



PCMH User Group Highlights 6/17/2020

Slides from presentations are attached to email and on website (slides and highlights under PCMH User Group)

Kris Elliott, NPO, Quality Director: Management of Care Management survey results and other updates

Management of Care Management Survey Results:

Please see the attached survey for more details related to practice Care Management Opportunities regarding the following:

- ADT
- TOC/TCM
- ED Follow-up Calls.
- Target Management
- CM Patient Reach-Out
- Provider Hand-Off
- CM Promotion
- Team
- SDOH
- Goals and Action Plans
- CCM
- COVID

Please reach-out if you would like more details on implementing any of these best practices. These are all opportunities to increase Care Management usage, even including utilizing MAs for Medicare CCM, that some of your fellow NPO practices have implemented.

Updates:

Site Visit

- If NPO hasn't talked to you about site visits, your practice doesn't have one! Site Visits are delayed until August for now and are planned to be virtual.

Letter to optometrist and ophthalmologist

- A letter was sent this month from NPO, written by Dr. Peter Sneed, Board President of NPO-CIN and ocular plastic surgeon at Grand Traverse Ophthalmology, to area optometrists and ophthalmologists reminding the importance of sending diabetic eye exam results back to the PCP.

Telehealth with Specialist

- A few months ago, a PCMH User Group focused on utilizing McLaren psychiatrists via telehealth. There were some process questions at the time for McLaren to address. Since then, NPO has had a few conversations with University of Michigan (Michigan Medicine) and McLaren regarding specialist utilization via telehealth. NPO is still having conversation with U of M; as of now, McLaren has an endocrinologist available for telehealth consults and in-person visits.
 - NPO will be sending out information. *(Update: An email with details was sent out June 25. If you have questions or did not receive, please contact NPO).*

Recorded Webinars

- To Access: <https://www.npoinc.org/> Choose "For physicians" icon, and you will see the webinars.
- Check Out

- Dr. Weckstein's webinars on Mood Disorders in Children and ADHD across the Lifespan are very enjoyably, informative, and entertaining.
 - Physicians can earn 2 CME credits per webinar for a limited time
- Last week Dr. Stillwell, the Pediatric Infectious Disease department head from University of Michigan gave a very interesting presentation on Pediatric COVID
 - This webinar was recorded and will be posted soon. NPO is hoping CMEs will be available. *(Update: Posted and physician CMEs available for a limited time)*
- Dr. Todd Galdes and Dr. Jessica Paquette- Pre-op risk optimization for joint replacement. Discusses how to improve surgical outcomes by reducing risk factors; the goal is for surgeons and PCPs to be giving the same message to patients about how to improve risk factors within a patient's control. *(Update: Email sent to practice managers of practices seeing adults and ortho surgeons, hard copy mailed to those physicians, video posted and viewing gives physicians NPO PGIP Citizenship Credit)*

Immunization reach-out

- There is a community wide task force working on improving immunization rates. There is concern that immunization rates are dropping during this Pandemic. Dr. David Martin is representing NPO on this task force.

Changes to PDCM VBR and New PDCM Initiative (Please see slides for more detail)

- BCBSM recognizes that the VBR that was going to be given for outcomes including Blood Pressure, HbA1c, and ED utilization is out of the practices control due to the current pandemic.
 - They are taking 4% of the total PDCM VBR, moving it into target VBR from the outcomes VBR reducing outcomes VBR to 1%.
 - If the practice surpasses the 4% PDCM Target they can gain more Target VBR.
 - This is temporary for this year because of COVID.

New BCBSM Initiative: Care Management Scheduling Initiative

- What is involved?
 - An attestation - like the attestation SIM used for those practices that participated with SIM. NPO will get this out to practices soon.
 - Practices track and report that the CMs are having 4 interaction per half day and 8 interaction for a full day on average (all payer) accounting for those high risk situations when a Care Manager may spend 8 hours on one patient.
 - \$1000 per practice
 - More Details to come; attempt by MICMT to ensure Care Managers are being fully utilized

Commercial PPP 65 and older BCBSM

- In the past PGIP has excluded them from most reports. That is changing and your practice will start seeing these patients in gaps report.

Reminder: COVID-19 Provider Communications

- Go to bcbsm.com/coronavirus; click on "for providers"
- Documents to check out (please go to website to ensure most current versions):
 - *Temporary Changes due to the COVID-19*
 - *Billing Tips for COVID-19*

2020 meeting dates:

- Thursday 8/20/20- TBD 11:30-1:00 PM @ NPO Offices
- Tuesday 9/22/20- TBD 11:30-1:00 PM @ NPO Offices
- Wednesday 10/21/20- TBD 11:30-1:00 PM @ NPO Offices
- Thursday, 11/19/20 – TBD 11:30- 1:00 PM @ NPO offices