

PCMHConnector

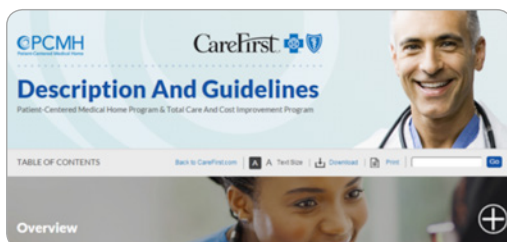
Patient-Centered Medical Home

Volume 5, Issue 1

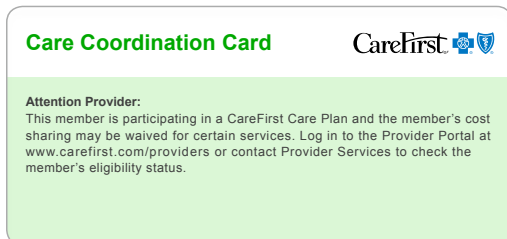
Since its beginning, the goal of the CareFirst Patient-Centered Medical Home (PCMH) Program has been to improve care quality and reduce care costs. Now, as the Program has continued to grow, we are [seeing the results](#).

Are you seeing results with your patients? If not, read *PCMHConnector* to learn how you can see results in your practice.

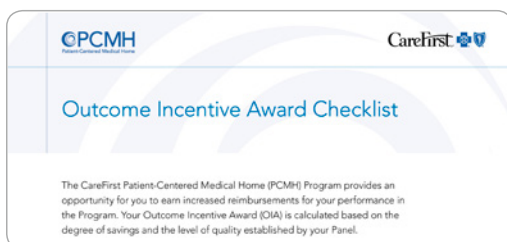
In this issue, we're sharing tips to:



- **help you** learn more about all of the resources in place to support your care coordination efforts.



- **help your patients** understand the Program through materials that you can share with them.



- **help your Panel** earn more each Performance Year.

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Click each page to get engaged.

Are your patients eligible for the PCMH cost-share waiver? New card helps you find out. Turn to [page 5](#) for the details you need.

Work with Your Local Care Coordinator— Create Success Stories with Your Patients

The PCMH Program gives you direct nursing support to help you take better care of your patients. Are you making the most of your PCMH nurse?

[Watch this video](#) to see to Lisa Summerlin, RN, share some of her success stories as a personal registered nurse coordinator. One patient lost 100 pounds and got control over his diabetes through Care Coordination – learn how they did it, together.

Visit www.carefirst.com/pcmh/getengaged for this video, more testimonials and a PCMH Primer sharing the importance of engaging with the Program.

2015 Outcome Incentive Awards (OIAs)

Numbers at-a-glance for Performance Year 4

To view your details, log in to the [PCMH Provider Portal \(iCentric\)](#). If you have questions regarding your status, email pcmhoia@carefirst.com.



approximately
84 percent
of all eligible Panels
demonstrated savings



approximately
48 percent
of Panels received
an award



“winning” Panels had
care costs about
8.6 percent below
their expected targets



eligible Panels
earned an average
OIA of
59 percentage points

Helping You



Peer-to-Peer Starts Here:

Work with your PCMH Medical Advisor

Last year, we introduced our PCMH Medical Advisor team – a group of highly engaged primary care providers (PCPs) in the Program – who are experiencing success with PCMH in their practice and with their patients.

PCMH Medical Advisors are available to your Panel to:

- provide additional support to help you engage in the Program
- share best practices for success

Connect with your Medical Advisor today. Email pcmhmedicaladvisors@carefirst.com to start the conversation.

It's user-friendly. It's freshly formatted. And, it's LIVE:

The New Program Description and Guidelines website



If you've seen the new [Program Guidelines website](#), you have already been able to experience the functionality for this important, comprehensive document for the PCMH and Total Cost and Care Improvement (TCCI) Programs.

The purpose of these Guidelines is to help outline:

- performance expectations
- operating procedures, and
- details of the PCMH and TCCI Programs.

We encourage you and your office staff to explore the website to learn and understand how your Panel can create positive outcomes with your patients in this and future performance years.

For the complete version, available in PDF format, visit www.carefirst.com/pcmhinfo.

