STATE OF TENNESSEE

Division of TennCare

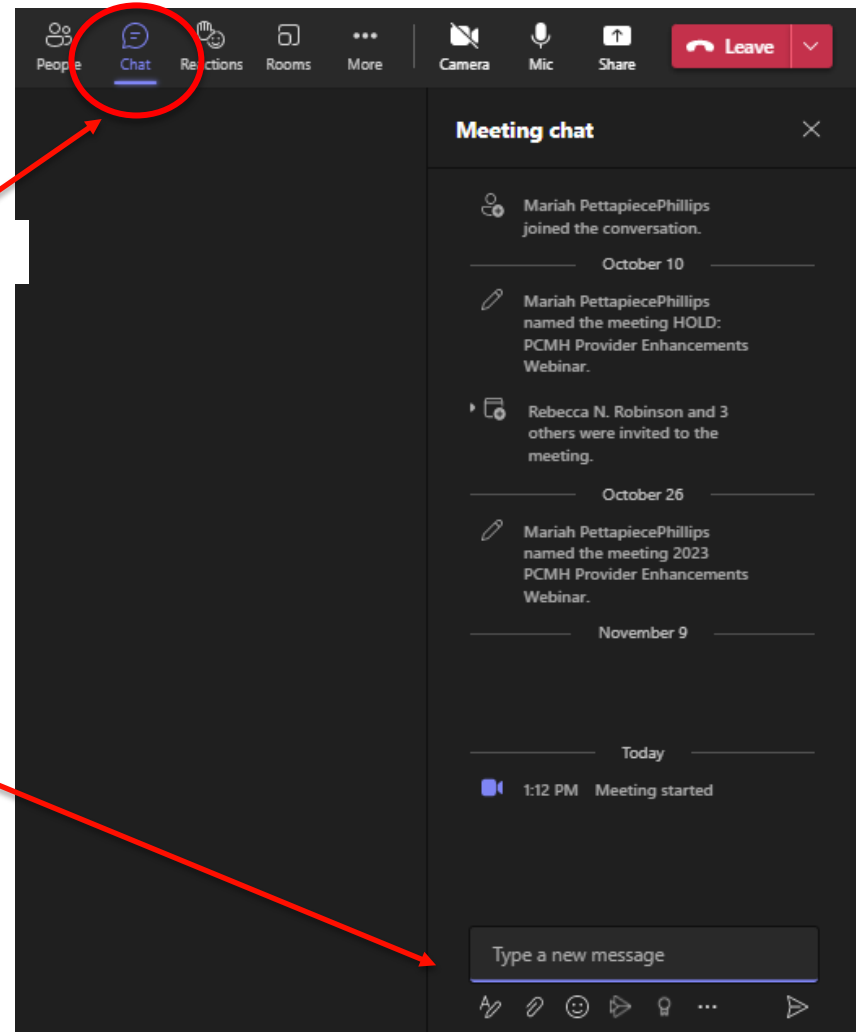**2023 PCMH Program Enhancements**

12/14/2023

Agenda

- General Updates
  - Primary Care Quality Team
  - PCMH Program Stats
- Quality Updates
  - PY 2023 PCMH Quality Metrics
  - PY 2023 PCMH Quality Metric Resources
- Program Updates
  - Redistributed Star Values
  - Transformation Payments
  - Priority Areas
  - PY 2023 MCO Educational Support
  - CCT Updates
- Conclusion
  - Dates & Announcements
  - Questions

Interactive Webinar

Communicating during the webinar:

- For questions or comments during the presentation, please click on the **chat box** function

