

# MATERNAL INFANT HEALTH PROGRAM CARECONNECT360 TRANSITION

Introduction to Pilot

# TOPICS TO COVER

---

Welcome

---

CareConnect360 Overview and Timeline

---

Pilot Overview, Training, and Support

---

External Partners – EMRs and MHPs

---

Preparation and Summary

# WELCOME, PILOT PROVIDERS!

- Ascension SEM Community Health Infant Mortality Program
- Bay County Health Department
- Benzie-Leelanau District Health Department
- Caring & Sharing Family Life Services
- Central MI DHD
- Corewell Health (Formerly Spectrum Health)
- Hannahville Health Center
- Kent County Health Department
- M.O.S.T.
- Marquette County Health Department
- Monroe County Health Department
- Silverspoon

# HOUSEKEEPING



Attendance captured via Teams



Session is being recorded



Please use chat function – responses will be shared with all providers



Not getting our direct emails? Enter your email in the chat

# CARECONNECT 360 OVERVIEW

## CareConnect 360

- Care management portal
- Will replace the existing MIHP application (MILogin)

## MIHP - CC360 Integration:

- Centralize all program records and administrative documentation in an electronic format
- Streamline program administration
- Support partner collaboration and communication
- Expand data collection and integration with statewide databases
- Ability to generate agency-specific reports

# TRAINING OUTLINE

Schedule is being finalized

Training will include CC360 use and applicable program guidance

- Hosted by CC360 Training Specialist & MDHHS MIHP
- Weekly sessions beginning in early 2023
  - Six core sessions, including a Refresher
  - Dedicated time for feedback
  - A “Go-Live” date will be determined
- Routine drop-in sessions for continued support
- As new functionality becomes available in CC360, a training will be added

# TRAINING TOPICS

1. Introduction to Pilot

2. Gaining Access to CC360

3. Beneficiary Search, Beneficiary List, Personnel Roster

4. Risk Identifier and Discharge Summary

5. Progress Note and Export (PDF) Functionality

6. Refresher Before Go-Live

Provider Support and Feedback Drop-In Sessions

## TRAINING OUTLINE, CONT'D



Schedule will include a “Key audience” to narrow down most appropriate staff  
- Agency’s responsibility to assure staff can perform program functions in CC360



All pilot trainings have two options (AM and PM)  
- Registration links to choose preferred session and add to calendar



Sessions are recorded and will be posted to the CC360 section of MIHP website

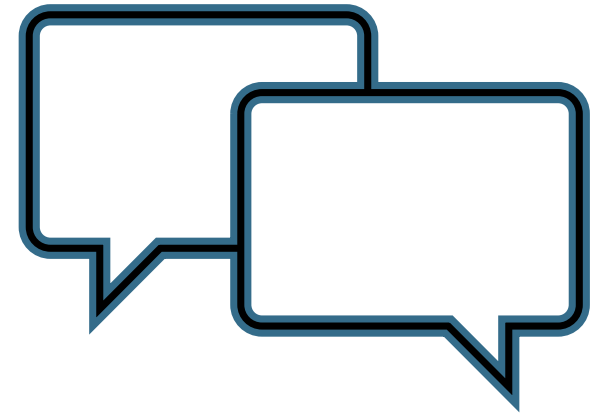


Written materials (user manuals) will also become available



# TECHNICAL ASSISTANCE AND FEEDBACK OPPORTUNITIES

- Input will be used to ensure functionality, design, and processes align with MIHP Provider needs
  - Built into the training sessions
  - Drop-in sessions: technical support and/or feedback
  - Written feedback is also welcome – a Microsoft Form will be provided
  - Email: [MDHHS-MIHP-Advisory@Michigan.gov](mailto:MDHHS-MIHP-Advisory@Michigan.gov)
- Technical issues will be processed and remedied by CC360 development team



# PILOT FUNCTIONALITY

## Risk Identifier

- Redesign of the Health Assessment is underway and will be integrated into CC360

