirements, some focused on outlining expectations for participants located within Community Health Innovation Region and those outside of Community Health Innovation Regions.
Other Objective	UPDATED	Selection of one objective from a menu of 11 practice transformation objectives	All Participants will be required to focus on Population Health, current participants which selected an objective other than population health during year one will be asked to realign their objective as an activity which corresponds with improving performance on one or more of their population health objectives.

Care Management and Coordination Requirements

Requirement		2017	2018
Embed CM/CC Staff	S	Embed Care Management and Coordination staff members of every participating Care Team.	members functioning as integral, fully-involved
CM/CC Team Composition	UPDALED	 Care Managers and Care Coordinators may be employed or contracted by the Practice, a Physician Organization, or another entity, but regardless of who employs the Care Management and Coordination staff, these individuals must function as an integral part of the Care Team. Maintain a ratio of at least 2 Care Management and Coordination staff members per 5,000 patients attributed to the Practice as part of the PCMH Initiative. At least one member of the Care Management and Coordination team must be a licensed Care Manager. Other members of the team may be a licensed Care Manager or a Care Coordinator. 	 Care Managers and Care Coordinators may be employed or contracted by the Practice, a Physician Organization, or another entity, but regardless of who employs the Care Management and Coordination staff, these individuals must function as an integral part of the Care Team. The Initiative encourages Practices to include a licensed Care Manager as part of the Care Management and Coordination team. However, a Practice may staff their team(s) using both licensed Care Manager(s) and/or Care Coordinators(s) as needed to meet the needs of the patient population and other programmatic/payer/administrative requirements outside the Initiative.

Care Management and Coordination Requirements, cont.

Requirement		2017	2018
CM/CC Service Types	UPDATED	The level of intensity of care management will vary based on the needs of the patients, as to achieve an optimal level of wellness and improve coordination of care while providing cost effective, non-duplicative services.	 Provide targeted, proactive, relationship-based (longitudinal) care management and coordination to all patients identified as at increased risk, based on a defined risk stratification process, and who are likely to benefit from intensive care management. Provide short-term (episodic) care management and coordination along with medication reconciliation to patients who have an ED visit or hospital admission/discharge/transfer and who are likely to benefit from care management/coordination. Use a plan of care centered on patient's actions and support needs in the management of chronic conditions for patients receiving longitudinal care management.
CM/CC Population Served	UPDATED	 Assure that embedded Care Managers/Care Coordinators are serving attributed patients from all participating Payers. Assure that Billing Codes for Care Management and Coordination services delivered within the Practice are submitted to participating Payers as requested by the Payer(s). 	Ensure at least XX%* of attributed Practice patients receive care management and coordination services (represented through billing MHPs using the Initiative's tracking codes). *While no finalized, it is likely that the required percent of patients receiving CM/CC services will be increased from the 2017 benchmark
Collaborative Care	NC	Demonstrate a collaborative relationship with specialty and hospitals which accept patient referrals and cooperate with	

Care Management and Coordination Requirements, cont.

Requirement		2017	2018
Self-Management Support	UPDTD	Defined as an activity or service of Care Management and Coordination	Implement self-management support for at least 1 high risk condition.
CM/CC Training	UPDATED	 Care Management Learning Requirement Each Care Manager and Care Coordinator must have completed a Self-Management Support Training Program approved by the PCMH Initiative within six months of hire. Each Care Manager must have completed the Complex Care Management Course provided by the PCMH Initiative within six months of hire. Each Care Manager/Coordinator must complete a total of twelve (12) contact hours of continuing education per year. This can be satisfied through attendance at PCMH Initiative-led events, PO-led trainings, or other related continuing education credit-granting events. 	Care Managers and Care Coordinators must receive care management and self-management training provided or approved by the Initiative in addition to obtaining an additional 12 hours of care management/coordination training annually.
CM/CC Other (Workspace, Provider Contact, Serving Across MHPs)	NO CHANGE	 Assure that Care Managers/Care Coordinators have a workspace, computer access, and telephone in each Practice setting served. Assure that every provider has frequent contact with the Practice's Care Manager(s)/Care Coordinator(s), no less often than weekly, regarding those patients receiving active Care Management and Coordination services. Assure that embedded Care Managers/Care Coordinators are serving attributed patients from all Michigan Medicaid Health Plans with beneficiaries in a Practice's patient population. 	

