Division of TennCare

STATE OF TENNESSEE

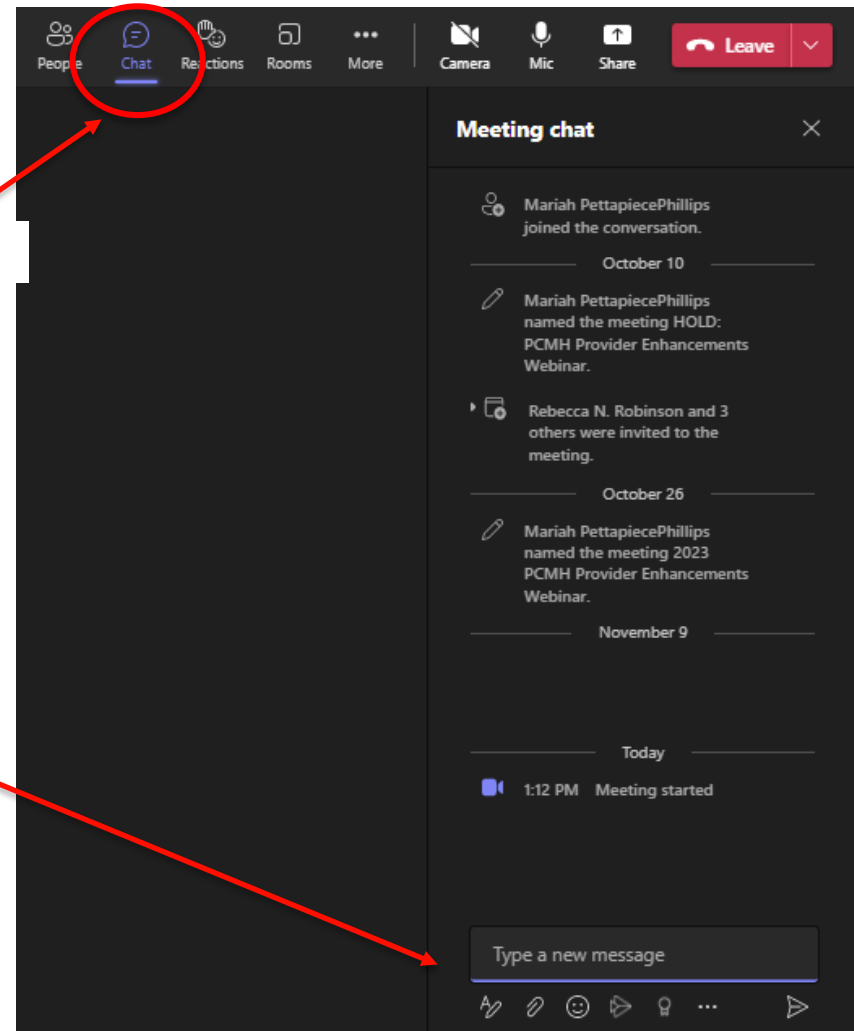**2023 Health Link Program Enhancements**

12/13/2022

Agenda

- Delivery System Transformation Overview
  - Tennessee Delivery System Transformation Strategies
  - Tennessee's Three Strategies
  - Value-Based Payment Model
- General updates
  - Primary Care Quality Team
  - Health Link Facts & Figures
  - 2023 Reporting Timeline
- Quality and Efficiency Measure Updates
  - Thresholding Updates
  - Quality Measures
  - Efficiency Measures
  - Reporting Only Measures
  - Quality Metric Resources
- Program Updates
  - Redistributed Star Value: Remove Rounding
  - 2023 & 2024 Priority Areas
  - MCO Educational Offerings and Support
  - CCT Updates
- Conclusion
  - Dates & Announcements
 - Q & A

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 portion of the presentation

Delivery System Transformation: Overview

Tennessee Delivery System Transformation Strategies

Primary Care Transformation

Episodes of Care (acute and specialty care)

