



**November 15th, 2023
PCMH User Group**

Welcome!

This meeting is being recorded

****Please enter your name, practice and anyone attending with you in the chat for attendance ****

1

Agenda

- **Rachael Smart, Welcome and Announcements**
 - **Announcements**
 - **Priority Health and BCBSM Incentive Measure Scorecards** (Sent 9.7.23 and in September PCMH User Group Announcements)
 - A Skinned Version of Priority Health Scorecard is expected to go out this week
 - **BCBSM/BCN Medication Adherence End of Year Push Incentive** (Sent 9.18.23 and in September PCMH User Group Announcements)
 - **Medication Reconciliation, Transitional Care Management Handout** (Sept. PCMH request attachment and in September PCMH Group Announcements)
 - **Timely Follow-up ACO Reach measure Handout** (Sept. PCMH request attachment and in September PCMH User Group Announcements)
 - **Fall 2023 Practice Meetings** (Email sent 11/7/23 and 11/14/23)
 - **NPO-CIN BCBSM Blueprint 2022 Distribution** (Email sent 11/13/23)
 - **Suggested Encounters for NPO-CIN ACO Reach Chart Audit, Please send filed by 11/17/23** (Reminder Email sent 11/13/23)
 - **2024 Manual Entry: BCBSM Plans to allow through 2024. PH At this time is not allowing manual entry but NPO and other in the state are pushing back**
 - **Sorting on risk in Health Focus**
 - **Last 180 days report went out this week. Is this how the patients wanted to spend their last 6 months of life? Please share with you providers!**

2

Agenda

- **Rachael Smart, Manager of Quality, NPO**
 - **PDCM Billing report and Billing Opportunities**
 - Practice Share of Billing Processes
 - Care Manager Templates including billing prompts
 - Provider Billing Opportunities
 - **"New to Agenda" ED/TCM/Timely Follow-up Phone Scripts: Adult and Pediatric**
 - Also include billing Care Manager and 1111F Billing prompts (MA can bill these codes for BCBSM after taking Team Based Care Trainings)
 - **Practice Communication Survey Results and Plans for 2024**
 - **Anything Else**

3

Practice Communication Survey Results and Plans for 2024
Results listed as majority

- **PCMH User Group Frequency**
 - No change
- **PCMH User Group Recordings**
 - <https://www.npoinc.org/committees/pcmh-user-group/highlights-resources/>
- **PCMH User Group in-person**
 - No
- **Other**
 - NPO considering one in-person event for 2024- "More to come"
- **Topics at PCMH User Group**
 - Most were ok with the topics
 - More Pediatric
 - Please feel free to send NPO ideas throughout the year!
- **Newsletter**
 - First, is expected to go out this week!
 - Please share feedback
- **Regular Practice Meetings**
 - Many were interested
 - NPO is trialing the first round over the next few weeks
 - If you practice has not signed up and is interested: <https://www.signupgenius.com/go/8050A4DAEAC2DABFD0F4E7950745-Full>
 - Also, see chat for link and upcoming Newsletter
 - These meetings are meant to be collaborative!