Health Information Technology and Exchange Requirements

Requirement		2017	2018
EHR	UPDATED	Possess and utilize a fully implemented Office of the National Coordinator for Health Information Technology (ONC) certified Electronic Health Record (EHR) system.	Added clarification to 2017 Requirement: Either 2015 Edition or 2014 Edition CEHRT
Patient Registry	UPDATED	Possess and utilize an All-Patient Registry or Registry Functionality. The Registry may be a separate technology/system or be a component of an EHR. The Registry must be used on a consistent basis (no less often than quarterly) to generate population-level performance reports, pursue population health improvement, and close gaps in care for preventive services and chronic conditions	Added clarification to 2017 requirement: Performance reports should include measures from Quality Measure Information use case
Health Information Exchange	UPDATED	Complete technical onboarding and be actively participating in the following Michigan Health Information Network Health Information Exchange use cases (by specified date): Active Care Relationship Service (ACRS); Health Provider Directory (HPD); Admissions, Discharge, Transfer Notification Service (ADT) Quality Measure Information (QMI);	Language updated to focus on maintenance and continued participation
CM/CC Documentation Tool	NC	Possess and utilize an electronic care management and coordination do tool must be either a component of an EHR or able to communicate wit information is visible to care team members at the point of care	
Electronic Decision Support	UPDATED	Possess and utilize an electronic system capable of providing decision support prompts and care alerts to clinicians at the point of care.	Added clarification that the decision supports should, at a minimum, encompass measures from Quality Measure Information use case

Participant Support and Learning Activities

Requirement	2017	2018	
Practice Learning Activity	All Participating Practices must complete eight (8) hours of Initiative led learning activities during the period of this agreement. In addition to the required hours, all Participating practices must have a representative participate in each Quarterly Update Meeting.	 Ensure a representative from the Participating Organization participates in the annual Initiative virtual launch meeting. Ensure a representative from the Participating Organization participate in each Quarterly Update Meeting, and shares relevant information with participating practice locations. Ensure a clinical champion and other care team members from participating practice units/locations participate in the annual Initiative virtual launch meeting. Ensure clinical champion and other care team members from participating practice units/locations participate in PCMH Initiative hosted learning activities as appropriate and relevant to their position in the practice 	

Optional Participant Supports will be available through the following activities:

- Practice Transformation Collaborative (entering phase 2, will have some participation adaptions)
- Monthly Topic Focused Sessions (Office Hours)
- Care Coordination Collaborative: (New in 2018!)
- Annual Regional Summits



Initiative Operations Requirements

• Initiative Operations Requirements encompass those requirements related to legal agreements (such as the Participation Agreement, or the MDC DSUA), payment arrangements with participating payers, maintenance of participant data, participation in program evaluation, etc.

Requirement		2017	2018
Various Operations Requirements	UPDATED	Various requirements related to general day to day operations of the Initiative, for example: "Sign (or provide consent for a PO to sign on the Practice's behalf if applicable) a Data Use Agreement (DUA) and Business Associate Agreement (BAA) with the MDC."	 Language has been adapted to correspond with maintaining agreements (instead of newly signing) where applicable. Added language specifying annual self-assessment, semi-annual transformation and quarterly participation reporting.

Payment Model

Requirement		2017	2018	
Care	ED	PCMHs will receive care management and coordination payment to support embedded care coordination services as a PMPM rate of:	General Requirements have remained the same, but rates have been updated to differentiate between adult and pediatric populations:	
Management & Coordination PMPM Rates	UPDATED	 a. \$3.00 for General Low Income Beneficiaries (TANF) b. \$5.00 for Healthy Michigan Plan Beneficiaries (HMP) c. \$8.00 for Aged, Blind and Disabled Beneficiaries (ABD) 	Adult: a. \$3.00 for TANF b. \$5.00 for HMP c. \$7.00 for ABAD	Pediatric: a. \$2.75 for TANF b. \$5.50 for ABAD
Practice Transformation PMPM Rates	UPDATED	PCMH Initiative Practices will receive practice transformation payment to support needed investment in practice infrastructure and capabilities at a PMPM rate of \$1.25 for all Medicaid beneficiaries attributed to the Practice by the Initiative.	payments during 2018 bu	ne Practice by the Initiative, icluded: ayments are intended to be inths. Practices which will receive transformation

