

In Case You Missed It

Week of March 27, 2014

Colleague, has your PCMH practice information changed?

If so, let us know. Fill out the [Change in PCMH Provider Information](#) form.

Even a small edit like a new email address, contact person, or role change can make a huge difference in making sure your practice gets the information needed to be successful in the PCMH Program.

Visit www.carefirst.com/pcmhinfo for this form and other materials.

You want updates? We need emails.

The **#1** way for us to get important information to you is by email. Make sure everyone in your practice is signed up to receive PCMH emails.

How? Click the envelope.



Or, email pcmhinfo@carefirst.com and we will do it for you.

Feel like you missed something?



This section archives the PCMH emails we've sent.
Click the **In Case You Missed It** icon to catch up.

Week of March 19, 2014

PCMH Portal User Guides

Helping you and your practice get started using the PCMH Portal

We've developed several portal user guides to provide you with step-by-step instructions for basic functions in the PCMH Provider Portal.

Each guide includes screenshots and tips for you and your office staff. Select the guide you need from the list below:

- [Creating a PCMH User](#)
- [Resetting a Password](#)
- [Granting Access to Your Practice](#)
- [*New* Care Plan Activation](#)

Find all four guides and additional PCMH Program materials at www.carefirst.com/pcmhinfo.

Portal Administrators: This Is For You

Have you registered for the PCMH Portal Administrator training? In this training, you'll learn:

- how to navigate the PCMH Portal
- basic portal functions that can help save you time
- important points about the PCMH member health record

Don't wait. Register now at: www.carefirst.com/cpet.

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?](#)

The answer? Visit www.carefirst.com/memberpcmh.

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

Visit www.carefirst.com/pcmhconnector for the latest issue.

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.

¹Best Doctors is an independent company that provides InterConsultation services to CareFirst members.

²Magellan 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 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.