Long Term Services and Supports
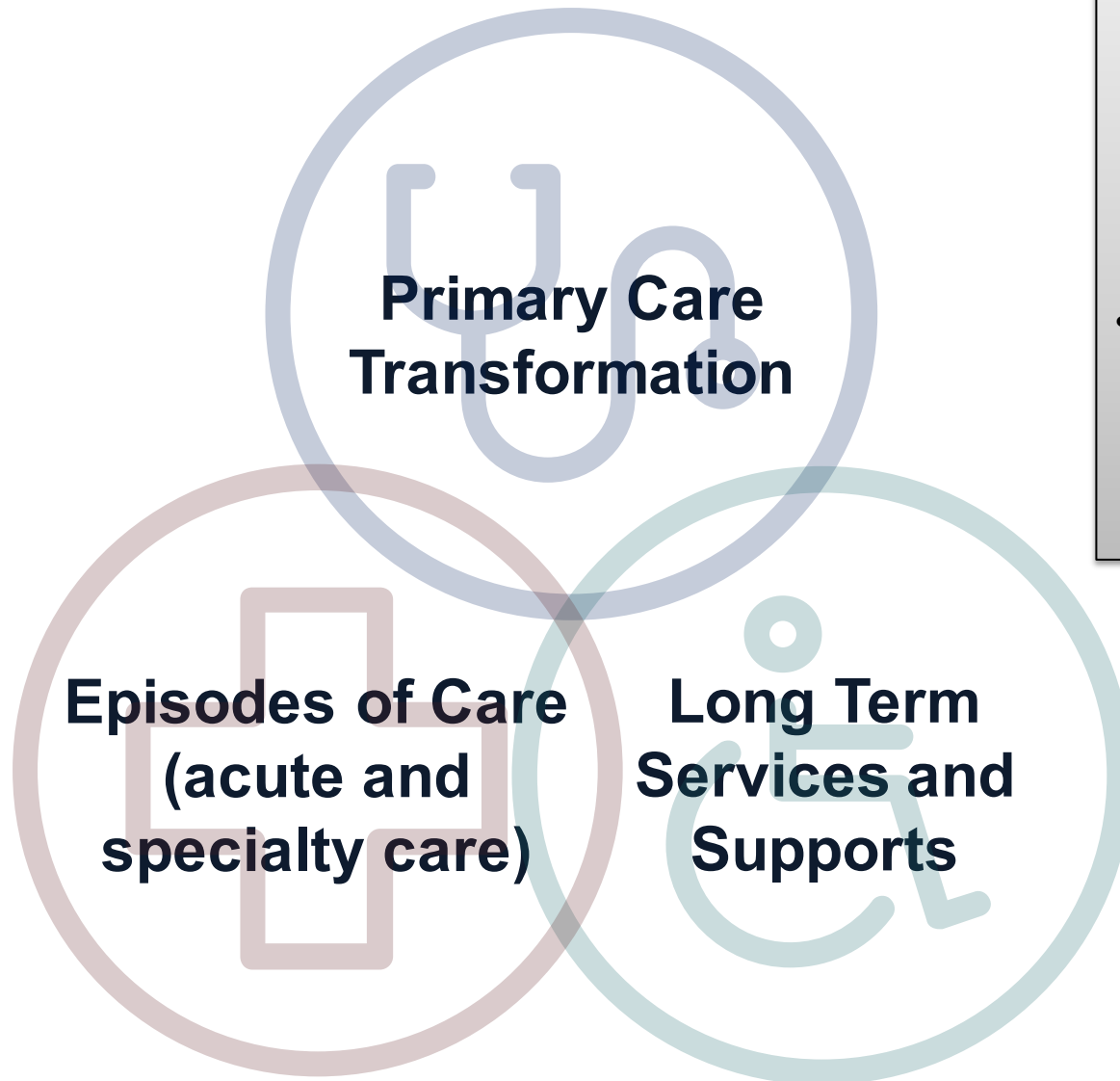
- *Governor's initiative in 2013 to transform how we pay for health care in Tennessee*

- *Provider input in program design in the form of Technical Advisory Groups*

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Tennessee's Three Strategies

Primary Care Transformation

Episodes of Care

Long Term Services & Supports

Source of value	Strategy elements	Examples
• Maintaining a person's health overtime • Coordinating care by specialists • Avoiding episode events when appropriate	• Patient Centered Medical Homes • Tennessee Health Link for people with the highest behavioral health needs • Care coordination tool with Hospital and ED admission provider alerts	• Encouraging primary prevention for healthy consumers and coordinated care for the chronically ill • Coordinating primary and behavioral health care for those with the highest BH needs
• Episodes of Care for acute and specialist-driven health care delivered during a specific time period to treat a physical or behavioral condition	• Retrospective Episodes of Care • 48 episodes designed	• Perinatal • Total joint replacement • Acute asthma exacerbation • Colonoscopy • ADHD
• Provide long-term services and supports (LTSS) that are high quality in the areas that matter most to members	• Quality and acuity adjusted payments for NF services • Quality and acuity adjusted payments for HCBS • Workforce development	• New NF reimbursement methodology • Value-based payment for enhanced respiratory care • Workforce investments and incentives

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What is a Value-Based Payment model?