## Discharge Summary

## Professional Visit Progress Note

- Maternal, Infant, and Lactation
  - During the pilot, MIHP agencies who use an EMR may **choose to use current EMR system or CC360 for progress note documentation**

## Beneficiary Record Transfer

## Personnel Roster Management

## Form Export

# GENERAL CONSIDERATIONS

- Agency-wide transition
  - Suspend use of MIHP Application and use CC360 for all available functionality
- All MIHP users will have the same access to CC360
  - All staff will be offered training and have access to all functionality
  - Only professional staff will be allowed to complete and sign PVPNs
- Bill in accordance with agency process
  - CC360 current functionality will not include direct billing
- CC360 Pilot Program Guidance will be provided
  - Example: Transfer Management

Manual upload to existing EMR or third-party billing system will be required

- Similar to current process for Risk Identifier in MIHP Application
- Download of Risk Identifier, PVPNs, and Discharge Summary to PDF will be available

MDHHS MIHP met with EMR vendors in September to begin conversations about bi-directional communication

BILLING CONSIDERATIONS AND EXPORT FUNCTIONALITY

# EMR VENDOR AND MEDICAID HEALTH PLAN COLLABORATION

- The following EMR vendors have attended a demo session about CC360
  - MIHP EMR
  - eClinical
  - Patagonia
  - Epic
- Early 2023: Additional session with EMR vendors anticipated
  - Focus on bi-directional progress note
- October: MDHHS MIHP discussed Medicaid Health Plan integration
  - Template design in-progress for interactive referral system – priority functionality for early 2023

# CERTIFICATION IMPLICATIONS

Reviewers will be trained in CC360 and will review chart in agency system and CC360

Export functionality will exist to support creating a complete chart, if necessary

Participating in the pilot will not negatively impact certification review

No certification reviews for pilot agencies until fall 2023

- Technical assistance will be provided

---

# MIHP APPLICATION DATA TRANSFER TO CC360

- 
- All beneficiaries enrolled after a “Go Live” date will be enrolled via CC360
  - Open cases will also be transferred
    - Completed Risk Identifiers with no Discharge Summary will be uploaded to CC360
      - Future PVPNs and Discharge Summary will be entered in CC360
  - Guidance and timeline will be provided

