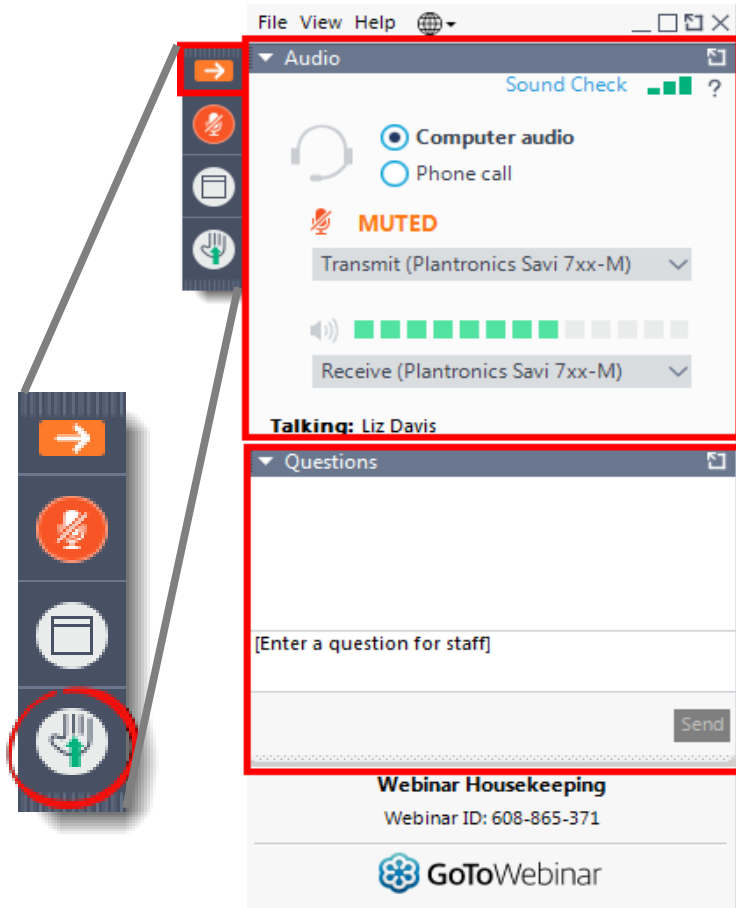# Quarterly Update

STATE INNOVATION MODEL

PATIENT CENTERED MEDICAL HOME INITIATIVE

04.17.2019

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.
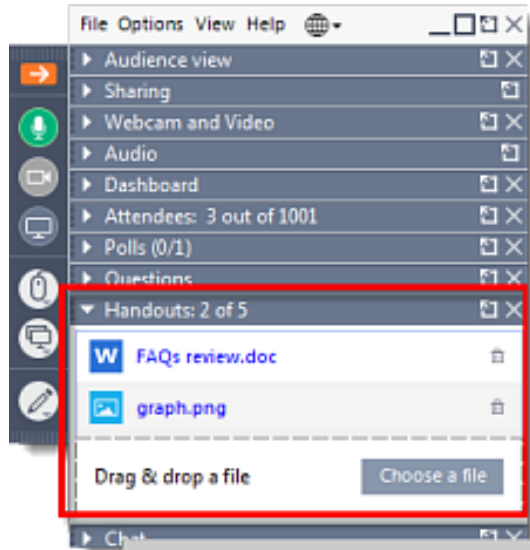- Please raise your hand to be unmuted for verbal questions.

