Michigan Institute for Care Management & Transformation

2019 to 2020

March PGIP Presentation

Agenda

Scorecard

- 2019 Scorecard Results
- 2020 Scorecard

Care Management Attestation

Regional Meeting

- Details and Registration

Training Framework

- Workgroup Acknowledgements
- Applying to Become a Trainer

Scorecard

2019 Scorecard Data

40 total POs in PGIP

93%
of POs submitted a Strategic Plan.

$4,811,300 paid out!

70%
participated in PPQC.

45%
aggregated or submitted SDoH data to MiHIN.

88%
of POs completed (3) quarterly meetings with MICMT.

95%
of POs participated in the Annual Meeting.

MICMT

2020 Scorecard

2020 Scorecard			
Measure #	Weight	Measure Description	Points
1	44	**Information Sharing:**	
		Consistently follow the process for sharing clinical data in the appropriate format to MiHIN in coordination with PPQC and SIM throughout 2020. • PO should send clinical data on all patients and all payers • Expectation is that the PO is sending info from, at minimum, all PDCM-defined offices (https://mihin.org/wp-content/uploads/2018/08/MiHIN-UCIG-Commercial-Payers-PPQC-SIM-Data-Aggregator-v20-07-31-18.pdf)	**10**
		Expand the PO process for aggregating Social Determinants of Health questionnaire results and sending to MiHIN; to be completed by **October 1, 2020.** 2020 requirements → Send SDoH data for all practice units who reached the 2 touches on 1% of the population in CY2018. BCBSM/MICMT will provide a list of those offices.	**16 total** **% of PDCM offices** / **# of points** 90% / 16 75% / 12 50% / 8 25% / 5
		Expand the PO process for screening among Practice Units. Points provided for the percentage of PDCM-defined practice units with PCMH capabilities 10.5 in place.	**10 total** **% of PDCM offices** / **# of points** 90% / 10 75% / 7 50% / 5 25% / 3
		Develop/expand the PO process for creating a feedback loop for social needs among Practice Units. Points provided for the percentage of PDCM-defined practice units with PCMH capabilities 10.7 in place.	**8 total** **% of PDCM offices** / **# of points** 90% / 8 75% / 6 50% / 4 25% / 2

2020 Scorecard			
Measure #	Weight	Measure Description	Points
2	16	**Engagement:**	
		Care Team Survey & Attestation / Verification	**5**
		At least 3 scheduled phone conferences (30 minutes) with the MICMT to review scorecard performance and program updates	**5**
		Participation in a Regional MICMT meetings by at least 1 PO representative.	**3**
		Participation in the Annual MICMT meeting by at least 1 PO Representative with a leadership role in Care Management activity at the PO level.	**3**
3	40	**Outcomes (Aligned with BCBSM PDCM Outcomes VBR, MA CPC+, and Priority Health):**	
		A1c performance	**10**
		BP Performance	**10**
		ED Utilization	**10**
		IP Utilization	**10**

MICMT

Care Management Attestation

Care Manager Attestation

Purpose: To monitor and measure the success of Care Management models and implementations in order to determine their impact on health outcomes and providing cost effective care and to support the development of value added Care Manager trainings.

Data will be used to:

- Monitor and measure the success of Care Management models.
- Support payor based incentive programs.
- Support the development of value added Care Manager trainings.

Data will not be used to:

- Share staffing and contact information between Provider Organizations and Practices.

Care Manager Attestation Data Collection Tool

While the Web-based solution for collecting Care Manager data is in development, MICMT will continue to collect information using an Excel form. The proposed format and data elements are:

What To Do:

- Confirm existing data are correct.
- Make necessary changes.
- Add new Care Managers.

What Not to Do:

- Do not delete practices or Care Managers; instead enter an end date.

Practice Data

This form is pre-populated with BCBSM Practice identifiers and related data from the October 2019 Attestation. Provider Organizations will use this form to verify and modify practice level data.

