

PCMHConnector

Patient-Centered Medical Home

Volume 4, Issue 2

Get the Trend to Bend

With more chronically ill patients needing better coordinated care than ever before, this year has proved busy for CareFirst's Patient-Centered Medical Home (PCMH) Program.

Heading into 2015, we have seen a noticeable increase in participating PCMH primary care providers (PCPs), growth in the various services and programs available, and more support for your Panel. Collectively, this progress is helping you see real results in the health of your patients, our members.

PCMHConnector is designed to help you and your Panel *continue* to see those results. This issue focuses on:

- the PCMH Medical Advisor role and the additional support they provide you
- new services and programs for patients with specific care management needs, and
- tips to help you **earn more** in the new year for continuing to deliver results.

Start reading and help us remain on the path to getting the health care trend to bend.

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GOT FEEDBACK? WE WANT TO HEAR IT.

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PCMH Medical Advisors

Who they are, what they do and why it matters

An insurance company sharing positive results of a successful PCMH Program is one thing. A fellow physician sharing the positive results of *their* patients and practice in the Program is another. That is the role of the medical advisor – a relatively new role in CareFirst’s PCMH Program.

Our 13 PCMH medical advisors are PCPs who participate in the Program and have seen first-hand the improved patient

outcomes and meaningful incentives for delivering results. They are your peers and advocates while participating in PCMH, and their knowledge about the Program allows them to provide your Panel with peer-to-peer consultation.

Don’t just take our word for it – learn more about the CareFirst Medical Advisor team.

Click on each picture below for more information.

CareFirst Medical Advisor Team							
		Dr. Kevin Schendel Lead Medical Advisor					
	Dr. Michael Zang Region 4		Dr. Chukwuma Ebo Region 5		Dr. Asha Mittar Region 6		Dr. Nnaemeka Agajelu Region 8
	Dr. Titus Abraham Region 9		Dr. Ritu Chitakki Region 10		Dr. Vinu Ganti Region 11		Dr. Shishir Khetan Region 14
	Dr. Paul Salbert Region 15		Dr. Gordon Theisz Region 17		Dr. Venkat Ramanan Region 19		Dr. Alon Davis Region 20

[Contact your RCC](#) to get in touch with the medical advisor in your region today.

Your Go-To Place for Real-Time Patient Data

The PCMH Provider Portal (iCentric)

How can you tell when your care coordination efforts are working? Your patient data proves it.

SearchLight, in the [PCMH Provider Portal](#), is your go-to place for actionable, real-time data about your patient population.

Here, you can:

- identify patients who may benefit from more coordinated care
- recognize trends and patterns in your patients' care
- activate and maintain the Care Plans for your chronically ill patients
- submit pre-authorization requests
- submit service hub requests for patients utilizing Total Care and Cost Improvement (TCCI) elements and services
- and much more.

The best part?

It's all online, all in one place and can be accessed by you and your Panel at any time.

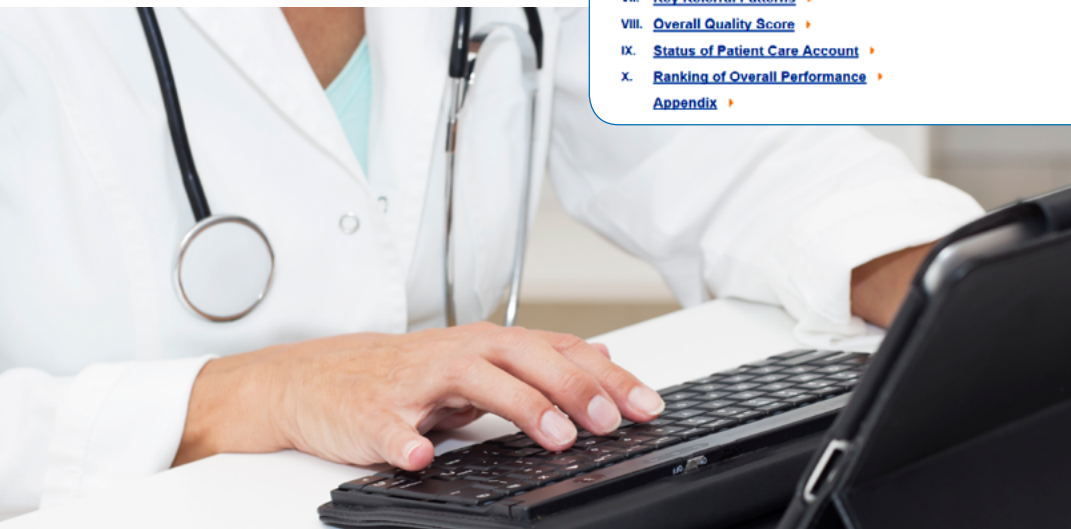
Questions on SearchLight data?