SearchLightSM Shine a Light on Your Patient Data

CareFirst receives roughly 36 million claims a year that show all services rendered to all Members, as well as extra information from vendor partners and from other ancillary providers, too.

In all, in terms of patient data, CareFirst has the equivalent of 300 times the entire printed collection of the Library of Congress or three million copies of the Encyclopedia Britannica.

That is a *lot* of data.

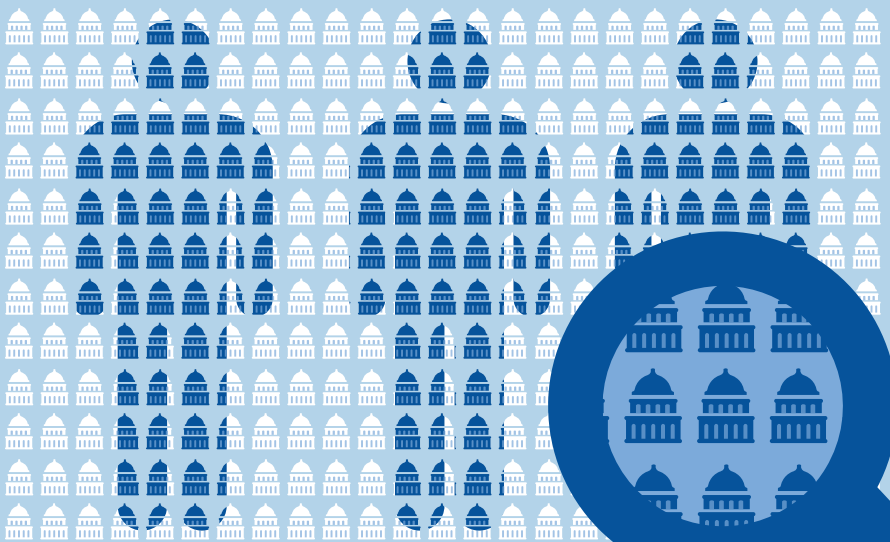
We understand that all of this data might seem overwhelming. That's where SearchLight reports come in. Within the [PCMH Provider Portal \(iCentric\)](#), your SearchLight Reports give you 24/7 access to your patients' information, including comprehensive health records, cost and quality results of your Panel both over time and in relation to other Panels.

SearchLight is organized within 10 report categories to help your Panel. It allows you to:

- view patient specific, disease specific and episode specific reports for Care Plan implementation
- identify larger patterns or drill-down to specific care records
- see larger Program results

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or **3 million** copies of the *Encyclopedia Britannica*.

But, seeing your patient data is only one part of it. Understanding the care patterns and other information in these SearchLight Reports is the other part.

You may need help understanding your patient data — **that's exactly why you have a [PCMH Program Consultant](#).**

Your Program Consultant is a specially-trained analyst whose role is to continually help you analyze and understand your Panel's SearchLight Report data.

Contact your [PCMH Program Consultant](#) today.

Helping Your Patients

Care Coordination Card



Attention Provider:

This member is participating in a CareFirst Care Plan and the member's cost sharing may be waived for certain services. Log in to the Provider Portal at www.carefirst.com/providers or contact Provider Services to check the member's eligibility status.

SAMPLE

You are participating in a Care Plan. Share this card, along with your insurance card, with your doctors at every office visit so that they know you are in an active Care Plan.

In accordance with your health benefit plan, when you actively cooperate and comply with the actions and steps called for in your Care Plan, CareFirst may waive your deductible, copays and coinsurance for many of the services you receive throughout the duration of the Care Plan.*

For specific questions about services provided under your Care Plan, call your care coordinator. For questions about your health plan benefits, log in to My Account at www.carefirst.com or call the number on the back of your insurance card to speak with your designated customer service representative.

* If you have a Health Savings Account (HSA), certain charges may apply until your deductible is met.

CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. are independent licensees of the Blue Cross and Blue Shield Association.

CPC001-0415

New Card Helps You Identify Patients Eligible for Cost-Sharing

Recently, we made you aware of [additional care coordination programs and specialized care services](#) that we have made available to your patients.

