Healthy Connections Program

Primary Care for Idaho Medicaid participants

Today's Topics

- FAQ's of HC Referral Policies
- Tier Movements & Changes
- State Healthcare Innovation Plan (SHIP)
- Healthy Connections Going Forward
- Contact Information

Medicaid Eligibility vs Healthy Connections

- **Medicaid** covers medical services for qualified individuals
- **Healthy Connections Program** provides coordinated care lead by a primary care provider/team and the member
- Phone # 1-866-326-2485 (eligibility)

Care Coordination

- Effective & timely communication between participant's primary and specialty providers is critical for effective care coordination:
  - Greater emphasis on PCP's to track and follow-up on all referrals *(2.5.5.1 Providers Handbook- General Provider and Participant Information)*
  - Greater emphasis for specialty providers to communicate findings with the primary care providers

Referral Policy Reminders

- Healthy Connections referrals no longer required for these services that ***also*** require a physician's order ***or*** are managed by the department:
  - Durable Medical Equipment (DME)
  - Respiratory Services
  - ST, OT and PT
  - Hospice Services
  - Children's Developmental Disability Services
- Utilization of these services will be monitored to identify any negative impacts.
- For effective care coordination, specialty providers communicate findings with the PCP

Referral vs Prior Authorizations

- A referral is not the same as a Prior Authorization (PA).
  - Prior Authorizations are for certain services that require review and approval prior to being provided.
  - For contact information refer to Medicaid Newsletters
  - A referral is a PCP's recommendation that treatment be delivered by another provider.

Referral Methods

- HC referrals can be provided by any of the following methods:
  - Electronic referral- Online Molina HealthPas portal
  - HC clinic Electronic Medical Record (EMR)
  - Paper Referral
    - HC Referral form, Prescription pad, etc.
  - Admit Order- verbal or written
  - Verbal- calling orders to a specialist
- *Provider Handbook 2.5.5.3, General Provider and Participant Information*

What is a Patient Centered Medical Home (PCMH)

- A team based healthcare delivery model with goals of:
  - Improving access to care
  - Improving health outcomes
  - Increase patient and provider satisfaction (more engaged patients)
  - Reduce costs
- PCMH practices transform how they do business to organize care around the whole patient –*Meeting both primary and social health needs*
- *Care is personalized, coordinated and comprehensive at a time convenient to the patient*

What are the 4 HC Networks (Tiers)

- Healthy Connections (Tier I)
- Healthy Connections Access Plus (Tier II)
- Healthy Connections Care Management (Tier III)
- Healthy Connections Medical Home (Tier IV)
  - Further information can be found at: www.healthyconnections.Idaho.gov & Information Release MA16-02

HC Tiers/Networks

- **Tier I: Healthy Connections**- Limited PMPM to reflect the minimal care coordination needs of patients.
- **Tier II: Healthy Connections Access Plus**- For providers with minimal care coordination and enhanced access to care.
- **Tier III: Healthy Connections Care Management**- For providers with some patient centered medical home capabilities.
- **Tier IV: Healthy Connections Medical Home**- For providers with advanced patient centered medical home capabilities.

PMPM per Tier

	Tier I	Tier II	Tier III	Tier IV
Medicaid Plan	Healthy Connections	Healthy Connections Access Plus	Healthy Connections Care Management	Healthy Connections Medical Home
Basic Plan participants	$2.50	$3.00	$7.00	$9.50
Enhanced Plan participants	$3.00	$3.50	$7.50	$10.00

What Tier is my organization in?

- Tier/Network information is provided when checking eligibility
- PCP listing
- Service Location vs Organization

How does a clinic advance Tiers?

- Review Applications for requirements (www.healthyconnections.idaho.gov)
- Talk with Healthy Connections or PCMH/QI representative in your region.
- Staff/Leadership meetings – "Are we ready to make these changes?"
- Submit application and all supporting documentation needed.

What are the different types of PCMH recognitions?

- NCQA
- Joint Commission
- AAAHC
- URAC

Is there a time limit to achieving recognition?

- Short answer is – NO
  - Impact of new NCQA 2017 1 year program
- (However) PCMH/QI representative works with non-recognized clinics to work towards recognition within 3 years (Transition Plan)
- PCMH recognition NOT required in Tier III; Transition Plan is “road map” to assist the clinic in meeting PCMH Change Concepts.
- PCMH Recognition is REQUIRED for Tier IV.

Patient Portal Questions

- What qualifies as a patient portal?
  - Organization or Clinic website?
  - Organization or Clinic Facebook account?
  - Access to secure messaging?
- Patient portal available, but not many patients using?
- If we are changing our EMR, will it affect our portal?

What are the benefits of transitioning to PCMH?

- Triple/Quadruple AIM
  - Improved Health Outcomes
  - Improved Quality and patient care
  - Lower costs of care
  - Provider Satisfaction
- Technical & Monetary Support
  - To transition and sustain
- Shared patient records (IHDE)
  - Improved access to real time data for care coordination
  - Statewide data analytics system to measure, report and move towards value-based reimbursement

What does this all mean to Specialists?

- Specialists are not eligible for Tier/networks
- Improved “coordinated” patient care as a result of expansion of PCMH model
- Patient centered model resulting in more engaged patients
- Expansion of statewide IHDE improves specialists access to “real time” patient information

State Healthcare Innovation Plan (SHIP)

- The SHIP is a federal award to the State of Idaho to transform the healthcare delivery system over the next 3-4 years
- Provides funding to assist in transforming to the PCMH model
- Idaho Medicaid has aligned the Healthy Connections primary care program to support this effort
- For more information please visit the SHIP website at www.ship.idaho.gov

What's next for Healthy Connections?

- Goal is to:
  - Start aligning financial incentives to support better care for patients and lower costs.
  - To link primary care provider payment to improved performance and move away from fee-for-service.
- Phase II - Healthy Connections Payment Incentive Program
  - Expand the HC PCMH Tier program with the additional feature of shared-savings and financial risk options
- Phase III - Healthy Connections Regional Care Organizations
  - Local provider community led organizations that collectively accept accountability for the overall quality and total cost of patient care

Contact Information

Region		
1	1120 Ironwood, Suite 102 Coeur d' Alene, ID83814	208-666-6766 800-299-6766
2	1118 F St. PO Drawer B Lewiston, ID 83501	208-799-5088 800-799-5088
3	515 N 16th Payette, ID 83661	208-642-7006 800-494-4133
4	1720 Westgate, Suite B Boise, ID 83704	208-334-4676 800-354-2574
5	601 Poleline Rd Twin Falls, ID 83301	208-736-4793 800-897-4929
6	1090 Hiline Pocatello, ID 83201	208-235-2927 800-284-7857
7	150 Shoup Ave Idaho Falls, ID 83402	208-528-5786 800-919-9945
Healthy Connections	Phone 888-528-5861 Fax 888-532-0014	Email: hccr7@dhw.idaho.gov Website: www.healthyconnections.idaho.gov
QI Specialists	Region 1, 2, 6 & 7 208-665-8846	Regions 3, 4, & 5 208-334-0842