Payment Model

Requirement		2017	2018
CM/CC Tracking Codes	UPDATED	Assure that Billing Codes for Care Management and Coordination services delivered within the Practice are submitted to participating Payers as requested by the Payer(s).	 Practices must bill MHPs for Care Management and Coordination Tracking Codes developed by the Initiative to monitor CM/CC services delivered within the Practice. Addition of 3 codes: Education/Training for Patient Self-Management (98961, 98962)- NEW Provider Oversight (G9008) End of Life Counseling (S0257)
ICD 10 Codes	EXPLORING	Not included as a requirement in 2017, however encouraged exploration of the use of ICD 10 Z codes	Exploring the possibility of integrating a requirement related to the inclusion of International Statistical Classification of Diseases and Related Health Problems (ICD) codes appropriate for a patient's health diagnoses (primary) and socioeconomic and psychosocial circumstances (secondary) when billing Care Management and Coordination Tracking Codes.

REMINDERS:

2018 Intent to Continue Participation

- The previous slides provided a preview to 2018, final requirements will be outlined and provided within the 2018 Participation Agreement
- The Intent to Continue Participation "Application":
 - Is required for all practices that wish to continue participation in 2018
 - Is open to current participants only (not currently accepting new practices)
 - Can be completed by PO representatives on behalf of participating practice locations
 - FQHCs with multiple practice locations will complete a single "application"
 - Participant key contacts were sent individualized excel templates to edit (as necessary) and upload within the online "application"
- Key Dates:
 - "Application" open: TODAY 9/13/2017
 - "Application" Q&A: Thursday 9/21/2017 (during Quarter 3 virtual update meeting)
 - "Application" closes: Friday 9/29/2017



Application Walkthrough

Intent to Continue Participation



- Application landing page:
- The SIM PCMH Initiative Intent to Continue Participation (ITP) is aimed at understanding participants' intent to continue participation in the 2018 SIM PCMH Initiative and capture personnel and infrastructure changes with regard to the SIM PCMH Initiative.
- Please save the ITP link. You can access and continue the ITP by using the link. Progress is automatically saved every time you hit the "next" button.
- Please provide the organization name on this page

	owing information for the individual completing the applicati ughout the application process regarding participation in the	
Contact name		
Phone		
Email Address		
Address		
Street Address		
City		
State		
Zip code		
Is the person above th Participation Agreeme	e same as the person who will sign the SIM PCMH Initiative ent?	
Yes		
No		

- Point of Contact:
- Provide the contact information for the individual that is completing the application, the one that should be contacted in the event of selection or need for further information.
- If the contact person is not the individual who will sign the participation agreement, please fill out the signer's information on the next page.

Organization (PO/PHO or independent practice) information Please complete the information for the participating organization (the organization that will be listed on the 2018 SIM PCMH Initiative Participation Agreement)										
Physical address										
Physical Address										
County										
City										
State										
Postal code										
Billing address										
Billing Address										
City										
State										
Postal code										
		_								
<<		Next								

- Organization (PO/PHO or Independent Practice) Information:
- Please provide the contracting entity information. The contracting entity refers to the organization that will sign the contract to continue the participation in SIM PCMH

Intent to Continue Participation

Instructions:

An Excel document with the information needing verification has been sent to the organization's primary contact. Please review and update the excel document as appropriate and save the updated document with your organization name in the following manner "OrgName_ITP" and upload in the "Intent to Continue Participation" section below.

There are three tabs in the file, so please make sure each spreadsheet has been reviewed and updated before submission. Below is a description of each tab:

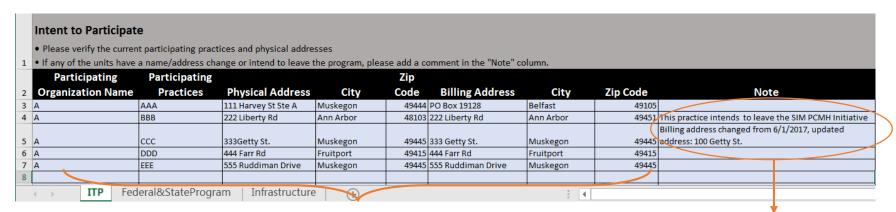
- "ITP": All of the current SIM PCMH practice units are listed on this spreadsheet. If any
 of the units have a name/address change or intend to leave the program, please add a
 comment in the "Note" column.
- "Federal/State Program Participation": Please complete the Federal/State Program participation information in the spreadsheet entitled "Federal/State Program Participation".
- "Infrastructure": Please complete the infrastructure and capacity information of the practice units in the spreadsheet entitled "Infrastructure change".