NOTE:
In the event that there is not time to answer questions live, all questions submitted via the Question Function of the GoToWebinar toolbar will be recorded, an Q & A generated and posted to our webpage
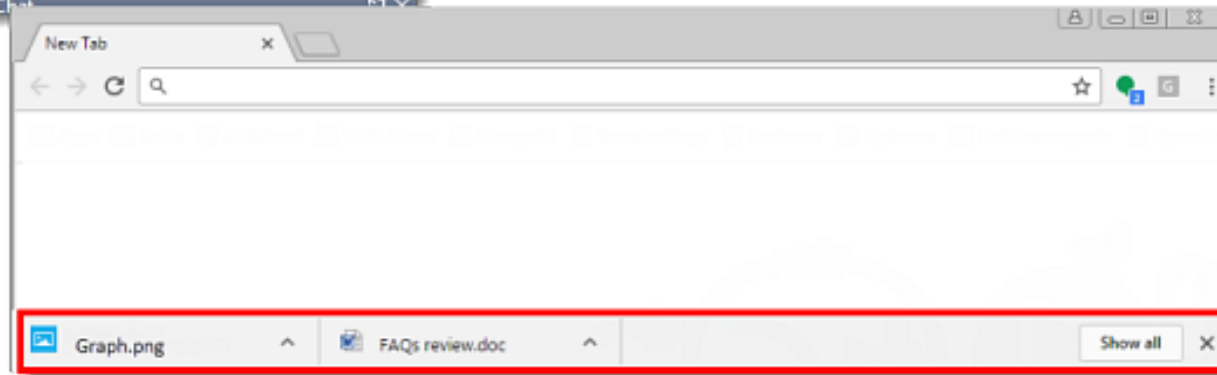
Housekeeping:
Webinar Resources/Handouts

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.

PCMH Initiative Team:
MDHHS Team Members

Katie Commey, MPH
SIM Care Delivery Lead

Lyndsay Tyler
Business Analyst

Nell Newton
Project Manager

MI-SIM Care Delivery Governance Team	
Kathy Stiffler	Medicaid Care Management and Quality Assurance, Deputy Director Acting Medicaid Director
Brian Keisling	Medicaid Operations and Actuarial Services, Bureau Administrator
Kim Hamilton	Managed Care Plan, Division Director
Penny Rutledge	Actuarial Division, Manager
Theresa Landfair	Managed Care Plan Division, Specialist
Tom Curtis	Quality Improvement and Program Development, Section Manager

PCMH Initiative Team:
U of M Team Members

Clinical Values Institute

Veralyn Klink
Administrator

Diane Marriott
Director

Amanda First-Kallus, MHSA
Analyst

Yi Mao
Analyst

Michigan Data Collaborative

Jessie Chen
Application Systems
Analyst / Programmer

Susan Stephan
Sr. System Analyst

Alice Stanulis
Manager, Michigan Data
Collaborative

Marty Kosla
Sr. Business Systems
Analyst

Michigan Institute for Care Management and Transformation

Marie Beisel
Administrative Manager,
Sr. Healthcare

Scott Johnson
Int. Project Manager

Betty Rakowski,
Curriculum Designer

Sarah Fraley, Int.
Project Manager

Program Updates

LYNDSAY TYLER

KATIE COMMEY

Upcoming Events:
April - June 2019

Date	Type of Event	Topic	Registration Link
Apr 23 11:00 – 12:00	Pediatric Office Hours -- April	ADHD and Medication Education	REGISTER HERE
May 2 12:30 – 1:30	SIM PCMH Initiative Office Hours-- May	SDoH Service Provision – Including Motivational Interviewing	REGISTER HERE
June 4 12:00 – 1:00	SIM PCMH Initiative Office Hours--- June	SDoH - Technical	REGISTER HERE
June 20 3:00 – 4:00	SIM PCMH Initiative Supplemental Office Hours – June	Patient Experience Survey with CHEAR	REGISTER HERE
June 26 2:00 – 3:00	Pediatric Office Hours -- June	Asthma	REGISTER HERE

Upcoming Events:
2019 Summit

THEME: "Sustaining the Gains Through Smart Delivery and Cost-Effective Care"

Date: November 12th (Full day)

Approach: One central summit for all

Location: Kellogg Center, Lansing MI

Watch for more information on sessions and registration to come – Save the date in your calendars today!