- Comments will automatically be sent to **everyone** in call

- This will also be used during all Q&A portions of the presentation
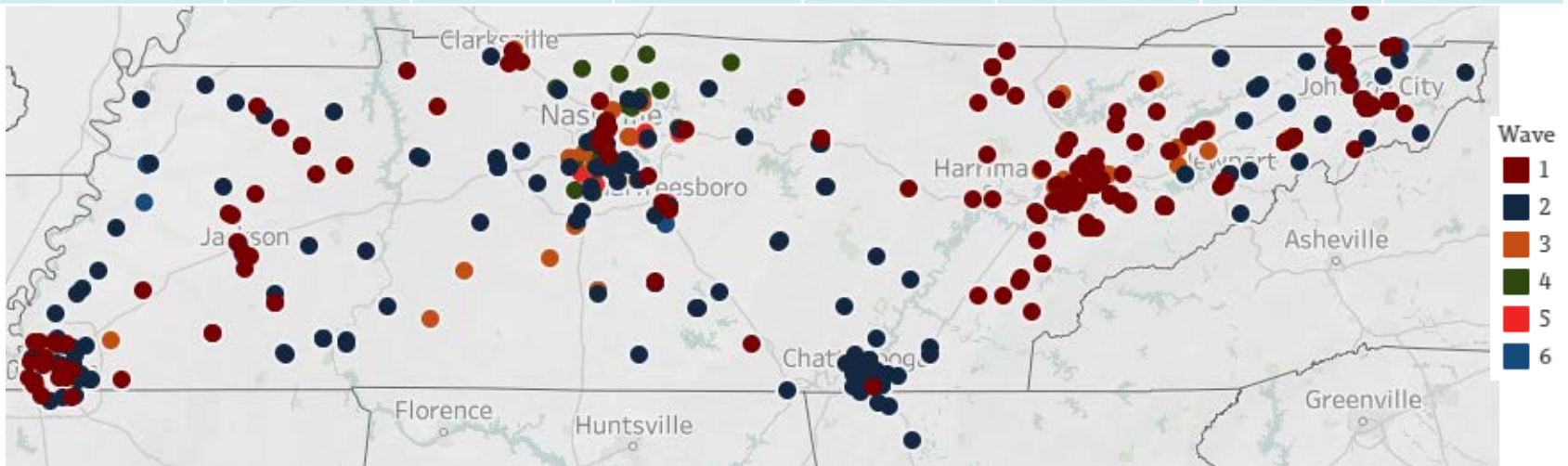
General Updates

Primary Care Quality (PCQ) Team

- **Rebecca Robinson**, Primary Care Quality Director
  - Rebecca.N.Robinson@tn.gov

- **Sara Cox,** THL Program Manager
  - Sara.F.Cox@tn.gov

- **Mariah Pettapiece-Phillips,** Primary Care Quality PCMH Lead
  - Mariah.J.PettapiecePhillips@tn.gov

- **Michelle Bryant**, Primary Care Quality Provider Outreach & Engagement Coordinator
  - Michelle.A.Bryant@tn.gov

- **Ginny Cooper**, Primary Care Quality Program Coordinator
  - Virginia.E.Cooper@tn.gov

- **Alexandra (Ali) Hulten-Stroop**, Digital Quality Specialist, Care Coordination Tool
  - Alexandra.E.Hultenstroop@tn.gov
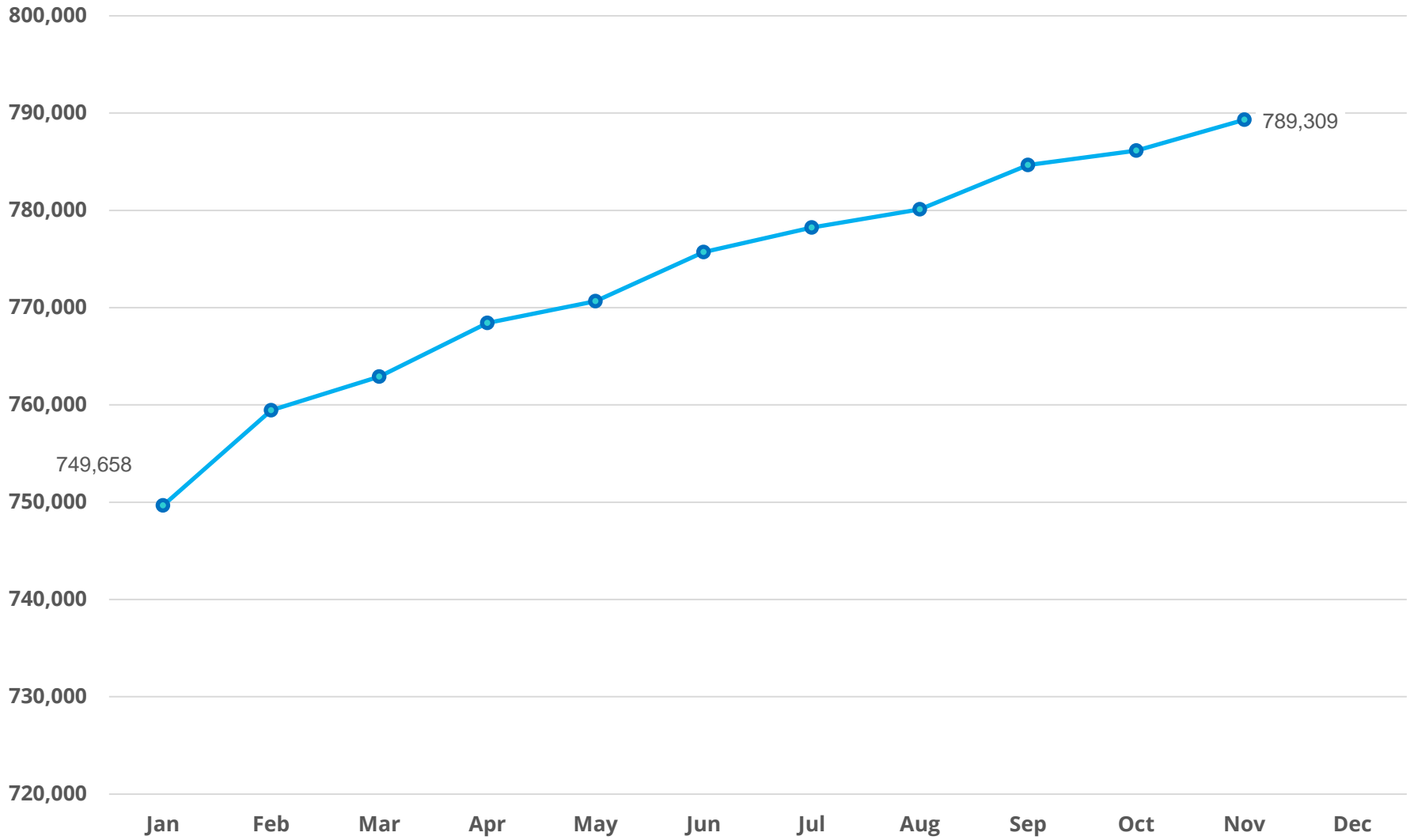
PCMH Program Stats