Practice Attestation Validation and Data Entry Form

Form Completed by:
Phone Number:
Email:

Title:
Date

Click Here to Review / Add Care Managers to Registry

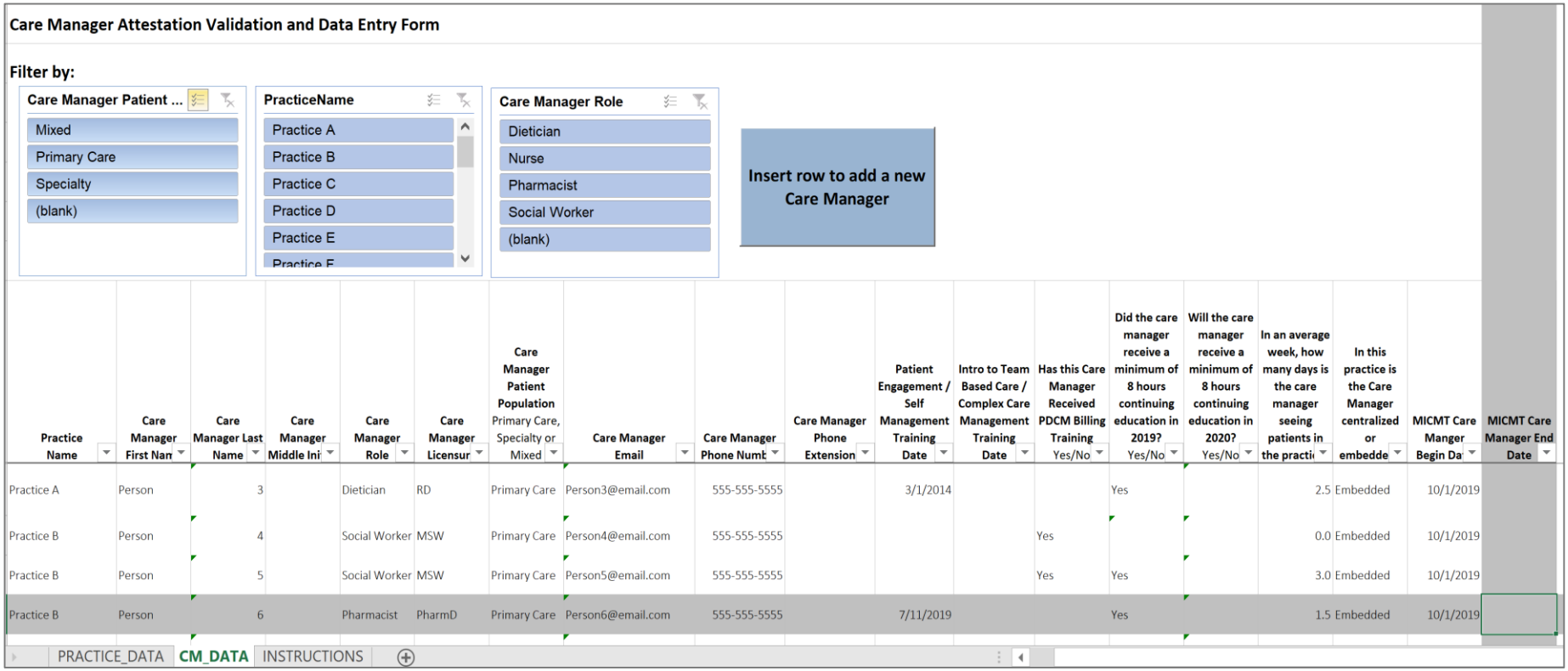
The information submitted on this form may be subject to audit by Blue Cross Blue Shield of Michigan.

Practice Name	Does your practice use payer agnostic targeting for the care management of members? Yes/No	Do your practice care manager(s) complete transition of care calls on all acute discharges for all patients regardless of payer? Yes/No	Is the practice CPC+? Yes/No	Is the practice SIM? Yes/No	Does this office screen for SDOH? Yes/No	What is the targeted population for SDOH screening	What % of the targeted population has been screened	What Is the primary care management model for this practice? Centralized or embedded	MICMT Practice Begin Date ≥ 1st Care Manager Attestation 10/1/2019	MICMT Practice End Date ≤ Today
Practice A	Yes	No	Yes	Yes	Yes	Annual well visits	94.0%	embedded	10/1/2019	
Practice B	Yes	No	Yes	Yes	Yes	Annual well visits	72.5%	embedded	10/1/2019	
Practice C	Yes	No	Yes	Yes	Yes	Annual well visits	66.0%	embedded	10/1/2019	
Practice D	Yes	No	Yes	Yes	Yes	Annual well visits	91.0%	embedded	10/1/2019	
Practice E	Yes	No	Yes	Yes	Yes	Annual well visits	78.0%	embedded	10/1/2019	
Practice F	Yes	No	Yes	Yes	Yes	Annual well visits	72.0%	embedded	10/1/2019	
Practice G	Yes	No	Yes	Yes	Yes	Annual well visits	87.0%	embedded	10/1/2019	

