

## **MO HealthNet Division (MHD) Primary Care Health Home (PCHH) Conference Call Highlights - December 23, 2011**

Frequently Asked Questions (FAQs) from this call will soon be available at this same website.

### **PCHH State Plan Amendment (SPA) Update**

- The PCHH SPA answers to CMS' questions have been submitted and approval is anticipated to be received soon.

### **Enrollment Process**

- A letter of intent has been received from every organization except one that declined to participate.
- A list of DCNs has been received from every organization except one.
- We are in the process of refreshing the data to add the months of September through November of 2011. This will enable a total of 15 months of data to generate the patient lists per organization.
- Although eligibility is day specific, payments will be based on the eligibility status of a member on the last day of the month.

### **Review of upcoming process**

- The DCN List and process for adding and deleting initial list of DCNs for auto-enrollment was described.
  - The spreadsheets sent to the Health Homes were reviewed.
  - PCHH organizations may add or delete DCNs and return by December 30, 2011.
  - If DCNs are added, they will be run in the same manner as the initial data runs and returned to the Health Home by Friday, January 6, 2012. Patients will be included up to the initial projected number. If more DCNs are received than the initial projected number for the organization, the DCNs with the highest spend will be chosen. The organization will then add the information from their medical records to the columns for those DCNs that did not meet the criteria, and send back as an attestation of the patient's qualifications for the program. The information must be received back by January 13, 2012. These additions will take effect March 1, 2012.
  - If an organization would like to delete DCNs without adding to reach their initial projected number, they may choose to staff down accordingly.

### **Logistics**

Health Home Staffing:

- Each Health Home needs to have one Health Home Director, one Nurse Care Manager and one Care Coordinator on board at the time of implementation.

- Must hire one Behavioral Health Coordinator within 30 days.
- Be 85% staffed within 60 days to continue to receive the PMPM payments without any adjustments.
- Two organizations have not submitted start dates.
- Each organization will soon receive a letter informing them of their enrollment as a Health Home. It will be followed with a letter containing more detailed information regarding what to expect and what is expected of them.

**Drafts of Forms Reviewed:**

- Auto-enrollment letter
  - This letter will be sent to the participants with the Health Home organization's name and phone number for the patient to contact the Health Home.
- List of Health Homes by organization and site
  - The providers are asked to review this list as it will be sent to the participants with the enrollment letter. Requested corrections or confirmations to the list and a contact person should be sent to Christi Fain at [Christina.fain@dss.mo.gov](mailto:Christina.fain@dss.mo.gov)
- Staffing Form
  - This form should be completed for all required key staff members as listed on the form. When completed it should be sent to Marcia Seabourne at [Marcia.seabourne@dmh.mo.gov](mailto:Marcia.seabourne@dmh.mo.gov).
- Flyers
  - Two flyers are for the Health Homes use to share with their participants.
- Script
  - A sample script which may be used to educate the Health Home staff in talking to patients.
- Transfer and Discharge Protocol and Forms.
  - Although the forms are drafts they are close to being finalized and can provide a general idea of the processes.
  - Note: Patients are to notify the Health Home if they wish to opt out or transfer. The Health Home will then send the information to Marcia Seabourne.
  - Payments will be made based on the DCNs that are enrolled in the Health Home on the last day of the month.
  - Additions will go into effect on the first day of the month.

The next call will be January 12, 2012. Measures, reporting, and data flow will begin to be discussed.