Current Statistics for Waves 1 – 6 as of November 2022

	Wave 1 (Began 2017)	Wave 2 (Began 2018)	Wave 3 (Began 2019)	Wave 4 (Began 2020)	Wave 5 (Began 2021)	Wave 6 (Began 2022)	Total
Number of PCMH organizations	27	35	13	2	2	6	**85**
Number of sites	186	186	45	29	19	25	**490**
Number of members	313,377	283,343	105,000	50,070	24,423	13,096	**789,309**

The MCOs are expected to have all contracting completed by the end of December 2022 for Program Year 2023. A full list of organizations will be released after all contracting has been completed.

**Attributed PCMH Membership:
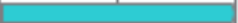January - December 2022**

Month	Value
Jan	749,658
Nov	789,309

Program Year 2023 Updates: PCMH Core Quality Measures

Reporting Timeframe - PCMH Waves 1, 2, 3, 4, 5, 6

Reporting period DOS ▬
Report release ▲

Activity	2022 PY6/5/4/3/2/1				2023 PY7/6/5/4/3				2024 PY8/7/6/5/4		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Performance report #1 Cost Quality/Efficiency metrics	▬		▲ Aug 2022								
Performance report #2 Cost Quality/Efficiency metrics	▬			▲ Nov 2022							
Performance report #3 Cost Quality/Efficiency metrics	▬				▲ Feb 2023						
Performance report #4 Cost Quality/Efficiency metrics	▬					▲ May 2023					
Performance report #5 Cost Quality/Efficiency metrics	▬						▲ Aug 2023				
Performance report #1 Cost Quality/Efficiency metrics					▬		▲ Aug 2023				
Performance report #2 Cost Quality/Efficiency metrics					▬			▲ Nov 2024			
Performance report #3 Cost Quality/Efficiency metrics					▬				▲ Feb 2024		

> In August, providers will receive two reports: the last performance report for PY2022 and the first report for PY2023.