SIM
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New Summit Page

Care Delivery

The Patient Centered Medical Home (PCMH) Initiative is the core component of the State Innovation Model (SIM) strategy for coordinated care delivery, focused on developing and testing service delivery models to achieve better care coordination, lower costs, and improved health outcomes for Michiganders. The SIM PCMH Initiative is built upon the principles of a patient-centered medical home that generally define the model regardless of the designating organization. Value is placed on core functions of a medical home, such as enhanced access, whole-person care, and expanded care teams that focus on comprehensive coordinated care. To increase value and incentivize healthcare practices to provide high-quality and cost-efficient care, SIM is also working to promote the use of alternative payment models (APMs).

This initiative is aligned with the overall SIM Care Delivery goals of:

- Championing models of care that engage patients using comprehensive, whole-person-oriented, coordinated, accessible and high-quality services centered on an individual's health and social well-being.
- Supporting and creating clear accountability for quantifiable improvements in care processes and quality, as well as health outcomes.
- Creating opportunities for Michigan primary care providers to participate in increasingly advanced APMs.

If you have questions about the PCMH Initiative, please contact the SIM team at MDHHS-SIMPCMH@michigan.gov.

Newsletters
April 2019
March 2019
February 2019
January 2019

Upcoming Events
- 2019 Participant Guide Release
- 2019 Agreement Release
- View all events

2019 SIM PCMH Initiative Summit   **Resources**

Our Care Delivery website has a dedicated page for our PCMH Initiative Annual Summit. View supplemental documents and Nursing, Social Work, CCMC Continuing Education Credits information.

Care Management Training Requirements

- Change of 2019 continued learning requirements
  - Reduction from **12 hours to 8 hours** of longitudinal learning.

- Requires a formal amendment to the Participation Agreement
  - Look for an email from the MDHHS Bureau of Purchasing (MDHHS-BOP-MOU@Michigan.gov) requesting your signature in the next week
  - Please return your signed paperwork to the BOP within 2 weeks of receiving the amendment (date will be indicated on the email from BOP)

Note: Please copy MDHHS-SIMPCMH@Michigan.gov on all communications with the Bureau of Purchasing. This helps our team track all documentation in real time.

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Q1 (January - March) 2019 Payment Details

Reminders:

◦ Care Management and Coordination PMPMs see 2019 Participation Guide.

◦ Payments will be made by each individual Medicaid Health Plan, the PCMH Initiative will send a summary email with details of expected payments

Anticipated Payment Timeframe: MHPs should make payments to participants in May

Reminders:

◦ Please ensure practice and provider updates are submitted using the online Change Form.

◦ CHAMPS enrollment …..

Support & Learning

LYNDSAY TYLER

MARIE BEISEL

Care Coordination Collaborative (CCC) Series Overview: Where We Are

First Virtual Event held on 6/15/18
◦ Distributed contact sheets for Medicaid Health Plan coordination
◦ Focused on models of joint partner collaboration (plan/practice; practice/community organization/plan; etc.)

Second Virtual Event on 9/24/18
◦ Focus on overcoming challenges to coordination
◦ Two successful SIM PCMH Initiative groups shared how they overcame challenges, dealt with stretching resources and used creative options to help patients

Care Coordination Collaborative (CCC) Series Overview: Where We Are

First 2019 In-Person Event on April 9
◦ Focus on Social Determinants of Health (SDoH) Gap Closure
◦ Over 120 participants
◦ Expert panel of five wonderful speakers on joint partner collaboration (plan/practice; practice/community organization/plan)
◦ Materials posted to the SIM PCMH website HERE

Second In-Person Event on July 30
◦ Focus on the cost of care and achieving efficiencies in process for coordination
◦ Location will be the Amway Grand Plaza Hotel in Grand Rapids
◦ Registration now open! REGISTER HERE

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Pediatric Curriculum Planning Work Group

