

Details of the site visit process

CoCM site visits are a vital component of Blue Cross Blue Shield of Michigan's CoCM designation program, and serve to:

- Ensure that designated practices are delivering comprehensive CoCM with integrity to the CoCM model.
- Enable the field team to gather questions and input to refine, clarify, and enhance the CoCM capabilities.
- Ensure that the SAD tool is an accurate source for the CoCM nominations.
- Educate POs and practice staff about CoCM requirements and Blue Cross expectations.

Site visits: PGIP and the field team select site visits using a random process. The field team will notify selected POs at least 30 days prior to the site visit date.

POs should inform practices that they must demonstrate capabilities. For example, to show that the practice has regularly scheduled time with their consulting psychiatrist to participate in Systematic Case Reviews, the practice should have identified examples ahead of time and be prepared to discuss them with the field team during the site visit.

ALL documentation related to the capabilities must be available before or during the site visit and we cannot accept after the fact or follow-up documentation.

The site visit process:

- Field team will walk through the Validation requirements with the practice and PO.
- The full field team, and any necessary PGIP decisionmakers, will meet to evaluate the site visit and will jointly determine whether capabilities are fully in place.
- The field team member who led the site visit will communicate the results to the practice and PO within 10 days.
- For any capabilities which aren't fully in place, the field team will discuss the necessary action steps and timelines with the practice and PO.
- If any capabilities aren't in place, the field team will schedule a follow up visit in approximately 90 days.
- The PO must forward to the field team the documentation of remediation activities for any of missing capabilities at least seven days prior to the scheduled site visit.
- If the PO does not provide remediation documentation isn't provided or if the remediation documentation doesn't fully address the missing capabilities, the site visit will be cancelled, and the practice will lose designation for the remainder of the designation cycle and lose six months

of future CoCM VBR.

- For any of the capabilities that were identified to be “not fully in place,” the practice and PO must demonstrate at the follow up visit that the missing capabilities are now fully in place.
- If capabilities aren’t in place according to the above timeline, the practice loses designation for the six months of future CoCM VBR.
- Value Partnerships reserves the right to terminate VBR.

Future designation – *Designations are awarded annually on Sept 1.* POs may nominate those practices who lost designation at the next designation cycle, which will be before the April snapshot to run Sept. 1 through Aug. 31. POs will enter nominations into the SAD tool.

Future CoCM VBR – If a practice loses their designation, they will also lose six months of VBR. Practices will be eligible to receive CoCM VBR either at the six-month cycle, nominated before the October snapshot to run from March 1st through August 31 or the full 12-month cycle, which runs Sept. 1 through Aug. 31, whichever comes first. POs will enter nominations into the SAD tool.

Example: If the practice cannot demonstrate that all the capabilities are fully in place by the April nomination date, the next VBR opportunity would be for the six-month October nomination which would begin March 1st of the following year. The next **designation** opportunity would be Sept. 1 of the following year.