- **Value-based payment models** aim to drive system change towards greater efficiency and improved health outcomes.

- Traditional FFS payment models are based on the volume of care provided, VBP models **reward providers for achievement on quality goals** and cost savings

- The focus of THL's payment model is to reward providers based on the **quality** of care provided, as well as on the **efficiency** of care provided

THL utilizes a **value-based payment** model

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

Health Link Facts & Figures

	January – March 2020 (Q1)	January – March 2021 (Q1)	January – March 2022 (Q1)	April – June 2020 (Q2)	April – June 2021 (Q2)	April – June 2022 (Q2)	July – September 2020 (Q3)	July – September 2021 (Q3)	July – September 2022 (Q3)
Eligible	**164357**	**176255**	**188409**	**162304**	**168625**	**192494**	**168084**	**185319**	**197489**
18 + years old	113175	124465	134106	112343	120206	136640	117627	131875	141076
0-17 years old	51182	51790	54303	49961	48419	55854	50457	53444	56413
Active	**79514**	**84955**	**87709**	**79018**	**70811**	**86544**	**80413**	**88023**	**88726**
18 + years old	47092	52712	55015	46987	44907	53517	48833	55024	55498
0-17 years old	32422	32243	32694	32031	25904	33027	31580	32999	33228
Attributed Not Enrolled	**84843**	**91300**	**100700**	**83286**	**97814**	**105950**	**87671**	**97296**	**108763**
18 + years old	66083	71753	79091	65356	75299	83123	68794	76851	85578
0-17 years old	18760	19547	21609	17930	22515	22827	18877	20445	23185

Active Members
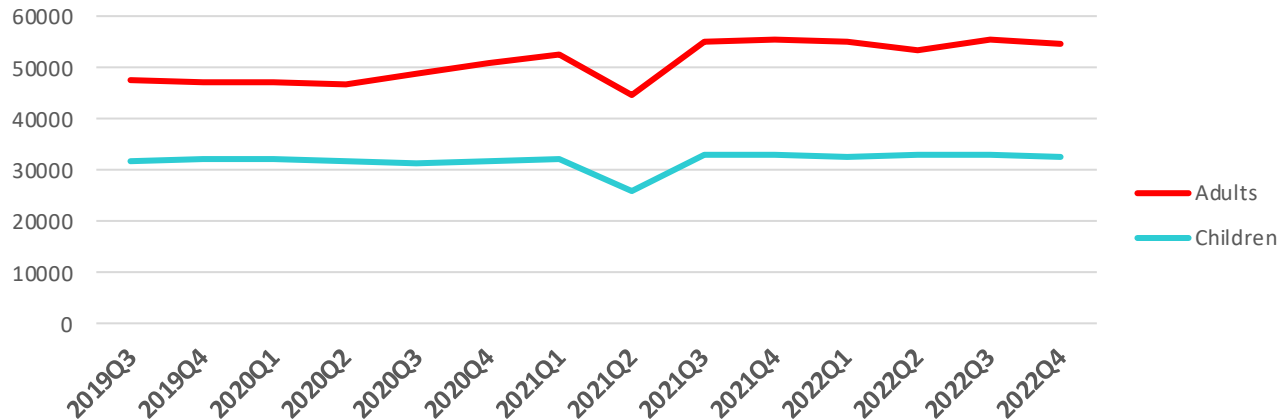
2023 Reporting Timeframes
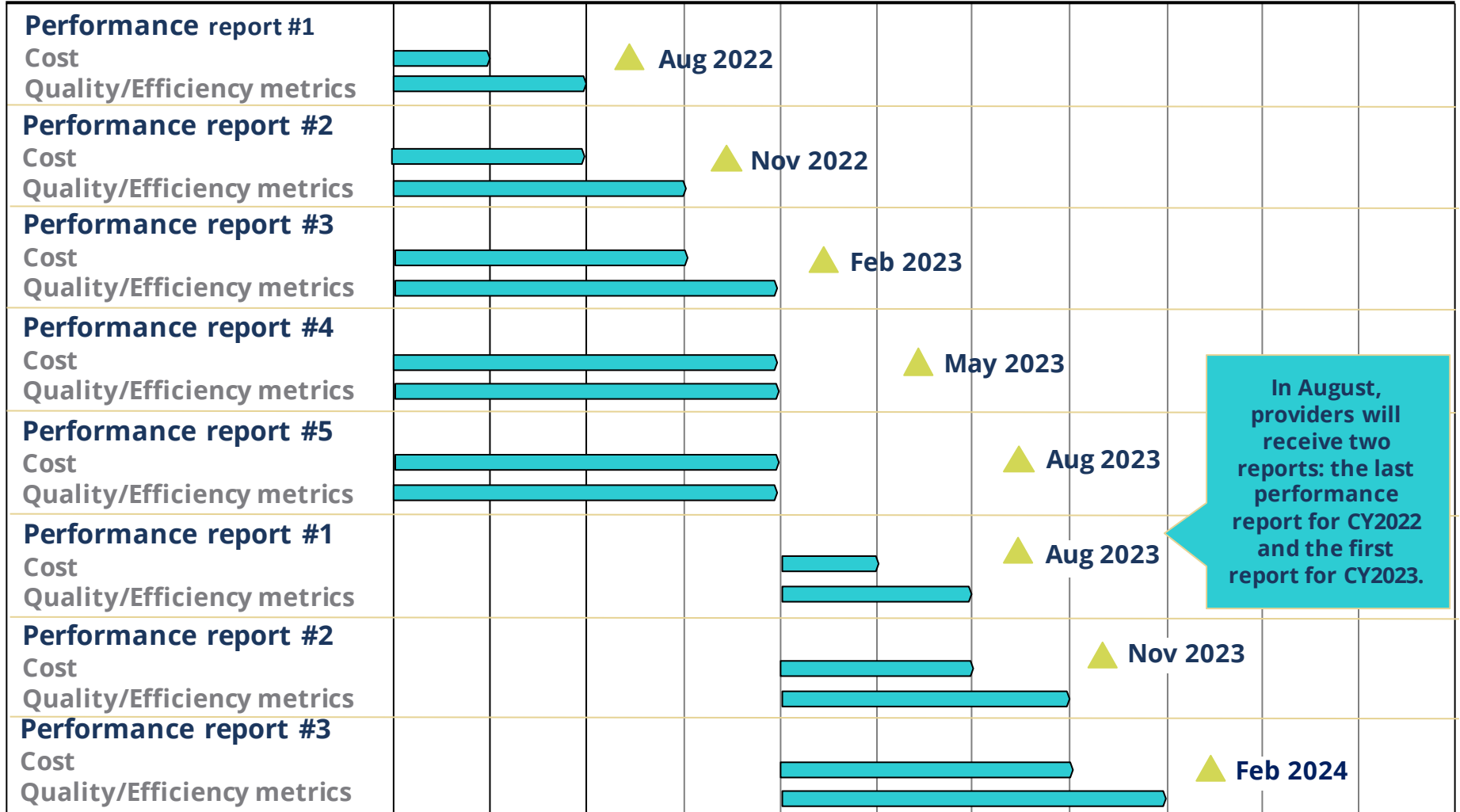
Reporting period DOS ▬
Report release ▲