- 2019 SIM PCMH Initiative Pediatric Office Hours - planning 3 Pediatric webinars

Identified topics and speakers as follows:
- **Topic:** ADHD Medication Education
  Presenter: Tiffany Munzer, MD
  Date/Time: Tuesday, April 23 from 11 am – 12 pm
- **Topic:** Pediatric Asthma
  Presenter: Tisa Vorce MA, RRT
  Date/Time: Wednesday, June 26 from 2 pm – 3 pm
- **Topic:** Pediatric Depression
  Presenter: Thomas Atkins, MD
  Date/Time: Thursday, September 12 from Noon – 1 pm

- Fall 2019 Summit
  - Recommendations for potential Pediatric break out sessions

2019 MICMT CCM course – New Format

Starts June 2019 – MICMT Complex Care Management Course (CCM) will have a new format:

- A blended learning activity with *self study modules and a one day* in person training

Preparation for the redesigned course content:

- Conducted PO survey
- Pilot the course Mid-April

Successful completion of the course:

- Attend day 1 webinar about the course logistics, complete the self study modules, take the self study web based test and achieve a passing score of 80%
- The self study test *"pass" score = admittance* to the one day in person course
- Attend the in person one day training, take the MICMT CCM global course post test, achieve a passing score of 80%, and complete the course evaluation.

- Opportunity to earn Nursing and Social Work CE contact hours

- For MICMT CCM course information/registration: www.micmrc.org or click here

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2019 Self-Management Training Options

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

◦ Integrated Health partners (IHP)
◦ Michigan Center for Clinical Systems Improvement (MiCCSI)
◦ Practice Transformation Institute (PTI)

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.)

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).

Coming soon, new in 2019: Michigan Institute for Care Management and Transformation (MICMT) creates a globally used Complex Care Management course and Self-Management course post test. All training sites direct their attendees take the post test. There will also be a global evaluation which all attendees will complete.

MICMT Longitudinal Learning Activities – 2019 recorded webinars

Title	Presenter
Suicide Assessment, Risk, and Prevention	Kristyn Spangler, LMSW
Pre- Diabetes	Tamah Gustafson, MPH, CHES
Identifying and Addressing Anxiety in Primary Care	Teague Simoncic, LMSW

Access a library of recorded webinars and e Learning modules: www.micmrc.org

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MiCMRC Webinars, E –Learning and Resources

Registration for MiCMRC webinars: http://micmrc.org/webinars

Practice Support and Learning Opportunities:
Monthly Newsletters

Distributed via GovDelivery & on our website!
- To sign up for the distribution:
  - Email us at MDHHS-SIMPCMH@michigan.gov, or
  - Sign up for MDHHS subscriptions: when managing your "subscriptions" select State Innovation Model Patient Centered Medical Home Initiative"

Will be released late month for the following month (ex. February Newsletter will be released in late January)

Designed to have upcoming events, training information, topics of interest, participant highlights, suggested resources and other pertinent information

Suggestions always welcome, please email them to MDHHS-SIMPCMH@Michigan.gov

Participant Reporting

AMANDA KALLUS

NELL NEWTON

SUSAN STEPHAN

Upcoming Compliance:
Progress Report Updates

Due: April 30, 2019

Content:

1. Participant information (PO contacts, practice contacts, financial service contacts, MDC acknowledgers, Care Manager lead, MHP contracting information)

2. Participation requirements information, updates and attestation

    2.1 Core Primary Care (PCMH)

    2.2 Care Management and Coordination

    2.3 Health Information Technology and Exchange

3. Participation Experience, Strengths and Challenges

Note:

Participant Key Contact should have received an email with report link and supplemental excel document on 3/20/19. The PO will complete the report on behalf of all participating practices.