Drop files or click here to upload

<<

>>

- Intent to continue participation:
- The Excel template has been sent to your organization's primary contact by email.
 There are three tabs in the file, so please make sure each spreadsheet has been reviewed and completed. If you have not received the document, please send a request to SIMPCMH@mail.mihealth.org.
- Upload the completed file in the "intent to continue participation" section

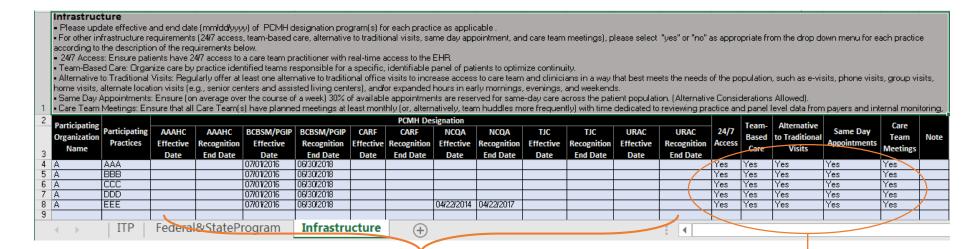


Please verify the current participating practices billing and physical addresses.

If any of the units have a name/address change or intend to leave the program, please add a comment in the "Note" column.

Please complete the Federal/State Program participation information. There is a drop down menu in each cell. Please select "yes" or "no" as appropriate for each practice.												
Participating Participating	Federal/State Program Participation									Other programs, please		
Practices		l	MI Health	1	CPC+	CPC+ Track 2	Next Generation ACO	Practice Transformatio n Network	Million Hearts	Community Hub Model (Pathways, CHIR, etc.)	specify	
AAA	No	No	No	No	Yes	No	No	No	No	No		
BBB	No	No	No	No	Yes	No	No	No	No	No		
ccc	No	No	No	No	Yes	No	No	No	No	No		
DDD	No	No	No	No	Yes	No	No	No	No	No		
EEE	No	No	No	No	Yes	No	No	No	No	No		
	Participating Practices AAA BBB CCC DDD	Participating Practices Medicare Shared Savings Progam AAA No BBB No CCC No DDD No	Participating Practices Medicare Shared Savings Progam (Health Homes) AAA No No	Participating Practices Medicare Shared Savings Progam MI Care Team (Health Homes) MI Health Link AAA No No	Participating Practices Medicare Shared Savings Progam MI Care Team MI Health Link Communitie s of Health	Participating	Federal/State Program Participating	Federal/State Program Participation Practices Medicare Shared Savings Progam (Health Homes) MI Health Communities of Health Track 1 CPC+ CPC+ Track 1 Next Generation ACO AAA No No No No No Yes No No BBB No No No No Yes No No CCC No No No No Yes No No DDD No No No No Yes No No	Federal/State Program Participation Federal/State Program Participation Practices Medicare Shared Savings Program (Health Homes) MI Health Link Accountable Communities of Health CPC+ Track 1 CPC+ Track 2 Next Generation Transformatio In Network AAA No No No No Yes No No <t< td=""><td>Participating Practices Medicare Shared Savings Progam (Health Homes) MI Care Team Savings Progam (Health Homes) MI Health Link Accountable CPC+ Track 1 s of Health Track 1 Track 2 No N</td><td>Participating Practices Medicare Shared Savings Program (Health Homes) MI Care Team (Health Homes) MI Health Link Accountable Communitie s of Health Sof Health S</td></t<>	Participating Practices Medicare Shared Savings Progam (Health Homes) MI Care Team Savings Progam (Health Homes) MI Health Link Accountable CPC+ Track 1 s of Health Track 1 Track 2 No N	Participating Practices Medicare Shared Savings Program (Health Homes) MI Care Team (Health Homes) MI Health Link Accountable Communitie s of Health Sof Health S	

Please complete the Federal/State Program participation information. There is a drop down menu in each cell. Please select "yes" or "no" as appropriate for each practice.