If you have patients in one of the programs listed below, many of their costs (like copayments, coinsurance, deductibles and visit limits) may be waived for [certain services](#).

How will you know if your patient's costs are waived?

They will have a **Care Coordination Card**.

If your patient actively participates in a Care Plan, they will receive a personal Care Coordination Card to bring with them and show you at each office visit.

What do you do with the Care Coordination Card?

Go online.

If your patient presents a Care Coordination Card, the card prompts you to log in to the PCMH Provider Portal (iCentric) at www.carefirst.com/providerlogin to verify their eligibility and benefit information.

If you bill for services that are waived, you will be required to provide your patients with a refund. Avoid unnecessary paperwork, always verify online.

Have questions about the new Care Coordination Card?

For provider FAQs and reimbursement reminders, contact your Local Care Coordinator or [PCMH Program Representative](#).

Total Cost and Care Improvement (TCCI)

Click each box for details

More Programs to Improve Your Patient Outcomes

Our last issue of *PCMHConnector* highlighted three of the Total Care and Cost Improvement (TCCI) programs and support services available to further support your patients and their varying care needs.

This issue highlights more programs that are intended to support the core PCMH model, and target patients who need specialized attention for one or more of their conditions.

Click on the **gray boxes** below for a re-cap of programs highlighted in our previous issue.

Click on the **blue boxes** for details on the other programs available to support you and your patients as you work together toward better health outcomes.

Do you have a patient who may benefit from one of these additional TCCI programs or services?

Contact your LCC today to learn more. Or, login to the [PCMH Provider Portal \(iCentric\)](#) > Programs/Services > Care Management > PCMH Resources for field support materials for these programs, as they become available.

For comprehensive details on each Program, read [“Part IV: TCCI: Sixteen Supporting Programs”](#) in the [Program Description and Guidelines](#) online at www.carefirst.com/pcmhinfo.

Patient-Centered Medical Home Program (PCMH)

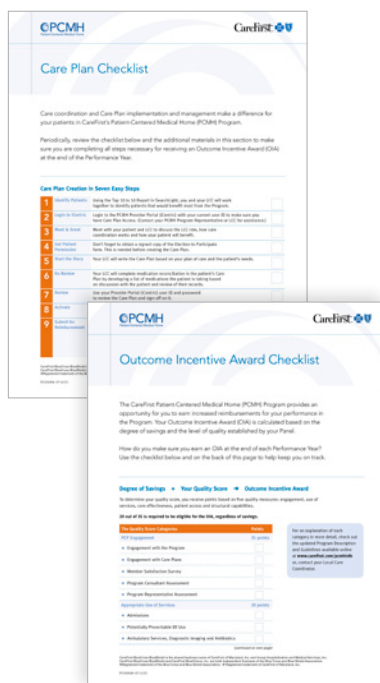
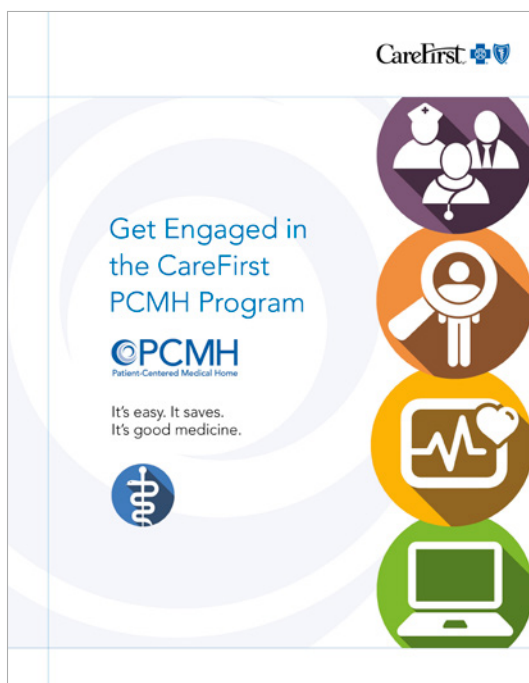
• “The best way to think of most TCCI Programs is that they stand at the ready for any level of care a Member may need.”