PCMH Adult Organizations – Core Quality Measures

Core Measures PY 2022	Threshold
1. Antidepressant Medication Management (AMM) - Continuation phase	$\geq$ 40.00%
2. Blood Pressure Control for Patients With Diabetes (BPD)	$\geq$ 56.00%
3. Eye Exam for Patients With Diabetes (EED)	$\geq$ 51.00%
4. Hemoglobin A1c Control for Patients With Diabetes (HBD): HbA1c poor control (>9.0%)	$\leq$ 47.00%
5. Child and Adolescent Well-Care Visits (WCV) • Ages 12 – 17 years • Ages 18 – 21 years	$\geq$ 57.00% $\geq$ 39.00%

PCMH Pediatric Organizations – Core Quality Measures

Core Measures PY 2022	Threshold
1. Asthma Medication Ratio (AMR)	≥ 81.00%
2. Childhood Immunizations (CIS) - Combination 10	≥ 42.00%
3. Child and Adolescent Well-Care Visits (WCV) • Ages 3 – 11 years • Ages 12 – 17 years • Ages 18 – 21 years	≥ 65.00% ≥ 57.00% ≥ 39.00%
4. Well-Child Visits in the First 30 Months of Life (W30) • Well-Child Visits in the First 15 Months • Well-Child Visits for Age 15 Months – 30 Months	≥ 61.00% ≥ 71.00%
5. Immunizations for Adolescents (IMA) - Combination 2	≥ 26.00%

PCMH Family Organizations – Core Quality Metrics

Core Measures PY 2022	Threshold
1. Antidepressant Medication Management (AMM) - Effective Continuation Phase	$\geq$ 40.00%
2. Asthma Medication Ratio (AMR)	$\geq$ 81.00%
3. Controlling High Blood Pressure (CBP)	$\geq$ 49.00%
4. Childhood Immunization Status (CIS) - Combination 10	$\geq$ 42.00%
5. Blood Pressure Control for Patients With Diabetes (BPD)	$\geq$ 56.00%
6. Eye Exam for Patients With Diabetes (EED)	$\geq$ 51.00%
7. Hemoglobin A1c Control for Patients With Diabetes (HBD): HbA1c poor control (>9.0%)	$\leq$ 47.00%
8. Child and Adolescent Well-Care Visits (WCV) • Ages 3 – 11 years • Ages 12 – 17 years • Ages 18 – 21 years	$\geq$ 65.00% $\geq$ 57.00% $\geq$ 39.00%
9. Well-Child Visits in the First 30 Months of Life (W30) • Well-Child Visits in the First 15 Months • Well-Child Visits for Age 15 Months – 30 Months	$\geq$ 61.00% $\geq$ 71.00%
10. Immunizations for Adolescents (IMA) - Combination 2	$\geq$ 26.00%

Program Year 2023 Updates: PCMH Reporting-Only Quality Measures

PCMH Reporting Only Measures for PY2023

Measures to be added to Reporting Only
• *Breast Cancer Screening (BCS-E) • Colorectal Cancer Screening (COL) • Topical Fluoride for Children (TFC) • Kidney Health Evaluation for Patients with Diabetes (KED) • **Depression Screening and Follow-up for Adolescents and Adults (DSF-E) • **Social Need Screening and Intervention (SNS-E)

- These measures will be added to Reporting Only Measures for program year 2023.
  - All measures will appear in the first PY2023 reports delivered in August 2023 except for TFC and SNS-E.
  - TFC and SNS-E will not appear until May 2024 reports.
- *BCS is a current reporting only measure but is being retired by NCQA, therefore we are transitioning to the BCS Electronic Clinical Data System (ECDS) reporting measure.
- **DSF-E and SNS-E will also be added to the THL reporting only measures.

PY2023 PCMH Reporting Only Measures

Reporting Only: Quality	Reporting Only Efficiency
Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis (AAB)	Inpatient Utilization – General Hospital/Acute Care (IPU)
Appropriate Treatment for URI (URI)	Plan All Cause Readmissions (PCR)
Statin Therapy for Patients with Cardiovascular Disease (SPC)	Diagnosed Mental Health Disorders (DMH)
Hemoglobin A1c Control for Patients with Diabetes (HBD)	Avoidable ED or Emergency Room Visits for Ambulatory Care Sensitive Condition (TennCare)
Cervical Cancer Screening (CCS)	
Breast Cancer Screening ECDS (BCS-E)	
Colorectal Cancer Screening (COS) *Family & Adult*	
Topical Fluoride for Children (TFC) *Pediatric & Family*	
Kidney Health Evaluation for Patients with Diabetes (KED) *Family & Adult*	
Depression Screening and Follow-up for Adolescents and Adults (DSF-E) *Family, Adult, Pediatric*	
Social Need Screening and Intervention (SNS-E) *Family, Adult, Pediatric*	

Reporting Only Measures: DMH, TFC, SNS-E

- Because DMH, TFC and SNS-E are new measures with new specifications from NCQA, these measures will be delayed in their appearance in the quarterly provider reports.