Please update effective and end date (mm/dd/yyyy) of PCMH designation program(s) for each practice as applicable.

- Please select "yes" or "no" as appropriate from the drop down menu for each practice according to the description of the requirements below.
- 24/7 Access
- Team-Based Care
- Alternative to Traditional Visits
- Same Day Appointments
- Care Team Meetings

2018 PCMH Initiative Practice Transformation Collaborative - Phase 2

The PCMH Initiative is seeking participating Patient Centered Medical Home teams interested and ready to accelerate their journey in Clinical-Community Linkages. This phase of the Practice Transformation Collaborative will be designed to accelerate your journey in linking patients to the support they need, when and where they need it. This collaborative will:

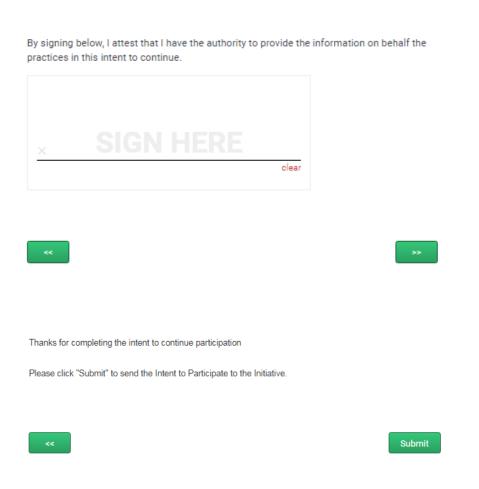
- · Focus on working with practices to move from "Good" to "Great"-from having good linkages to having reliable linkages,
- · Feature content on quality improvement and best practices related to Clinical-Community Linkages,
- Provide opportunities for local quality improvement coaches to support teams,
- . Engage community partners and patient representatives to meaningful contribute to the design of improved linkages,
- · Promote networking with and learning from colleagues and practices across Michigan.

Participation in Phase 2 of the Practice Transformation Collaborative, will be open to practice teams (additional supports will be available to Physician Organization staff, such as practice coaches), and will require a commitment to participate in collaborative meetings (virtual and in-person) as a team. If you would like to express interest in Phase 2 of the collaborative, on behalf of a practice team, please select the number of practice teams below (If there are more than 10 practices interested in Phase 2, please contact SIMPCMH@mail.mihealth.org to submit additional information):

2 ▼

Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.

- 2018 PCMH Initiative Practice Transformation Collaborative - Phase 2:
- Please select the number of practice teams that are interested in Phase 2 of Practice Transformation Collaborative.
- Information about each practice will be collected on individual pages.
- If there are more than 10 practices interested in Phase 2, please contact <u>SIMPCMH@mail.mihealth.org</u> to submit additional information



- Signature and submission:
- Please sign your name to attest that you have the authority to provide information on behalf the practices
- Click "Submit" to send the response to the Initiative. Once the response is submitted, you cannot access the application by using the saved link. If you need to make any changes after submission, please send your request to SIMPCMH@mail.mihealth.org.

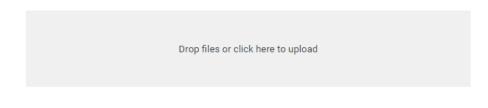
Intent to Continue Participation

Instructions:

An Excel document with the information needing verification has been sent to the organization's primary contact. Please review and update the excel document as appropriate and save the updated document with your organization name in the following manner "OrgName_ITP" and upload in the "Intent to Continue Participation" section below.

There are three tabs in the file, so please make sure each spreadsheet has been reviewed and updated before submission. Below is a description of each tab:

- "ITP": All of the current SIM PCMH practice units are listed on this spreadsheet. If any
 of the units have a name/address change or intend to leave the program, please add a
 comment in the "Note" column.
- "Federal/State Program Participation": Please complete the Federal/State Program participation information in the spreadsheet entitled "Federal/State Program Participation".
- "Infrastructure": Please complete the infrastructure and capacity information of the practice units in the spreadsheet entitled "Infrastructure change".



<<

>>

- Intent to continue participation:
- The Excel template has been sent to your organization's primary contact by email.
 There are three tabs in the file, so please make sure each spreadsheet has been reviewed and completed. If you have not received the document, please send a request to SIMPCMH@mail.mihealth.org.
- Upload the completed file in the "intent to continue participation" section



Discussion