

MO HealthNet Division (MHD) Primary Care Health Home (PCHH) Conference Call Highlights – January 27, 2012

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

Update on Primary Care Health Home Logistics

- Enrollment Letters
 - The enrollment letters have been sent to patients enrolled in the PCHHs that are beginning services in January and February. This list did not include the most recent proposed additions.
 - The letters that have been returned for an incorrect address are being compiled into a list that will be distributed to the Health Homes. Providers may then initiate contact with the patients to assist them in correcting the address with their local Family Support Division (FSD) office.
 - For MO HealthNet programs a patient may call or go into their local FSD office, or go to a specific website to update their address.
 - The enrollment letters for the patients who are enrolled in PCHHs that are beginning services in March and April will be sent February 3, 2012.
 - This list will include the proposed additions for all PCHHs up to the original maximum number of enrollees that was previously set for each individual PCHH.
 - The same process that was used for the first enrollment letters will be used with this second batch.
- Lists of Potential Enrollees
 - Sending additions by submitting a spreadsheet of DCNs will be accepted only through the end of February.
 - To enroll or discharge a patient from a PCHH after February 29, the proper forms must be completed and sent to Marcia.Seabourne@dmh.mo.gov.
- Staffing
 - A Contact Profile form must be submitted for each of the required PCHH staff members and sent to Marcia.Seabourne@dmh.mo.gov.
 - Payment will not begin until Contact Profile forms have been received for a Health Home Director, Nurse Care Manager and Care Coordinator.
 - For PCHHs beginning in February, the forms must be received by February 1, 2012.
 - PCHHs must have a Behavioral Health Consultant hired within 30 days of their start date.
 - PCHHs must be 85% fully staffed within 60 days of their start date.
- Discharge/Transfer Forms and Protocols

- The discharge and transfer forms and protocols have been completed, and should be used from this point on.
- Letters of Acknowledgement
 - The letters of acknowledgement have been e-mailed to the primary contact of each PCHH that will begin in January and February. The letter will be e-mailed to those starting in March and April on January 30, 2012 and must be returned by February 3, 2012.
 - A certificate of designation will be sent once the required staffing forms and signed letters of acknowledgment are received.
- Patient Script
 - A script was sent to the PCHHs to be used as a tool when meeting with patients.
 - All staff that will be accepting phone calls from patients will need to be prepared for PCHH related questions.
- “Paving the Way” PowerPoint
 - The “Paving the Way” PowerPoint has been e-mailed to PCHH providers and should be used as a tool to train staff.
 - Providers with questions may contact MHD.
- Measures
 - The finalizing of measures is still being discussed but it is anticipated that more information will be available for the next call on February 16, 2012.
- Spenddown
 - Spenddown policies will be the same on both the CMHC HH and PCHH side.
 - The participant must be Medicaid eligible to receive a PMPM.
 - If the participant has not met spenddown by the last day of the month, a PCHH will not receive a payment for that participant.
 - 75% of patients being auto-enrolled met their spenddown at least 75% of the time.

Reports

- Reports that will be generated by MHD and sent to all PCHHs
 - An 835 remittance advice will be sent identifying the patients the PCHH received a payment for, and the patients for which a payment was not received.
 - New enrollees report
 - Transfer/discharge/opt-out report
- Monthly Implementation Reports will be requested of the PCHHs and modeled on the CMHC reporting. More information regarding this will be provided during the next call on February 16, 2012.

CyberAccesssm

- Regional and state-wide trainings will be held to familiarize the PCHH CyberAccesssm users with completing the attestation.
- The attestation will be available to the PCHHs that started in January and February on March 5, 2012.
- The attestation period will be from the 5th of the month to the 15th to attest for the prior month. This is why PCHHs starting in March will not begin attesting until April, and April starts will attest in May.

Learning Collaborative

- The St. Louis two day learning session was completed and the first round of monthly calls, and monthly reports has begun.
- The Columbia session had 170 attendees and incorporated feedback and improvement from the St. Louis session.
- The Columbia session's first call is scheduled for February.
- St. Louis South will be the next session, scheduled for April 4-5, 2012 the location is undetermined.
- The Kansas City session will be on April 17-18, 2012 with pre-work beginning on March 12, 2012.