PRACTICE_DATA | CM_DATA | INSTRUCTIONS

Care Manager Data

- This form is pre-populated with Care Manager data from the October 2019 Attestation.
- Care Managers should have one record for each Practice they work at.
- List can be filtered using the available slicers and/or auto filters.
- To add a new Record, click the button labeled “Insert row to add a new Care Manager”



Practice Name	Care Manager First Nam	Care Manager Last Name	Care Manager Middle Ini	Care Manager Role	Care Manager Licensur	Care Manager Patient Population Primary Care, Specialty or Mixed	Care Manager Email	Care Manager Phone Numb	Care Manager Phone Extension	Patient Engagement / Self Management Training Date	Intro to Team Based Care / Complex Care Management Training Date	Has this Care Manager Received PDCM Billing Training Yes/No	Did the care manager receive a minimum of 8 hours continuing education in 2019? Yes/No	Will the care manager receive a minimum of 8 hours continuing education in 2020? Yes/No	In an average week, how many days is the care manager seeing patients in the practi	In this practice is the Care Manager centralized or embedde	MICMT Care Manger Begin Da	MICMT Care Manager End Date
Practice A	Person	3		Dietician	RD	Primary Care	Person3@email.com	555-555-5555		3/1/2014			Yes		2.5	Embedded	10/1/2019	
Practice B	Person	4		Social Worker	MSW	Primary Care	Person4@email.com	555-555-5555				Yes			0.0	Embedded	10/1/2019	
Practice B	Person	5		Social Worker	MSW	Primary Care	Person5@email.com	555-555-5555				Yes	Yes		3.0	Embedded	10/1/2019	
Practice B	Person	6		Pharmacist	PharmD	Primary Care	Person6@email.com	555-555-5555		7/11/2019			Yes		1.5	Embedded	10/1/2019	

Virtual Training Sessions

Virtual Training Sessions

Patient Engagement: provide care team members with a basic introduction to motivational skills and a collaborative approach to patient care.

MAT Orientation: introduce care team members to their role in supporting physicians who are providing Medication Assisted Treatment to patients with opioid use disorder.

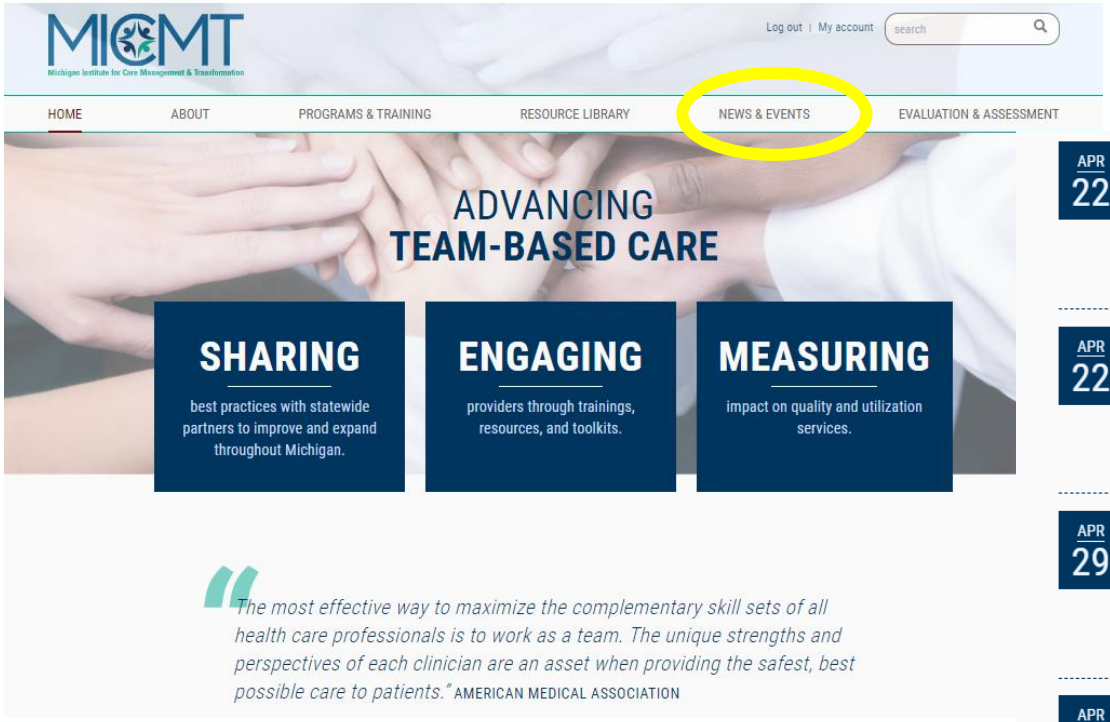
Introduction to Palliative Care: provide care team members with a foundation by which to begin introducing palliative care into the primary care practice.

