

# Patient Centered Medical Home (PCMH) Non-DHW Users FAQs

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## **What does PCMH mean?**

Patient Centered Medical Homes is an approach to providing comprehensive primary care for patients. This model focuses on prevention and coordination of care for all patients. The PCMH coordinates care for the “whole person” including medical, behavioral and social needs. In this model patients and families are encouraged to be more engaged in their care and improving their overall health.

## **Why is this important?**

PCMH is important because it helps the Department of Health and Welfare achieves its goal of improving the health status of all Idahoans. This nationally recognized model of care helps improve health outcomes, enhance access to care, and reduce cost of care by providing patients a medical home to monitor and manage their healthcare. It also helps coordinate patient care across providers in the greater medical neighborhood.

## **I am hearing of changes in the Healthy Connections and Health Home Programs. What should I expect?**

After February 1, 2016 the Health Home program will merge with the Healthy Connections program. These programs are being restructured to incentivize Providers to transform to the PCMH model and to align with the State Healthcare Innovation Plan (SHIP) goals. Providers should watch for more in-depth articles to be published in the Medicaid newsletter as well as announcements posted on the Molina portal at [www.idmedicaid.com](http://www.idmedicaid.com)

## **How does a provider enroll in the Healthy Connections PCMH program?**

Any provider who meets the qualifying criteria as outlined in IDAPA 16.03.09 can participate as a Healthy Connections clinic for Idaho Medicaid participants. Providers will need to contact their local Healthy Connections representative to discuss the appropriate contracting requirements.

## **How does a Healthy Connections clinic change their case management payment rate?**

Participating primary care providers will continue to receive Fee For Service (FFS) payments as usual. In addition primary care providers who are also Healthy Connections providers will receive a per member per month (PMPM) payment based on Medicaid participants enrolled at that location. The PMPM is also based on the network or tier in which the service location participates. Each tier offers a different rate based on the location’s ability to deliver services in the PCMH model of care.

## **How do I know who is enrolled to my service location?**

Each Healthy Connections service location will receive a monthly roster, either online at the HealthPAS Provider Portal or by mail, detailing their new enrollees, ongoing enrollees, and

disenrollees. In addition, a dynamic roster is available anytime on HealthPAS, listing current participants enrolled to a service location.

#### **Are HC referral requirements changing with this system change?**

Yes, there are some changes. Please see the Information Release related to this information, <http://www.healthandwelfare.idaho.gov/Portals/0/Providers/Medicaid/MA15-07.pdf>.

#### **When will these changes be effective?**

Changes to the MMIS are anticipated to be effective 02/01/2016.

#### **Who determines which Healthy Connections network my service location participates in?**

Network enrollment is determined by the ability of the service location to operate in the PCMH model. Healthy Connections representatives will work with clinics to assess and place them in the appropriate network.

#### **Are there any changes in how I submit claims or to my Fee For Service (FFS) payments**

No, there will be no change in how FFS operates regarding these system changes. Claims will still need to be submitted for payment as outlined in the general billing handbook.

#### **What is the SHIP?**

The Idaho State Healthcare Innovation Plan (SHIP) is a solution-oriented and patient-centered approach to achieving three goals:

1. *Improved health outcomes*
2. *Improved quality and patient experience of care*
3. *Lower costs of care for all Idahoans*

The SHIP initiative provides financial and technical resources to assist clinics in transforming to the Patient Centered Medical Home Model.

#### **What are the benefits for a Primary Care Provider to enroll as a SHIP clinic?**

The grant provides the following financial incentives to clinics to assist their transformation into the PCMH model of care:

- Sign-up Incentive (\$10,000) + Memorandum of Understanding (MOU).
- Application reimbursement for obtaining PCMH Recognition/Accreditation through any organization (Based on the cost of 2014 NCQA PCMH application costs).
- Assistance in connectivity charges to the Idaho Health Data Exchange

Technical assistance will also be provided to clinics to help them develop a plan to transform.

#### **Does the SHIP grant pay for any direct patient care?**

The SHIP grant will not be used to pay for any direct patient care.

#### **What is the difference between the SHIP & the Healthy Connections Program?**

The SHIP grant is a one-time federal award to the State of Idaho to transform the healthcare delivery system. Moving primary care providers to a model of pro-active preventive care based on

the physician/patient relationship. Through this one time grant, financial and technical resources will be provided to qualified clinics to assist in transforming to the PCMH model.

Healthy Connections is the primary care program for Medicaid participants. The Healthy Connections Primary Care provider provides preventive, routine, urgent care and care coordination by referring participants to other Medicaid specialists when appropriate. Idaho Medicaid is one of the statewide payers restructuring their program to align with the goals of the SHIP.

**Is the SHIP grant replacing the Idaho Medicaid Health Home Program? Can Health Home providers apply to be a part of the SHIP grant program?**

No, the SHIP grant is not replacing the Idaho Medicaid Health Home Program. The SHIP grant is a onetime payment to assist the State of Idaho in its effort to reform the healthcare delivery system and transition interested primary care providers to the new Patient Centered Medical Home Model of care.

Yes, all primary care providers, including current Idaho Medicaid Health Home Providers, are encouraged to utilize the financial and technical assistance offered through the SHIP grant.

**Who do I contact with additional questions about these changes?**

For additional questions contact the Healthy Connections Consolidated Unit at 1-888-528-5861.