Reach out to your [PCMH Program Consultant](#) for details.

Provider Information Requirement

Did you know that CareFirst requires providers to review and verify practice information twice per calendar year? Validation must occur once between January 1 and June 30 and once between July 1 and December 31. (But not less than three months apart.) Follow [these steps](#) to make any changes today.

The screenshot shows the CareFirst PCMH SearchLight portal. At the top, there is a navigation bar with links for Home, Roster, Pre-Auth / Notifications, CareFirst Direct Inquiries, Referrals, Programs/Services, Resources, and SearchLight. Below the navigation bar, the page title is "PCMH SearchLight" with a "View My" button. The main content area includes a "Table of Contents" section with a list of reports: I. HealthCheck Profile of Panel, II. Profile of Members in Panel, III. Profile of Episodes of Care, IV. Key Use Patterns, V. Top 10 to 50 Lists of High Cost/High Risk/Highly Unstable Members, VI. Use of TCCI Programs, VII. Key Referral Patterns, VIII. Overall Quality Score, IX. Status of Patient Care Account, X. Ranking of Overall Performance, and Appendix. The interface also features a search filter for "Population" set to "CareFirst" and a "Report Period" dropdown.





A Closer Look at TCCI

In our last issue, we highlighted the 12 elements of the Total Care and Cost Improvement (TCCI) Program that support the core PCMH model and offer additional services to help your patients achieve the highest level of recovery and stabilization.

How do you determine which TCCI programs are right for your patients? Here's a closer look at three of the 12:

1. Enhanced Monitoring Program (EMP)

When your high-risk patients need active monitoring to avoid hospitalization, you need both clinical and technical expertise. Through the Enhanced Monitoring Program, CareFirst has collaborated with Cardiocom to offer home health telemonitoring services for patients with the following conditions:

- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Heart Failure
- Hypertension

A highly-qualified nurse monitors a member's health condition using mobile and digital capabilities which optimizes the patient's experience through two-way, personalized communication between you and your patients.

For additional details, check out the [provider](#) and [patient](#) brochures, or contact your LCC.

2. Expert Consult Program (ECP)

For members who have conditions and medical situations characterized by uncertainty in diagnosis, treatment and/or prognosis, CareFirst has also collaborated with Best Doctors to deliver the Expert Consult Program.



The Expert Consult Program provides an additional review of your patients' cases by expert physicians at leading medical centers throughout the United States. This cooperative, second opinion process allows you to remain in control of all treatment decisions while your patients get help confirming the right diagnosis and treatment for them.

For more information on Best Doctors and how it works, visit www.bestdoctors.com/findoutmore.

Home health telemonitoring equipment



3. Urgent and Convenience Care Access Program (UCA) – After Hours Care

It's after hours and one of your chronically ill patients calls your office with a health concern that needs prompt medical attention. But, it is not considered life threatening. Do you refer the patient to a hospital emergency room or a Convenience Care or Urgent Care facility?



Convenience
Care Center
\$



Urgent Care
Center
\$ \$



Emergency
Room
\$ \$ \$

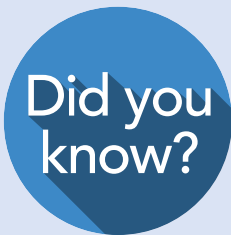
Convenient. Urgent. Emergent.

When you refer your patients to lower-cost settings, you lower overall costs for your Panel. You can also save your patients time and money by making them aware of their options. Using a three-tiered structure of backup support, you can help your patients get the right care at the right cost if you are unable to see them in their office. Convenience Care Centers are the first level of backup, Urgent Care Centers are the second tier of support, and Emergent Care is for serious or life-threatening conditions.

For more information, visit www.carefirst.com/qualityandaffordability or fill out the PCP contact sheet at www.carefirst.com/mypcpcontact for your patients to remind them where and when to go for care.

One phone call – one step closer to results

One phone call can get your patients the additional assistance they need, and get you and your Panel one step closer to achieving improved care quality and lower care costs. Contact your LCC today for additional details.



A typical Patient-Centered Medical Home (PCMH) Panel spends about **\$500,000 to \$600,000** per year for ER services that are appropriate for an ER only 20% of the time.

While real emergencies can only be treated in an ER, a fully resourced UCC can effectively treat **70-80%** of the conditions seen in the ER.

Source: CareFirst Program Description & Guidelines, 2014



Online Tools and Resources Make It Easier For You and Your Staff

We're focused on developing new tools and resources to make it easier for you to care for our members. Whether it's updates to current materials or the creation of something new, our goal is to provide you with information, guides and tips to help support your clinical efforts and help strengthen your relationship with your PCMH patients. For all of these materials and more, visit www.carefirst.com/pcmhinfo.

