



## November 12<sup>nd</sup>, 2025 PCMH User Group

### Welcome!

This meeting is being recorded

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

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## Agenda

- Announcements
- End of Year Focus Reminders, Rachael Smart, NPO
- Patient Experience (CAHPS Survey), Rachael Smart, NPO
- 2025 PCMH Site Visit Learnings, Sam Musser, NPO
- PCMH Education & PCMH 2.0 Updates, Sam Musser, NPO
- Preparing for 2026, Rachael Smart and Deb Schepperly, NPO

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## Announcements/Reminders

- **2024 Shared Savings Achieved!!!! BCBSM Blueprint and CMS ACO Reach!!!**
  - o **High Quality is the reason! THANK YOU NPO PRACTICES**
  - o Quality saved Blueprint MA. Without this, savings would not have been achieved
  - o Savings are higher this year for the ACO because NPO was placed in a high-performance pool.
- **PCMH Request Reminder: Please respond to the process measure question at your earliest convenience!**
  1. Open more than 40 hours a week
  2. Provide telehealth services
  3. Take patients calls during lunch
  4. Have 13.11 ADT and 13.12 MED REC in place
  5. Active Care Management (trained MAs count)

<b>Save the Dates for 2026 PCMH User Groups</b> <ul style="list-style-type: none"> <li>• 1.26.26</li> <li>• 3.12.26</li> <li>• April CR Fair</li> <li>• 5.13.26</li> <li>• 8.27.26</li> <li>• 10.21.26</li> </ul>	<b>Save the Dates for Care Managers:</b> <ul style="list-style-type: none"> <li>• 2026 TBC Conference: May 6<sup>th</sup> and 7<sup>th</sup> from 12:00-3:30</li> <li>• Mental First Aid Training February 24<sup>th</sup> and 25<sup>th</sup> * <u>Only session planned for 2026</u></li> <li>• NPO Care Manager Dates TBD</li> </ul>	<b>Reports of Mention:</b> <ul style="list-style-type: none"> <li>• Persistency Report- Coming</li> <li>• ADT Report- Sent 11.7, consider opportunity</li> </ul> <b>Winter MBSR Registration is open</b> <ul style="list-style-type: none"> <li>• Attachment in follow-up</li> </ul>
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\* Mental First Aid Training: Identify, understand, and respond to signs of mental illness and substance use disorders. "Highly Recommended"

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## End of Year Focus

Tips: Step 1 & 2

### 1. Be Extra Intentional About Patient Outreach

- **Run a Registry** for patients who have not been seen recently and proactively reach out to schedule visits.
- During outreach or **planned visits**:
  - Order any services needed **during the phone call** if possible.
  - Complete **chart prep/ Planned Visit** to ensure all care gaps are addressed.
  - Have a brief **Advance Care Planning (ACP)** discussion and bill **S0257** (reminder: you can bill **98966-98968** if it's not a TOC call).

### 2. Be Extra Intentional About Reducing ED Visits

- Focus on **keeping patients out of the Emergency Department (ED)** through proactive follow-up and education.
- Complete **TOC (Transition of Care)** calls **within 2 business days** of discharge.
  - Conduct **Medication Reconciliation** and bill **1111F** during the call.
  - **Schedule a follow-up appointment ASAP** – ideally within **14 days or sooner**, and no later than **30 days** post-discharge. (This will ensure meeting MAJORITY or measures timeframes without cherry picking)

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## End of Year Focus

Tips: Step 3

### 3. Review of QRS Data in Health Focus (by payer)

If the practice is not meeting target performance on the following measures, use the **patient registry** and **apply** the outreach and follow-up strategies in sections 1 & 2

- **Well Child Visits & Immunizations**
- **Weight Assessment & Counseling**
  - Refer to the **2025 BCBSM Quality Tip Sheets** or **NPO Quality Measure Documents**.
  - If height and BMI are documented for 2025, a **Care Manager** can provide nutrition and physical activity counseling over the phone, using: **Z71.3 (Nutrition), Z71.82 (Physical Activity) & 98966-98968 (Telephone)**
- **Chlamydia Screening**
- **Annual Wellness Visits (AWV)**
- **Blood Pressures And Reminder:** Since only the last value of the year counts for BP, the practices can monitor who needs another lab draw or BP taken before 12/31/2025
- **Colorectal Cancer Screening**
- **Cervical Cancer Screening**
- **Breast Cancer Screening**
- **Eye Exams**
- **A1C (Especially <= 9.0)**
- **KED (Kidney Health Evaluation)** eGFR & uACR

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## Patient Experience (CAHPS Survey)

**Patient Experience (CAHPS Survey):** In the CMS CAHPS survey, NPO providers performed well overall, but one question scored lower (at the 40th percentile):

"In the last 6 months, did you and anyone on your healthcare team talk about how much your prescription medicines cost?"

### To improve in this area, consider the following best practices:

- Discuss Costs Proactively:** Initiate conversations about medication costs early in the visit.
- Explore Affordable Options:** Review generic alternatives, patient assistance programs, and lower-cost treatment options.
- Use Plain Language:** Communicate clearly and avoid medical jargon when discussing medications.
- Show Empathy:** Acknowledge patient concerns and demonstrate genuine understanding.
- Be Transparent:** Clearly explain expected medication costs and any next steps.
- Encourage Questions:** Allow time for patients to ask questions and ensure their concerns are addressed.
- Leverage Support Teams:** Utilize **Care Managers** and **Pharmacists** to assist with cost and medication management discussions.

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### PCMH Site Learnings

- All PCP practices that were selected for Site Visits in 2025 passed! Congratulations and thank you for all your hard work!
- ADT process, planned visits, chart prep all remain important to PCMH and high-quality performance. Practices did well in these areas.
- BCBS rep focused heavily on Goals and Action plans. NPO will be following up on this in 2026.
- Specialist Referrals:
  - Some practices include referring information in patient visit summary including phone number, address and name of physician. Also included is a timeframe of when patients should reach out to PCP if they have not heard from specialist office to schedule appointment.
  - Other practices give patients a half sheet of paper with this information listed on it or send this information through the patient portal

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### PCMH Education and PCMH 2.0 Updates

- PCMH Processes and continued PCMH Education- NPO has created a new PowerPoint that was sent with the November/December PCMH request.
- End of 2025 Focus
  - Fill Gaps
  - Keep patients out of ED- education about after-hours care and when it's appropriate to visit urgent care. ADT feed and MED REC.
  - PCMH annual education (November/December 2025 PCMH Request)
- PCMH 2.0- NPO has not received new information regarding PCMH 2.0- BCBSM is currently set to release details in March 2026. Once these changes have been reviewed and clarification from BCBSM has been communicated NPO will distribute information to all practices.

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### Preparing for 2026

- Ideas for new PCMH User Group format and topics
  - Roundtable Like Discussion
  - Reports
  - Billing
- Possible needs survey
  - Topic Ideas?
- Proactive Measures and Setting up for success with **Deb Schepperly, NPO**

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