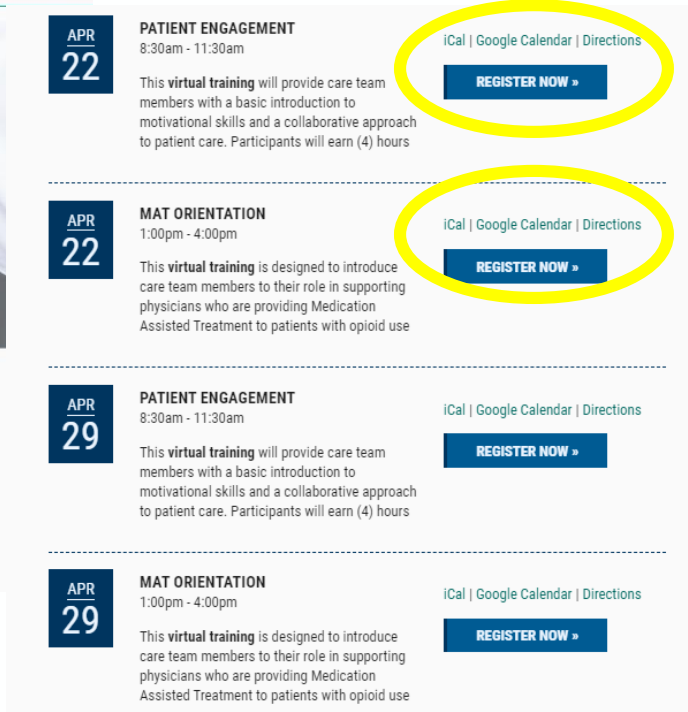
Specialty Team Based Care: provide care team members with an introduction to care management and care coordination with a focus on the Specialty Physician office setting.

Virtual Training Sessions Dates

Patient Engagement	**April 22nd** from 8:30-11:30	**April 29th** from 8:30-11:30
MAT Orientation	**April 22nd** from 1:00-4:00	**April 29th** from 1:00-4:00
Introduction to Palliative Care	**May 1st** from 9:00-12:00	**May 6th** from 9:00-12:00
Specialty Team Based Care	**May 5th** from 9:00-12:00	**May 7th** from 9:00-12:00

Virtual Training Registration





https://micmt-cares.org/events

Training Framework

2020 Training

Required Training

All primary care-based care team members new to the role must attend the *Introduction to Team-Based Care* and view the *BCBSM billing webinar*.

The Introduction course covers the critical components of getting started as a care team member.