• — Program Description & Guidelines

Helping Your Practice

Redesigned PCMH Provider Handbook

We've made updates. We've made changes. We're adding and revising materials. All so that you have the information you need to support your care coordination efforts and everything you're to manage your patients' care.



Our Redesigned Provider Handbook

Get the most out of your program participation with our new interactive features, including:

[Care Plan](#) and [OIA checklists](#) for tracking your progress

A list of [easy-to-remember links](#) to the webpages you visit most

[Tips for Care Plan](#) implementation and reimbursement

Go Online. Log in to the [PCMH Provider Portal \(iCentric\)](#) for field support materials and additional resources for use by you and your office staff and to share with your patients. Ready to place an order? Reach out to your LCC for assistance.

BlueRewards

What You Need to Know

CareFirst's member wellness incentive program, [Blue Rewards](#), is not an element of the PCMH Program. It is another way that we are emphasizing quality, high-value health care – by rewarding patients for selecting a Primary Care Provider (PCP).

Help your patients earn this incentive. Complete the [Health & Wellness Evaluation Form](#) when your patients come for their office visit. (If needed, these [FAQs](#) can help guide you through the form.)

As a reminder, patients do not need to participate with you in the PCMH Program or complete an Election to Participate form to earn their Blue Rewards incentive.

Visit www.carefirst.com/providers/bluerewards for more information on the incentive program. You can also register for training at www.carefirst.com/cpet.

You've got mail? Make sure you do.



Nearly 3,000 of our PCMH providers and their office staff are registered to receive PCMH-specific emails.

Are you one of the 3,000?

Make sure you and all members of your Panel are registered to receive PCMH-specific emails. Why? It matters for you and it matters for your patients.

When announcements are made, enhancements are shared or incentive awards are given, we keep you informed. But, if you are not registered to receive PCMH emails, you may be missing out on important Program-related information, which means your patients are, too.

Visit www.carefirst.com/stayconnected, fill out all information fields, and make sure that the PCMH box is checked.

No time? No problem.

We're happy to register you and all of your staff. Email pcmhinfo@carefirst.com with the name and email information for everyone on your Panel and we will handle the rest.

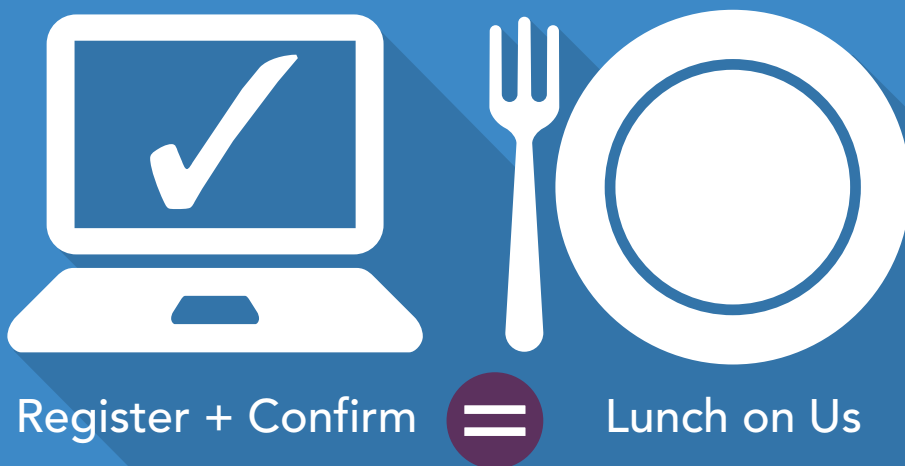
Remember This Icon

If you are already registered to receive PCMH emails, you may have missed an email or two. In case that happens, there's *In Case You Missed It*.

Whenever you see this icon in an email or *PCMHConnector*, click it to see an archive of what we've shared.

Most recently, we've highlighted:

- A new video highlighting the PCMH nursing support
- Codes for submitting for Care Plan Reimbursement



Improve your success and the success of your patients in the Program. Visit www.carefirst.com/stayconnected, register to receive PCMH emails and send your Welcome email to us at pcmhinfo@carefirst.com.

The first 10 physicians to register will get lunch for up to 20 staff individuals—on us.

Don't delay – register today.