Upcoming Compliance:
Semi-annual Practice Transformation Report

Due: July 31, 2019

Content:

1. Clinical-Community Linkages (CCL), with the following sub-sections:

   1.1 Assessing social determinants of health

   1.2 Linkage methodology

   1.3 Quality improvement activities

2. Population Health Management (New)

   2.1 Ensuring engagement of clinical and administrative leadership

   2.2 Empaneling patient population

   2.3 Using feedback reports

Note: Participant Key Contact will receive an email with report link and supplemental excel document in June 2019. The PO will complete the report on behalf of all participating practices.

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Upcoming Compliance:
Clinical-Community Linkages

Use of one-time funding attestation: April 30, 2019

CCL Data Partnership

Regular Initiative reporting provides valuable information on how the provider community is executing screening and linking requirements. The CCL Data Partnership was designed to provide details on the individual connection and solution to better understand the link between social needs and individual health and wellbeing.

- 11 PCMH Initiative Participants submitting SDoH data
- All historical production files received
- Quarterly submission schedule*:
  - o April 2019
  - o July 2019
  - o October 2019

*includes all new records since previous submission

New Dashboard Pages

Trends
- Displays your organization's performance against PCMH benchmarks across all reporting periods
- Filter by measure categories (All, Quality, Utilization, ACSC) and measure (e.g. Emergency Department Visits)

Care Coordination Trends
- Evaluate your organization's performance against PCMH benchmarks across all reporting periods
- See overall Managing Organization as well as practice performance across time
- Identify areas for improvement to achieve success in the Care Management Improvement Reserve (CMIR) program

Incentives
- Evaluate your organization's performance on the measures selected for Performance Improvement Program (PIP)
- Incentive Benchmarks clearly displayed and remain fixed for the rest of the program
- Drill down into Practice and Provider results to identify areas for improvement
- Supports your organization's efforts to receive incentive payments

Upcoming Deliverables end of April

Dashboard Release 8
- Reporting Period January 2018 – December 2018
- Patients and provider attribution from December 2018
- Michigan Care Improvement Registry (MCIR) data may be delayed
- Affects Childhood and Adolescent Immunization and Lead Screening measures
- If MCIR data is delayed, an enhancement will follow Release 8

Reports
- November 2018 – January 2019 Care Management and Coordination
  - Percent of Patients with Care Management
  - Inpatient Stay With a Follow-Up Visit within 14 days
- April Patient and Provider Lists

SIM PCMH Initiative Evaluation Components

Evaluation Activity	Purpose	Target Audience	Timeline	Owner
Provider Survey (PO reps, PCPs, CM/CC, Office Managers)	Identify attitudes and experiences of health providers who participate in Clinical Community Linkages (CCLs) directly or indirectly	• PCMH Initiative Participants identified as members or partners of a CHIR	May – July, 2018	MSU ✓
		• PCMH Initiative Participants in CHIRs NOT identified as members or partners	Aug. 1-31, 2018	MPHI ✓
		• PCMH Initiative Participants outside of CHIRs	Aug. 1-31, 2018	MPHI ✓
Patient Experience Survey	Identify experiences of patients who participate in CCLs	• Sample of patients from PCMH Initiative Participants	Fall, 2018	CHEAR ✓
CCL Data Partnership (optional)	Connect individual-level CCL data (Social Determinant of Health screening and linkages) to Medicaid utilization and costs (claims data from MDC)	• Patients within PCMH Initiative participants selected to participate.	Oct. 2018, quarterly thereafter	MPHI **In process**

Sustainability

KATIE COMMEY

Sustainability
State-preferred PCMH Model

Michigan's Medicaid Managed Care Plan Division (MCPD), in collaboration with Medicaid Health Plans (MHPs) have been developing a set of PCMH program parameters for integration into MHP future payment/contract models.

Highlights:

- Funds will be added to MHP capitation rates to directly administer preferred PCMH programs and care management/care coordination services.

- Developing a measure to assess utilization of care management/care coordination services by MHP members in the State.