Continuing (Longitudinal) Education

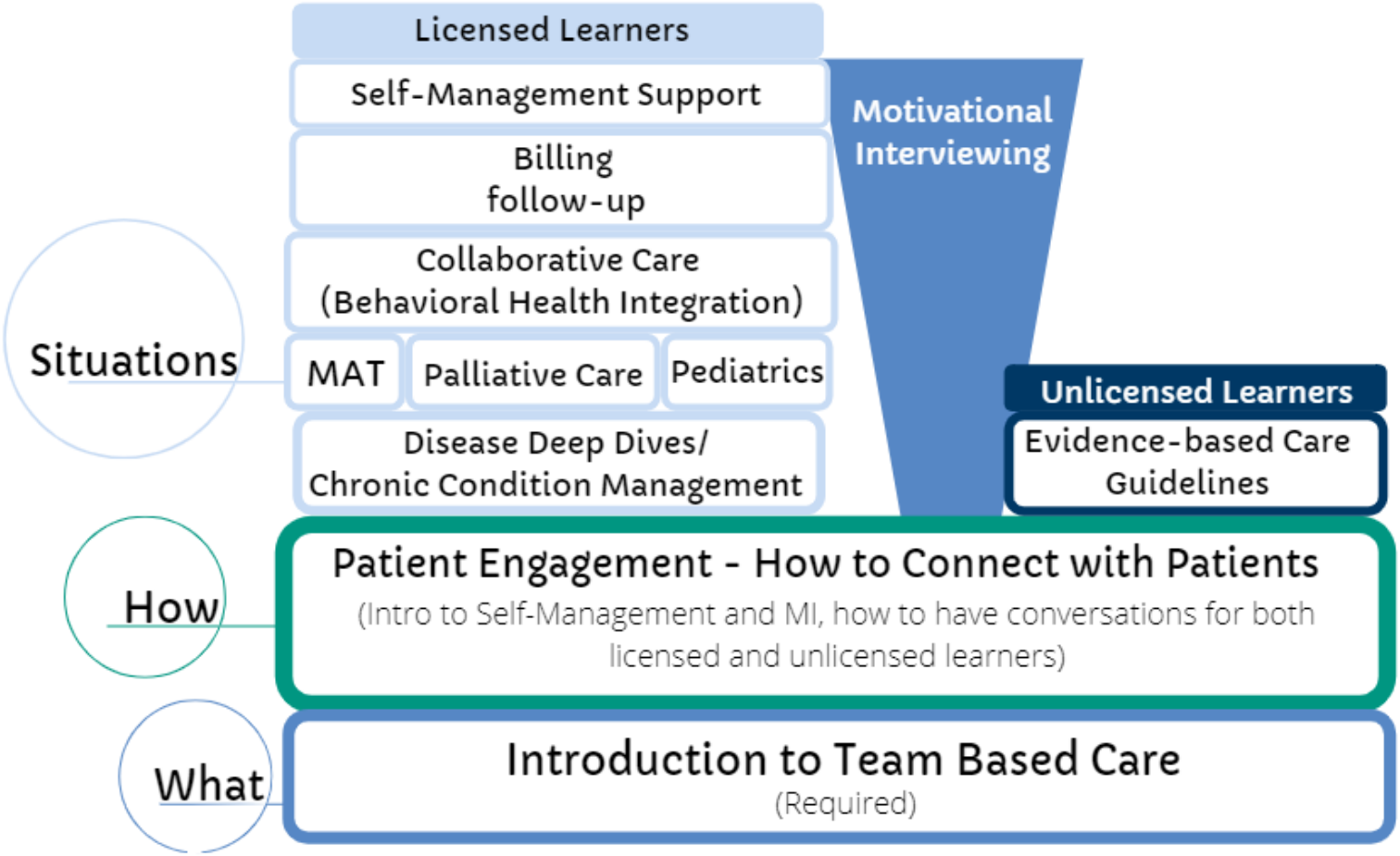
Every learner has to accomplish (8) credit hours of additional training per year.

These (8) credits may include:

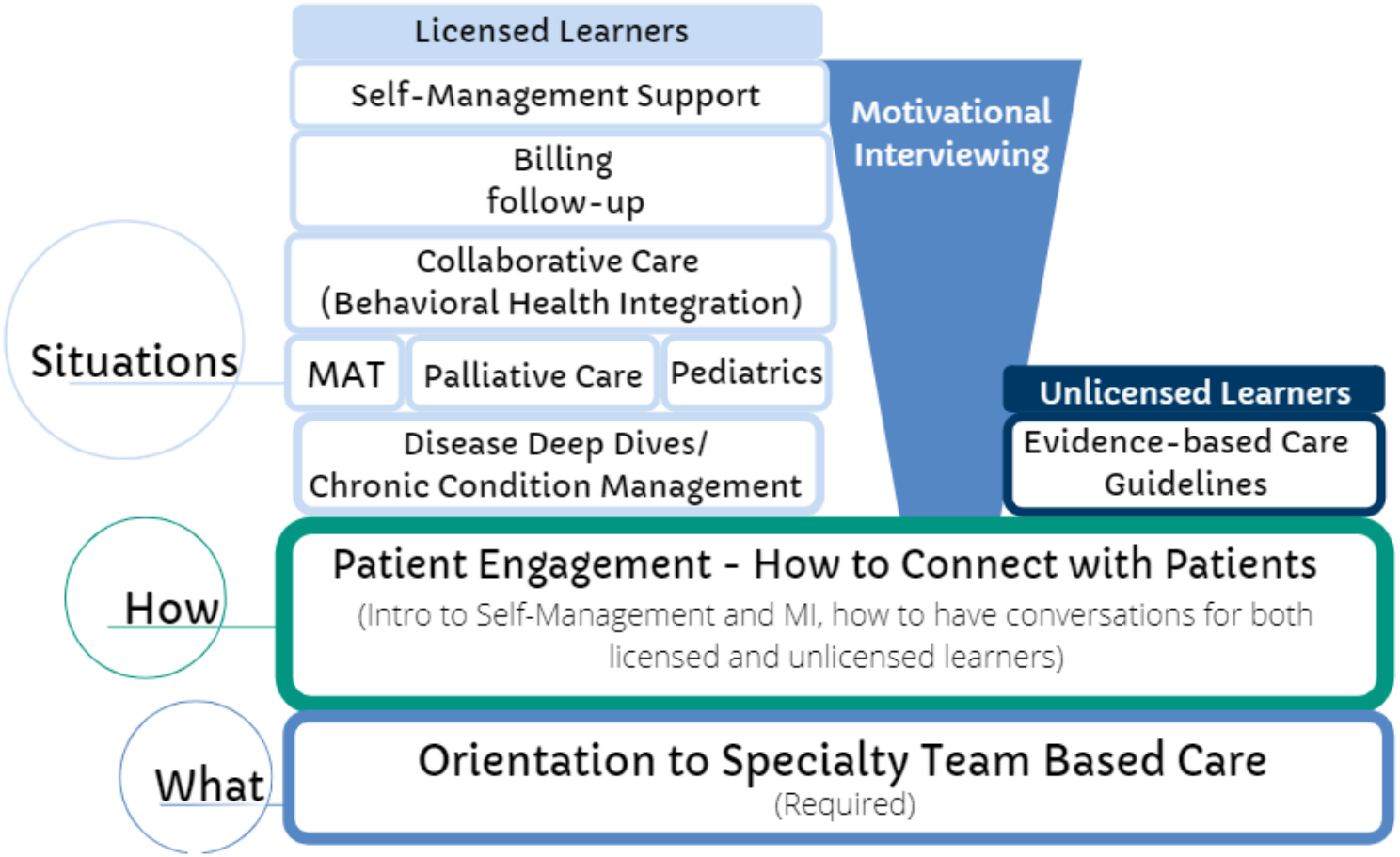
- Official continuing education credits for their licensure,
- Webinars/ learnings on the MICMT website, and
- All courses offered by approved statewide trainers.

**As we have in the past, MICMT would work with Priority Health and MDHHS to have this course approved for their respective programs. There are other course leads other than MICMT and the current focus is the standardized portion of the course.*

Primary Care Training Framework



Specialty Care Training Framework



Current Curriculum Name	Purpose	Required?	Reimburse-ment?*	Historical Curriculum Name	Reason for change
Intro to Team-Based Care	Orientation to the role; describe **what** new care team members need to know.	Yes for all Primary Care.	$500	Complex Care Management	More inclusive to all learners, organize learning elements.
Patient Engagement	Describe **how** care team members can use evidence-based motivational interviewing / self-management support skills to engage with patients.	No	$500	Self-Management Support	Focus on skill development, moving away from broad program info like billing.
Intro to Specialty Team-Based Care	Orientation to the role; describe **what** new care team members need to know.	Yes for all Specialty Care.	$250	NA	Focus on the specialty role.
Orientation to MAT	Introductory level training to educate care team members about MAT for OUD.	No	$250	NA	NA
Introduction to Palliative Care	Introductory level training to educate care team members about Palliative Care.	No	$250	NA	NA

Training Workgroup Acknowledgements

Intro to Team Based Care

Who are the team members developing the curriculum?

Judy Avie, MICMT
Scott Johnson, MICMT
Sue Vos, MiCCSI
Robin Schreur, MiCCSI
Lynn Klima, Cure-Michigan
Ewa Matuszewski, MedNetOne
Ruth Clark, Integrated Health Partners
Lisa Nicolaou, Northern Physicians Organization
Kim Harrison, Priority Health
Lisa Rajt, BCBSM

Patient Engagement

Who are the team members developing the curriculum?

