



PCMH User Group Highlights 9/29/2015

Slides from presentations and handouts are attached to email and on website. Slides and Highlights under PCMH User Group.

Liz McCormick and Marc Galindo from Priority Health – 2016 PIP and E-visits

Liz and Marc presented the proposed 2016 PIP program asking for comments. **PLEASE NOTE: Priority has updated these slides at its Academy on 10/28 and that version of these slides are attached.**

Question: For Care Management would we bill zero dollar amount for G code for Medicaid?

Answer: YES as it counts toward the minimum percentage of patients needed for the incentive.

Marc then discussed E-Visits. E-visits can be used to bill for answering patient's questions over the phone. Details are:

98966, Telephone assessment and management service provided by a qualified non-physician health care professional to an established patient, parent or guardian; **5-10 minutes of medical discussion**

98967, Telephone assessment (see above), **11-20 minutes of medical discussion**

98968, Telephone assessment (see above), **21-30 minutes of medical discussion**

Calls must be 5+ minutes in order to bill for one these codes.

These codes are not covered for Medicaid, however, providers that are working toward their Care Management goal should still bill for them so that they may receive credit for them.

Cathlyn Sommerfield, PhD, from CS Research and Consulting to share results from the "What Matters to you?"

Instead of asking patients "what is the matter with you?", asking "what matters to you?" helps caregivers understand patients' priorities and needs so that what the patient truly wants is addressed.

Under the direction of Northern Michigan Health Network, Cathlyn Sommerfield, PhD, from CS Research and Consulting conducted focus groups with patients and employers in the area and learned:

- Patients want to see a system that supports them emotionally as well as physically.
- Patients want access to their PCP, they do not want to wait 2-3 days.
- Patients want their information shared among patient care personnel.
- Patients want healthcare personnel to listen.
- Patients want timely follow-up information and to speak to someone that can represent the physician when physician is not available.
- Patients want to know their physician's philosophy

- Patients want to know up front cost information.

This information was used to draft a patient survey to be conducted very widely in the region in the near future. (attached to email) Plans are to ask practices to hand surveys to patients upon discharge at the provider office with pre-paid return postage. Analyses would then be conducted upon results.

Suggestions made during meeting:

- Pediatric version for parent answering needed
- Look at how many visits patient has had with provider
- Ask about patient's barriers to receiving care (including inability to leave work)
- Check literacy level of survey

Practices were asked: Is it possible to make someone available during lunch time when office is closed if that is the only time a patient has time to call? Most practices indicated that they do take calls at lunch. Follow-up determined that of the 14 practices represented at the meeting, 10 do take calls during lunch while 4 do not.

Next meeting:

The October 28th meeting is rescheduled so as not to conflict with the Priority Academy scheduled for that date. The meeting will be Wednesday, Nov. 11th.

Agenda:

- Jennifer Coleman, Grand Traverse Radiology – 2017 Medicare Requirement to Use Clinical Decision Support for High-Tech Radiology Ordering. 10 minutes
- Dr. Laura Hill, Brookside Family Medicine and Dr. Lara Madigan, Cherry Bend Family Care: Each of these practices scored very well on the recent patient satisfaction survey. Drs. Hill and Madigan will each discuss how their practice's processes support high patient satisfaction. 20-30 minutes
- Snowbird Process: Dr. Russell VanHouzen was asked during his practice's BCBSM site visit this year how he managed snowbirds. NPO will share the response he gave which BCBSM received favorably. 10 minutes
- Specialist Site Visits Update: NPO will give an update on BCBSM Specialist Site Visits. 15 minutes.
- 2016 Meetings: Is this time OK? Rotating days of week OK? Summer and Holiday Season off OK? Burning Topics? 15 minutes.