  - Meeting the utilization targets will be linked to MHPs' ability to earn bonus payments beginning in FY 2020.

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Sustainability
State-preferred PCMH Model Application

MDHHS will be facilitating an application process in partnership with the MHPs to identify provider interest in participating in MHP PCMH programs.

Application Release: anticipated for **late April/early May 2019**

Application Closes: 4 weeks after the release (**late May/early June 2019**)

Eligibility: PCMH designated* practices statewide (regardless of MiPCT or SIM participation)

Contracting: MHPs will contract directly with providers (MDHHS is supporting a central application process only)

*additional advanced practice requirements will be required for consideration, MHPs may have additional criteria beyond MDHHS' preferred model program requirements

Sustainability
MI Executive Budget Proposal FY20

The Governor included a line item in the proposed Fiscal Year executive budget to support the continuing to evaluate aspects of the State Innovation Model related to Community Health Innovation Regions (CHIRS).

The proposed budget is under review, Legislative hearings are expected to continue into July.

Questions and Additional Resources

MDHHS-SIMPCMH@michigan.gov

Thank you for joining us today!

www.michigan.gov/SIM

(SIM Comprehensive Summary; Newsletters; Operational Plan, CHIR info., PCMH, etc.)

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Innovation Model

Resources

Care Delivery Website

Care Coordination Collaborative Virtual Event

Date: June 15, 2018

Time: 11:30 AM - 01:00 PM

Add to Calendar: iCalendar   Google   Yahoo   MSN/Hotmail/Live

REGISTER HERE

Selecting an event in the calendar will allow you to register and add it to your calendar with one click!

Care Delivery Resources

To ensure you're viewing the correct resources make sure you're on the Care Delivery page.

PCMH Initiative newsletters, materials shared at Care Delivery and PCMH Initiative events, and Care Delivery component background materials can be found below.

If you have questions about the PCMH Initiative, please contact the SIM team at MDHHS-SIMPCMH@michigan.gov.

Newsletters

Event Materials

- May Office Hour: Care Management and Coordination Benchmarks
- Pediatric Office Hours: Engaging Families - Common Challenges Across the Chronic Conditions
- 2018 PCMH Initiative Launch Webinar
- 2017 December Quarterly PCMH Initiative Updates
- 2018 April Quarterly PCMH Initiative Updates
- January Office Hours: Integrated Service Delivery
- February Office Hours: Michigan 2-1-1, Basic Concepts and Utilization
- March Office Hours: Care Management and Coordination Tracking Codes
- April Office Hours: Evaluation

Resources

Care Delivery

Calendar

2017 Resources

May Office Hour: Care Management and Coordination Benchmarks

May 16: Webinar Slides | Webinar Recording

Click on an event listed in the drop down menu and you will be able to access any available materials related to it: webinar slides, webinar recording, any supplemental documents.

2019 Self-Management Training Options

Class availability and the number of training slots may vary at each organization. If classes with a particular vendor are full, you will be put on a wait list or can explore availability at the other organizations.

The links for each organization are:

- Integrated Health Partners (IHP) - based in Battle Creek
  - http://www.integratedhealthpartners.net/events
  - To be placed on a wait list, contact: Emily Moe | moee@integratedhealthpartners.net | Phone: 269-425-7138.

- Michigan Center for Clinical Systems Improvement (Mi-CCSI) - based in Grand Rapids
  - https://www.miccsi.org/training/upcoming-events/
  - To be placed on a wait list, contact: Amy Wales | amy.wales@miccsi.org | Phone: 616-551-0795 ext. 11

- Practice Transformation Institute (PTI) - based in Southfield
  - http://www.transformcoach.org/care-manager-training/
  - To be placed on a wait list, contact: Yang Yang | yyang@transformcoach.org | Phone: 248-475-4839

For "At a Glance" information about each organization's Self-Management training visit: http://micmrc.org/