Sarah Fraley, MICMT
Sue Vos, MICCSI
Robin Schreur, Spectrum Health
Tiffany Turner, Infinity Counseling
Casidhe Harte, IHA
Beth Jurczak, IHA
Ruth Clark, Integrated Health Partners

Lisa Nicolaou, Northern Physicians Organization
Jamie Mallory, Wexford PHO
Christen Walters, Integrated Health Partners
Maureen Braun, IHA
Erika Perpich, Olympia
Lynn Klima, Cure-Michigan
Ewa Matuszewski, MedNetOne

MAT Orientation

Who are the team members developing the curriculum?

Julie Geyer, MICMT
Alicia Majcher, MICMT
Nicole Rockey, MICMT
Sarah Fraley, MICMT
Sue Vos, MICCSI
Robin Schreur, Spectrum Health
Ewa Matuszewski, MedNetOne

Dania Berjaoui, Michigan Medicine
Fiona Linn, Michigan Medicine
Maryam Khodadost, Michigan Medicine
Minu Aghevli, MOC
Suzanne Kapica, MOC
Marissa Palmer, MidMichigan
Richard Bates, MidMichigan
Kathy Dollard, MidMichigan

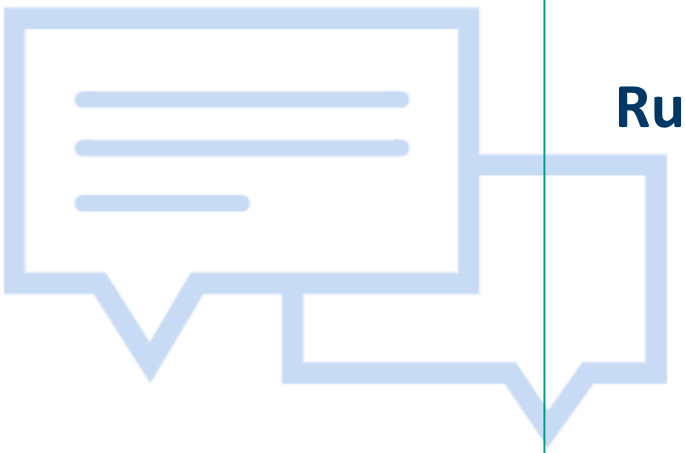
Palliative Care

Who are the team members developing the curriculum?

Scott Johnson, MICMT
Ewa Matuszewski, MedNetOne
Ruth Clark, Integrated Health Partners
Kim Harrison, Priority Health
Sharon Kim, BCBSM
Michael Smith, Michigan Medicine
Tom O'Neal, MD Arbor Hospice

