In Case You Missed It

Week of Dec. 19, 2013

As a provider in the PCMH Program, you know to visit www.carefirst.com/pcmhinfo for Program information and resources.

But where do you send your patients if they ask:

• What is PCMH?
• How could it benefit me?
• How do I participate?
• What resources are available?


For you: www.carefirst.com/pcmhinfo
For your patients: www.carefirst.com/memberpcmh

Week of Dec. 13, 2013

Did you know?
80%* of Emergency Department visits can be treated quickly and effectively at Urgent Care Centers.

If your patients suffer from a condition that is not life threatening and requires prompt medical attention, encourage them to seek out urgent care over Emergency Rooms (ERs), when medically appropriate.

Visit www.carefirst.com/qualityandaffordability or contact your Local Care Coordinator for more information on how to refer your patients to lower-cost settings.

UCC vs. ER
Educate your patients on their options. Customize this handout and encourage them to visit www.carefirst.com/erorurgentcare.

PCMH Primary Care Providers (PCPs): We heard you.

*Based on Emergency Room/Urgent Care Center and Physician Office Setting Reimbursement Analysis for claims paid during the calendar year 2011 through May 2012 for select procedures.
Week of Oct. 16, 2013

PCMHConnector is our online newsletter that gives you access to additional resources, information and support to help you get the most out of our Patient-Centered Medical Home (PCMH) Program.

Highlights from this issue:

• Outcome Incentive Award Year 2 Results
• Care Coordination and You – Why It Matters
• Put Your Care Plan in Motion with PCMH Resources
• Care Plan Reimbursement Codes


To register to receive the next PCMHConnector issue by email, check out www.carefirst.com/stayconnected and make sure PCMH is selected.

Week of Oct. 10, 2013

CareFirst's Expert Consult Program
CareFirst has collaborated with Best Doctors¹ to deliver an Expert Consult Program to members who have conditions and medical situations characterized by uncertainty in diagnosis, treatment and/or prognosis that may benefit from an additional layer of care support.

The Program provides a review of the member's case by expert physicians at leading medical centers throughout the United States.

Based on your clinical-judgment, CareFirst Case Managers and PCMH Local Care Coordinators (LCCs) will work with you as you identify members likely to benefit from the Program.

For additional details, contact your LCC.

Note: This Program/service is not a utilization review of the care you are providing and offers clinical information for your consideration only.

Telehealth Services Offered to BlueChoice HMO Members
CareFirst recently launched a six-month pilot to expand access to behavioral health services through online availability.

We encourage you to refer your BlueChoice HMO patients to participating Telehealth providers for mental health services, when appropriate.

To find and/or refer a patient to a Telehealth provider and begin using Magellan's² Telehealth solution, visit www.breakthrough.com. Or, download the frequently asked questions for you and your patients for more information.
Best Doctors is an independent company that provides InterConsultation services to CareFirst members. Magellan is an independent company that provides Telehealth services to CareFirst BlueChoice HMO members.

Find lower cost settings for your patients.

Week of Aug. 15, 2013

**New PCMH Program Materials**
*For Your Office Staff and Patients*

Have you visited [www.carefirst.com/pcmhinfo](http://www.carefirst.com/pcmhinfo) lately?

**What's New?**
For you and your office staff:
- [Care Plan Development](#)
  Identify Care Plan-eligible patients and learn the appropriate codes for reimbursement
- [SearchLight Reports](#)
  Understand information that could impact your annual Outcome Incentive Award (OIA)

For you to share with your patients:
- [Member Handbook](#)
  Educate patients about the PCMH Program and how it can help promote positive health outcomes
- [Diet Library](#)
  Help patients manage four chronic health conditions through their diet

All of our PCMH materials are available at [www.carefirst.com/pcmhinfo](http://www.carefirst.com/pcmhinfo).