- When new measures/specifications are released, the MCOs must have time to update to the new measure/specification before it can appear in a report.

Diagnosed Mental Health Disorders (DMH)	Topical Fluoride for Children (TFC); Social Need Screening and Intervention (SNS-E)
- New reporting only measure for Program Year 2022 - Announced during the 2022 Program Enhancements Webinar - Replaces Mental Health Utilization (MPT) - Will appear in May 2023 Provider Reports	- New reporting only measures for Program Year 2023 - Will appear in May 2024 Provider Reports

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PCMH Quality Measure Resources

- **2023 PCMH Provider Operating Manual – To Be Released in December 2022**

    - Provider Operating Manuals are updated in late fall and released in December of every year.

    - The updated PCMH Provider Operating Manual is located on the PCMH website.

        - https://www.tn.gov/tenncare/health-care-innovation/primary-care-transformation/patient-centered-medical-homes-pcmh.html

- **2023 PCMH Quality Measure One-Page Documents – To Be Released in December 2022**

    - One-page documents with updated quality measures are updated in late fall and released in December.

    - The updated quality metric one-pages are located on the PCMH website.

- **2023 Coding Reference Guides – Released in late December 2022 or January 2023**

Program Year 2023: Other Program Updates

Key Program Updates

- ✓ Redistributed Star Values

- ✓ Transformation Payments

- ✓ PY 2023 Priority Areas

- ✓ PY 2023 MCO Educational Offerings and Support

- ✓ CCT Updates

Redistributed Star Values: Remove Rounding

New Redistributed Star Values

Number of Stars Earned	Number of Panel Eligible Stars				
	1	2	3	4	5
	*16.6667%	*16.6667%	*16.6667%	*12.50%	*10.00%
1	0.00%	0.00%	0.00%	0.00%	0.00%
2		33.33%	33.33%	25.00%	20.00%
3			50.00%	37.50%	30.00%
4				50.00%	40.00%
5					50.00%

Number of Stars Earned	Number of Panel Eligible Stars									
	1	2	3	4	5	6	7	8	9	10
	*8.3333%	*8.3333%	*8.3333%	*8.3333%	*8.3333%	*8.3333%	*7.1429%	*6.25%	*5.5556%	*5.00%
1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
3			0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
4				33.33%	33.33%	33.33%	28.57%	25.00%	22.22%	20.00%
5					41.67%	41.67%	35.71%	31.25%	27.78%	25.00%
6						50.00%	42.86%	37.50%	33.33%	30.00%
7							50.00%	43.75%	38.89%	35.00%
8								50.00%	44.44%	40.00%
9									50.00%	45.00%
10										50.00%

When calculating the value of redistributed stars, the complete number (50.00/total # of eligible stars) and not the rounded value (i.e., 8.33% or 16.67%) will be used in order to achieve the maximum 50% value.

Example:

Previous Calculation	New Calculation Calculation
Family Practice is eligible for 6 stars and receives 6 stars 6 Stars = 8.33% each 6 * 8.33% = 49.98%	Family Practice is eligible for 6 stars and receives 6 stars 6 Stars = 8.33333333% each 6 * 8.33333333% = 50.00%

PCMH Transformation Payments

- Beginning January 1, 2023 the $1 PMPM transformation payment will no longer be paid to new organizations for their first year of participation in the program.

- There are no changes for 2023 to the PMPM activity payments to participating PCMH organizations.

PY 2023 and 2024 Priority Areas

- TennCare and the MCOs are currently assessing provider performance on the 2021 and 2022 priority areas
  - AMM, CIS, WCV
  - THL-PCMH collaboration

- PCMH priority areas will be **updated for program year 2023 & 2024**
  - To be announced **Summer 2023**

- Please reach out to TennCare and/or MCOs with your organization's best practices, successful strategies, and struggles!
  - We use your success and challenges to help other organizations and for outreach planning.

2023 MCO Educational Offerings and Support: Coaching and Collaboratives

- PCMH Coaching

  - MCO staff will continue to offer ongoing primary care transformation support to PCMH organizations.

  - For those organizations that receive coaching, primary coaches will conduct an annual review in December or January to assess the needs of the organization.

  - Information garnered from the annual reviews will be used to compile a coaching plan for 2022 that focuses on improving performance or increasing primary care and behavioral health integration.

