

# **BCBSRI PCMH Program Update**

## **Practice Reporting/Practice Transformation Committee Meeting**

**October 28, 2020**

# 2019-2020 PCMH Initiatives

- Care Management Effectiveness Reviews
  - Onsite care plan reviews with PCMHs in Q3 and Q4 2019
  - Areas of success and opportunity reviewed with SOC/group leadership
  - Corrective Action Plans and programs implemented by SOCs to address findings
  - CM Collaboration meetings established with SOCs to discuss progress, new initiatives, etc.
- Delegated Care Management Reporting Kaizen – March 16-19
  - Reviewed current patient panel report with SOC/PCMH partners
  - Developed condensed and digestible report to replace current format
- Delegated Care Management Processes Kaizen – June 22-25
  - Reviewed current external CM process with SOC/PCMH partners to align on expectations (NCQA, BCBSRI, SOC/PCMH)
  - Created Care Management Forum, CM Guide, updated PCMH Policies

# Best Practices Kaizen

- Eight different organizations participated in the Kaizen event
- Stronger partnerships were developed by dismantling assumptions
- Merging Case Management efforts for optimal member/patient experience
- Developed guidelines and expectations of PCMH Nurse Care Managers
- Reconciled the PCMH and health plan NCQA standards and requirements and industry best practices
- Creation of a Global Care Management Forum – partnership of PCMHs and BCBSRI care managers

# Best Practices Kaizen

- Created consistency between Internal/External for
  - Care Plan Development
  - Assessment
  - On-going monitoring and follow-up
  - Transition to self-management
- Shared and identified best practices for outreach and ongoing engagement
- Development of the Internal/External Quick Reference Guide
- Established a framework for future reporting

# Advanced Primary Care Policy

- Revised and distributed July 2020
- Reflects Best Practice Kaizen work
- Key Points
  - Nurse Care Manager/Care Coordinator (NCM/CC) recognition requirements and staffing notification process to BCBSRI
  - NCM/CC Roles and Responsibilities:
    - Key Elements of Care Management defined by NCQA standards
    - Care Management Areas of Focus
  - Performance Guarantees
  - Reporting Requirements

# Reporting

- BCBSRI is required to demonstrate compliance with NCQA accreditation standards
- BCBSRI is required to demonstrate oversight of delegated case management activities.
- BCBSRI customers require information on delivery and effectiveness of PCMH CM services
- Oversight processes assure delegated PCMH efforts:
  - Align with expectations
  - Produce effective, high quality patient outcomes

# Two Options

## Option 1- Return Reporting Tab on Patient Panel

- Pre-populated List of Members Identified as High Risk/High Cost
- Enter Dates as indicated by NCM activities
  - Outreach Date
  - Enrolled Date
  - BH Screening PHQ-2/PHQ9 Completed Date
  - Care Plan Established Date
  - Discharged from CM Date
- The data (dates) entered will remain on the file



**Blue Cross  
Blue Shield**  
of Rhode Island

[ex] For patient Jane Doe, successful patient contact made on 7/20/2020. Patient agreed to participate in CM on 7/24/2020.

There should be dates populated in each status event column.

The date format should either:

[1] Conform to ISO 8601 standard (e.g. "YYYY-MM-DD")

[2] Be an Excel date type

# PCMH Patient Status Report **AUGUST\_2020**

Mbr_Last_Name	Mbr_First_Name	BCBSRI_ID	Mbr_DOB	BCBSRI_Risk_Categorization	Perf_Guarantee_Mbr	Practice_Site	Practice_Identified_Indicator
XXXXXX	XXXXXX	XXXXXX	XXXXXX	RED	N	ABC Primary Care	No
XXXXXX	XXXXXX	XXXXXX	XXXXXX	RED	N	ABC Primary Care	No
XXXXXX	XXXXXX	XXXXXX	XXXXXX	RED	N	ABC Primary Care	No
XXXXXX	XXXXXX	XXXXXX	XXXXXX	RED	N	ABC Primary Care	No
XXXXXX	XXXXXX	XXXXXX	XXXXXX	ORANGE	N	ABC Primary Care	No
XXXXXX	XXXXXX	XXXXXX	XXXXXX	ORANGE	N	ABC Primary Care	No

1 - Outreach_Attempted_Date	2 - Enrolled_Status_Date	3 - BH_Screening_PHQ-2_PHQ9_Completed_Date	4 - Care_Plan_Established_Date	5 - Discharged_from_CM_Date



# Two Options

## Option 2 - PCMH Data Extract Reporting

### File Layout

FIELD_NAME	DATA_TYPE	SHORT_DESCRIPTION	NOTES
mbr_last_name	str	Member last name	None
mbr_first_name	str	Member first name	None
bcbsri_id	str	BCBSRI subscriber ID	None
mbr_dob	str (ISO 8601 "YYYY-MM-DD" format)	Member date of birth	None
practice_site	str	Name of practice site	None
practice_identified_ind	str	Practice identified indicator	Indicate "Y" if the member was not identified by BCBSRI but added to the status report by the practice.
outreach_attempt_date	str (ISO 8601 "YYYY-MM-DD" format)	Date of attempted outreach	None
enrolled_status_date	str (ISO 8601 "YYYY-MM-DD" format)	Date of care management enrollment	None
bh_screening_phq2-phq9_date	str (ISO 8601 "YYYY-MM-DD" format)	Date of depression screening	None
care_plan_established_date	str (ISO 8601 "YYYY-MM-DD" format)	Date of care plan establishment	None
discharged_from_cm_date	str (ISO 8601 "YYYY-MM-DD" format)	Date of discharge from care management	None

# Case Management Global Forum

**December 8th**  
**8:30 to 10 am**

- BCBSRI will be hosting its second **virtual** case management forum
- We hope you join us!