

Please find below some PCMH updates:

- a. There have been some updates to the Care Manager Training Requirements. Please find attached an updated Care Manager Training Summary document and newly updated BCBSM PDCM FAQs (Specifically, updates clarifying training requirements as well as claims requirements for VBR were made).
- b. Some of you have asked if NPO will be conducting again, as done in 2015, practice specific CG-CAHPS patient satisfaction surveys. The cost to do this has become prohibitive, so NPO will not be conducting these surveys this year. It is a requirement for PCMH capability 4.4 that patient satisfaction and office efficiency measures (e.g., patient waiting time to obtain appointment, office visit cycle time, percentage of no-show appointments) are monitored. Results must be quantified, aggregated, and tracked over time.
 - a. If your practice requires assistance administering a survey or compiling/trending results, NPO would like to assist with the labor needed. Please just contact NPO and let us know assistance is needed.
- c. BCBSM does reimburse for Medication Reconciliation in certain cases, paying \$10 for MA and \$35 for commercial. More information is at:
 - i. http://www.bcbsm.com/newsletter/therecord/2016/record_1216/Record_1216_60.shtml (while this article says more info is coming about commercial, BCBSM has verified the commercial code will now pay)
 - ii. <http://www.valuepartnerships.com/wp-content/uploads/2016/10/MA-PPO-MRP-1111F-Billing-FAQ.pdf>
- d. A tool that may assist with diabetic eye exam results is attached.

Thank you for all you do and please let me know if you have any questions.

Thank you,

Kris

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