- 2023 Webinars

2023 Webinars

• Each MCO will host one webinar per year.
 • There will be **3** webinars in total:
   ➤ Combined PCMH & THL: February 2023 (UHC)
   ➤ PMCH-focused: June 2023 (AGP)
   ➤ THL-focused: December 2023 (BlueCare)

2023 MCO Educational Offerings and Support: Collaboratives

- **_NEW_** for 2023 – Large-scale format DST conferences will no longer be held

- Each MCO will host smaller-scale, in-person regional collaboratives focusing on:
  - Networking
  - Sharing best practices & lessons learned
  - Collaborative learning
  - Tangible takeaways

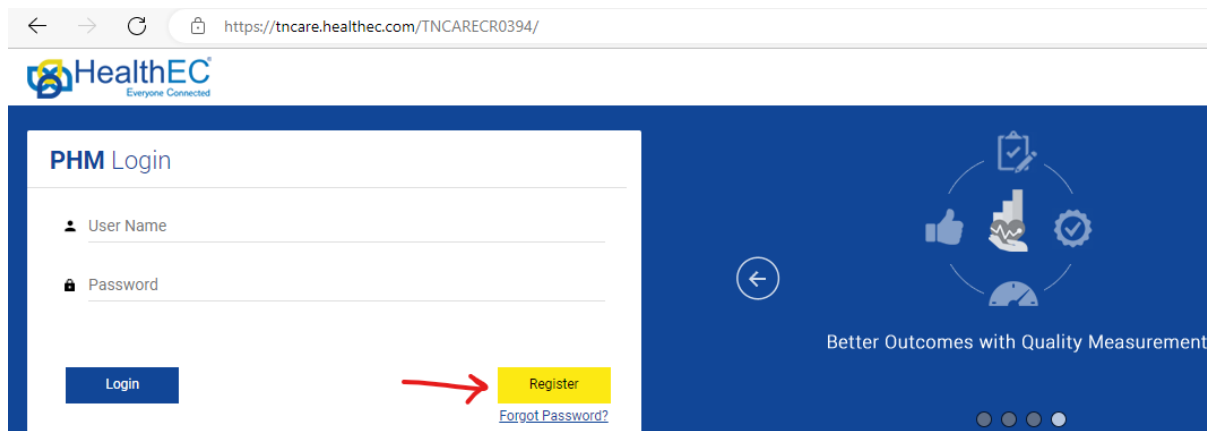- Invitations & details on dates, topics and location provided by MCOs

2023 Collaboratives
➢ UHC: January, March, April 2023
➢ Amerigroup: May, July, August 2023
➢ BlueCare: September, October, November 2023

Care Coordination Tool Updates

- This month we had two updates to the tool that we hope will be a welcome improvement for all users:

  ▫ New users can now request access to the CCT directly through the CCT website! To do so, go to https://tncare.healthec.com/TNCARECR0394/ click the "Register" button.

  ▫ We have a step-by-step guide that was emailed to current users on 12.9, and will be posted to our CCT Learning and Training page in the coming days

Care Coordination Tool Updates

▫ Users will see the addition of "ADT Phone Numbers" as an additional potential contact point for members in multiple places in the tool:

  – Member Search and ADT Event pages for use in the tool and for exporting

  – the member's Profile tab under "Contact Information"

  – *These phone numbers will only populate if the member has had a recent ADT event*

CCT Training Resources

- Our CCT Training YouTube playlist houses all our previously recorded trainings

  - https://www.youtube.com/playlist?list=PLTkrElNpdiS3oSOX7HvLRQC5glcU8siAm

- Our Learning and Training Page is a great resource with all of our previously recorded trainings, quick reference guides, and frequently asked questions.

  - https://www.tn.gov/content/tn/tenncare/health-care-innovation/primary-care-transformation/learning-and-training-care-coordination-tool.html

- Stay tuned for training opportunities throughout 2023

CCT Support

- For CCT technical support: HealthEC's Support Desk
  tenncarecctsupport@HEALTHEC.COM or **1-877-344-9964**
  - Password resets, account lockouts, or resending initial temporary password
  - Inactivating staff member's CCT accounts
  - Export or display issues
- For administrative support: TennCare CCT Administrator TennCare.CCT@tn.gov
  - Questions on CCT reports
  - Training opportunities
  - To provide feedback on the tool

Dates & Announcements

- **December 23rd-26th & 30th**: State offices closed

- **January 2nd and 16th:** State offices closed

- Keep an eye out for the first collaborative and webinar details!

Division of TennCare

THANK YOU

Questions?