Specialty Care

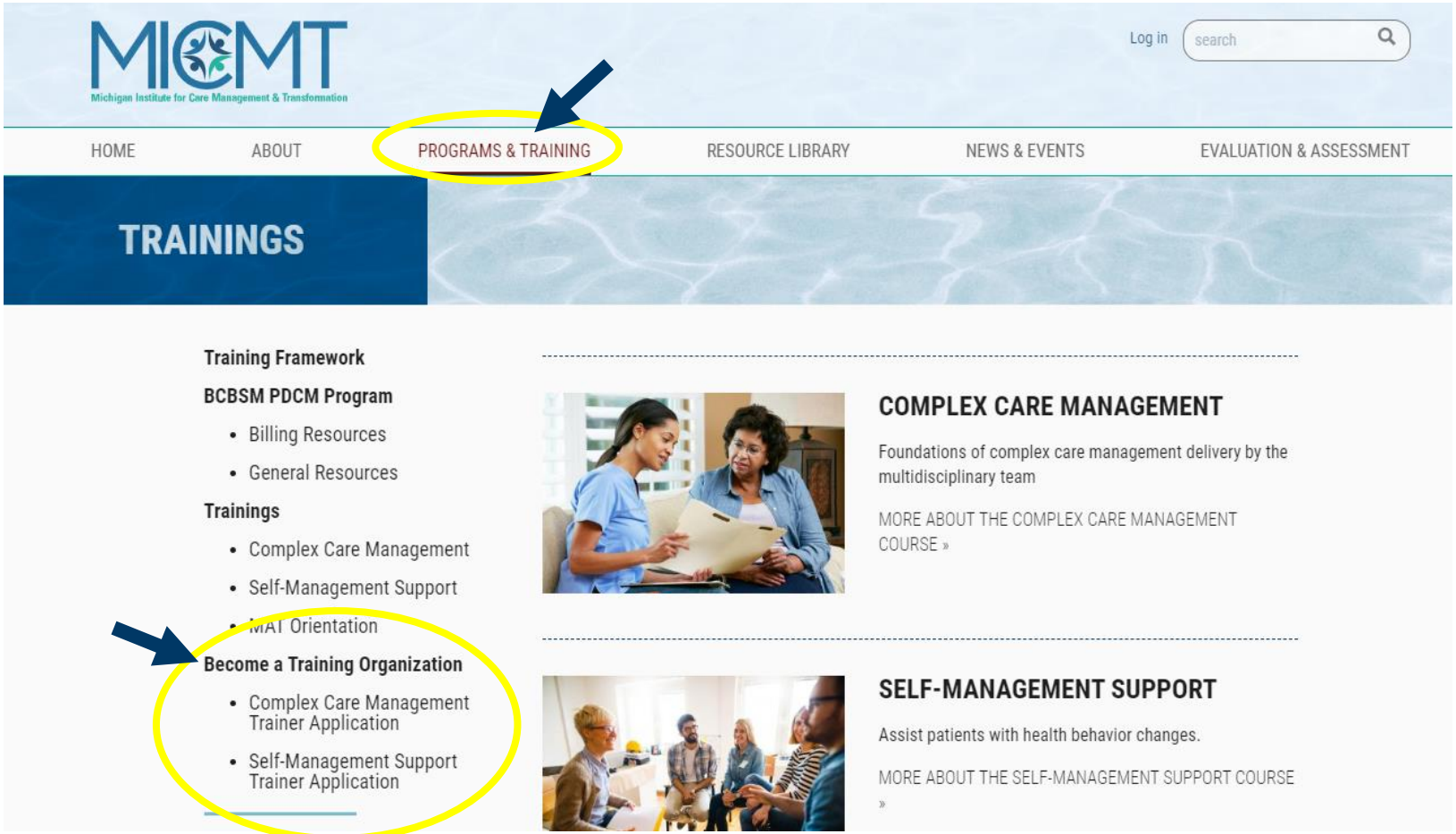
Who are the team members developing the curriculum?



Marie Beisel, MICMT
Sue Vos, MICCSI
Ewa Matuszewski, MedNetOne
Ruth Clark, Integrated Health Partners
Ashley Rosa, Bronson
Joan Kirk, Answer Health
Sheri Lee, BCBSM
Alicia Majcher, Michigan Medicine

Applying to Become a Trainer

Applying to Become a Trainer



https://micmt-cares.org/

For previously approved CCM and SMS trainers:

- Do not need to reapply, but will be asked to have a billing section review with BCBSM (Lori Boctor).
- Can continue to train with the revised material.

For all new courses:

Complete online application.

*New course applications open by noon on May 4th, 2020

Have conversation with designated subject matter experts.

*Any course with a billing component will require that the trainer complete a billing section review with Lori Boctor.

Training and Mentorship Support.

MICMT will participate in first training to help answer questions and logistics.

Courses are subject for review for continuous quality improvement purposes on an annual basis.

Questions? Who to Contact!

Lead	Course	Contact
Julie Geyer	MAT Orientation	geyerj@med.umich.edu
Scott Johnson	Intro to Palliative Care	scojoh@med.umich.edu
Scott Johnson	Intro to Team Based Care	scojoh@med.umich.edu
Sarah Fraley	Patient Engagement	svoor@med.umich.edu
Marie Beisel	Specialty Team Based Care	mbeisel@med.umich.edu

MICMT Approved Trainer Organizations

Complex Care Management
Northern Physician Organization Lisa Nicolaou
Oakland Southfield Physicians Annaliese Brindley
Wexford PHO Jamie Mallory
MiCCSI Sue Vos
Olympia Medical, LLC Erika Perpich
IHA Casidhe Harte
Upper Peninsula Health Group Kaitlyn Schroderus
Bronson Health Network Ashley Rosa

https://micmt-cares.org/training/complex-care

Self-Management Support
Integrated Health Partners Christen Walters
Practice Transformation Institute Yang Yang
MiCCSI Sue Vos
Dr. Lynn Klima
Northern Physician Organization Lisa Nicolaou
Infinity Counseling Tiffany Turner
IHA Casidhe Harte

https://micmt-cares.org/training/self-management