# FUTURE FUNCTIONALITY

## Medicaid Health Plan Referral System

- Interactive referral tracking database

## Reporting

- Custom
- Structured

## Medicaid Data Access

- Limited set of care management indicators

## Beneficiary Record – Complete Chart

- Form upload
- Electronic signature
- **All program forms/functionality**



# FUTURE FUNCTIONALITY

## MCIR Integration

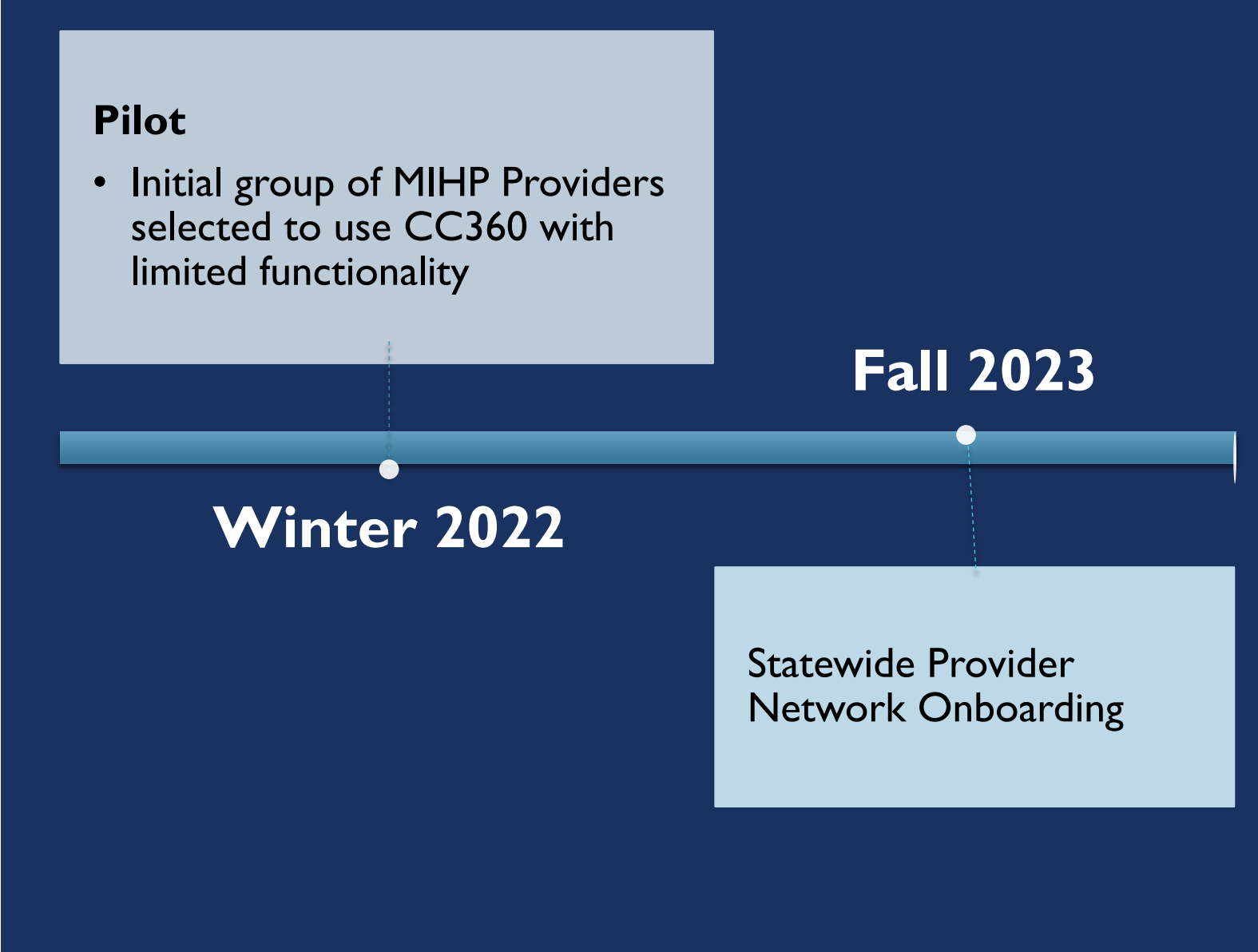
## Notification System

- MIHP Individual User – MIHP Individual User
- MIHP Provider Agency – MIHP Provider Agency
- MIHP Provider – MDHHS MIHP
- MIHP Provider – Medicaid Health Plan

## Data Transfer from MIHP Application

- Read only access to historical data in MIHP Application

# MIHP PROVIDER INTEGRATION



---

# POSSIBLE ENHANCEMENTS

- 
- For consideration after statewide integration
    - Scheduling
    - Alerts for certain deadlines or requirements
    - Direct billing

---

# PILOT PROVIDER PREPARATION

- 
- MiLogin access is necessary for training purposes
    - Current staff without MiLogin user ID
      - Gain access by **Jan 1, 2023**
    - New staff hired prior to Go-Live date
      - Submit MiLogin user IDs
  - Submit new MiLogin IDs to [MDHHS-MIHP-Advisory@michigan.gov](mailto:MDHHS-MIHP-Advisory@michigan.gov)

# CC360 TRANSITION SUMMARY

Training Outline will be provided soon

CC360 Pilot Functionality – Mirrors MIHP Application

- Processes will largely remain the same – shifting data entry from MIHP Application to CC360

MDHHS MIHP is working with EMRs and MHPs directly to support the transition

Additional questions? Please send them to [MDHHS-MIHP-Advisory@michigan.gov](mailto:MDHHS-MIHP-Advisory@michigan.gov)



THANK YOU FOR PARTICIPATING!

