

MO HealthNet Division (MHD) Primary Care Health Home (PCHH) Conference Call Highlights – February 16, 2012

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

Update on Primary Care Health Home Logistics

Enrollments

- All of the auto-enrollment letters have been sent to patients up to the original projected number of participants. The additions will be effective March 1, 2012.
 - This includes the patients being enrolled in Health Homes that are not beginning services until April.
 - Health Homes should begin or continue contacting their patients.
 - The Health Homes should inform the patients of their start date.
- Make certain all staff that will come into contact with Health Home patients are equipped and trained to inform the patients and answer general Health Home questions.
- A list of the letters that were returned for incorrect addresses will be sent to each organization so that they know which of their auto-enrolled patients did not receive a letter informing them about the Health Home. If they are able to contact these patients, they will need to provide more basic information about the Health Home initiative. They should also encourage the patients to correct their address with the Family Support Division (FSD).
 - The participants' address may be updated by the patients going into their local FSD office, calling their FSD office, or logging in to the website online.
 - Health Homes can assist with this process by encouraging patients to make the call while the patient is present in the clinic.
- All future enrollments should be sent using the enrollment form in Word format in an encrypted e-mail (or as a password-protected file) to Marcia Seabourne at Marcia.Seabourne@dmh.mo.gov.
 - Enrollments, discharges, and transfers will be effective on the first day of the next month.
- The batch process for enrollments and deletions will no longer be available after February 29, 2012.
- For the providers who requested additions above their initial projected number of patients the auto-enrollment letters are expected to be sent out on February 24, 2012.
- A process is still being discussed for enrollment denials.

Staffing

- As a reminder, a PMPM will not be issued until the required start up staffing contact profile forms have been received.

- This includes a Health Home Director, Nurse Care Manager, and Care Coordinator.
- A Behavioral Health Consultant Contact Profile form must be received within 30 days of start up.
- At 60 days the Health Home must be 85% fully staffed.
- Contact Profile forms must be sent in when staff changes occur.
 - An end date may be added on the form to reflect terminations.
- Health Homes should resubmit Contact Profile forms with contact information (e.g. e-mail address or phone number) for the staff member if one was not previously provided on the form.
- A designation certificate and letter will be sent when the required start up staffing forms are received.

Letters of Acknowledgement

- Thank you to the providers for signing and returning the letters of acknowledgement.
- A second letter will be sent containing details regarding the PMPM payments, including the distribution of administrative portions, the hospital MOUs, Reporting, and Measures.

Resources

- The documents that have been sent to the Health Homes include
 - Scripts which are to be used to educate staff.
 - Paving the Way PowerPoint which is to be used to educate all staff.
- There is an opportunity for a webinar focusing on providing details of hiring a BHC on Friday, February 24, 2012. Providers are to let Angela Herman or Kathy Brown know if this would be a beneficial webinar or if the Health Home would prefer individualized consultation.
 - Angela Herman's e-mail address is Aherman@mo-pca.org.
- A training will be provided on April 10-12, 2012 at the MPCA office for BHC's and will include SBIRT and MOSBIRT training.
 - Other topics for webinars and trainings are welcome.

Measures

- There are three sets of measures. Some overlapping measures have been selected as the intent is to obtain useful data while not causing the Health Homes to do things that are unnecessary.
 - There are seven CMS core measures. These specifications have not yet been released, and are expected some time during the Summer of 2012.

- There are nine Learning Collaborative measures which overlap with the SPA measures, but are reported in a different manner.
 - There is a set of SPA measures.
- A draft document was sent containing a list of the measures. This document is a working document and is not final.
 - Some definitions and data rules may change to promote greater reconciliation with the NCQA measures.
- MPCA (through their contractor Arcadia) will be developing the data warehouse in partnership with MHD and tools for extracting and reporting data As a resource for the Health Home Program.
- The SPA and CMS measures will be extracted from EMRs using a data transfer file for Health Homes that are not MPCA members. This will be covered under a Business Associate Agreement.
- The Learning Collaborative Measures will not contain PHI and will be submitted through the Learning Collaborative website for Health Homes that are not MPCA members.
 - The Learning Collaborative website is <http://www.medhomemissouri.org/Home.aspx>.
- MPCA will be handling the extraction of all data for MPCA members.

Reports

- MHD will provide the following reports to the Health Homes
 - Claims Data
 - Hospital Data for ambulatory sensitive admissions, ER usage, inpatient admissions and readmissions
 - Notification of hospital admissions
 - Usage of CyberAccesssm for Care Coordination
 - Patient usage of Direct Inform for patient empowerment
 - Transfer, discharge, and enrollment reports
 - Cost utilization data which will include expenditures by inpatient, outpatient, and pharmacy enabling providers to determine their cost savings.
- Reporting requirements for Health Homes will be described in greater detail in the future. They are intended not to be burdensome and to provide added value to the organizations.

Learning Collaborative

- The focus for the learning collaboratives are team roles and workflow.
- The next learning collaborative (St. Louis-Central) will be in Chesterfield in March.

- Monthly calls and data collections have begun.
- Planning for the St. Louis South and Kansas City sessions will begin in the near future.
- Any questions regarding the Learning Collaborative can be sent to Christine Hughes.