Did you know?

Materials are available at www.carefirst.com/pcmhinfo and in the PCMH Provider Portal (iCentric) at www.carefirst.com/providerlogin. Contact your LCC today to place an order for your office.



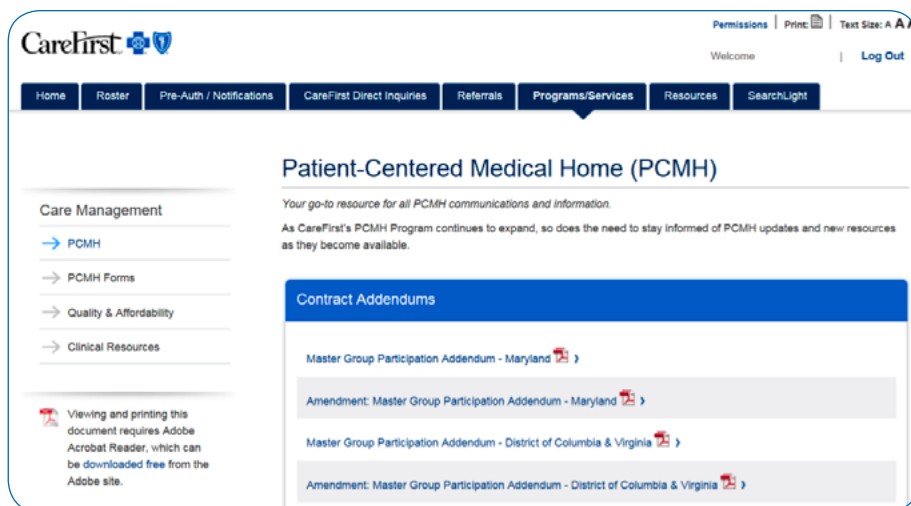
What's new?

New Provider Website Design

- At the end of October, the provider portion of the CareFirst website (www.carefirst.com/providers) launched with a new design and layout. The PCMH Provider Portal (iCentric) was also enhanced with a new design and added features.
- While PCMH portal functionality remains the same, you may notice that some items are now organized differently.
- To access field support materials and other PCMH details and information, login to the PCMH Provider Portal (iCentric) and click on the Programs/Services tab:



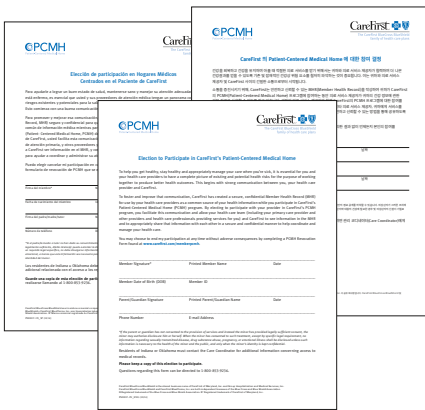
- In the Care Management section, click PCMH to be directed to additional resources that can help you in the Program, like contract addendums, program information, care coordination materials and more:



- For a brief overview of the new website, watch this [short video](#).

Online Tools and Resources (continued)

What's been updated?



Election to Participate Form(s)

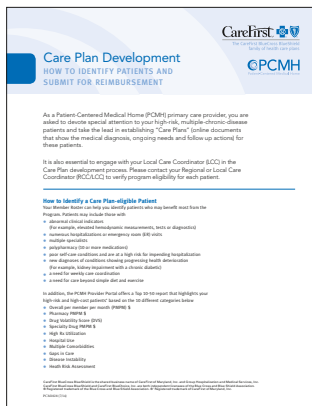
- We've added a space for the Member's date of birth and Member ID to the [Election form](#) to help better identify your patients in the Program.
- We've updated the [Spanish](#) and [Korean](#) versions of the form as well.

Visit www.carefirst.com/pcmhinfo and click on *PCMH Forms*.

Care Plan Development Guide

- Now includes the appropriate [procedure codes](#) for accurate reimbursement.

Find provider materials on the [PCMH Provider Portal \(iCentric\)](#) and look for PCMH under the Programs/Services tab.



Missed an update? No problem.

In a program like PCMH, you need timely information that you can use to care for your chronically patients when they need it.

That's why when a resource has been updated, an enhancement made, or a requirement changed, we make sure you know about it.

Click the icon to find out what you may have missed while you were coordinating care and tending to your patients in the Program.

Got feedback? We want to hear it.

With pop-ups, audio clips, and video links, our last issue of *PCMHConnector* was our most interactive issue to date. So, what did you think? What feature was your favorite? What did you not see that you'd like to see in the next issue?

Your opinion matters to us and we appreciate your feedback, so keep those comments coming.

Email newsletter.editor@carefirst.com today and tell us what you think.