Activity	2022 PY5				2023 PY6				2024 PY7		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3

Performance report #1
Cost — ▲ **Aug 2022**
Quality/Efficiency metrics ▬▬▬

Performance report #2
Cost — ▲ **Nov 2022**
Quality/Efficiency metrics ▬▬▬▬

Performance report #3
Cost ▬▬▬ ▲ **Feb 2023**
Quality/Efficiency metrics ▬▬▬▬▬

Performance report #4
Cost ▬▬▬▬▬ ▲ **May 2023**
Quality/Efficiency metrics ▬▬▬▬▬

Performance report #5
Cost ▬▬▬▬▬▬ ▲ **Aug 2023**
Quality/Efficiency metrics ▬▬▬▬▬▬

Performance report #1
Cost ▬ ▲ **Aug 2023**
Quality/Efficiency metrics ▬▬

Performance report #2
Cost ▬▬ ▲ **Nov 2023**
Quality/Efficiency metrics ▬▬▬

Performance report #3
Cost ▬▬▬ ▲ **Feb 2024**
Quality/Efficiency metrics ▬▬▬▬

> In August, providers will receive two reports: the last performance report for CY2022 and the first report for CY2023.

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Quality and Efficiency Measure Updates

2023 THL Thresholding Updates

o A memo was sent to all THL providers on November 14th announcing 3 THL metric thresholds are being reverted to their respective 2021 threshold levels

o This adjustment in thresholds will apply to program years 2022 and 2023

o You will see these adjustments reflected in February provider performance reports

Metric	Previous Thresholds	PY 2022 and 2023 Adjusted Thresholds
Controlling high blood pressure (CBP)	51.45%	49%
Diabetes screening for people with Schizophrenia or Bipolar Disorder who are using antipsychotic medications (SSD)	86.10%	82%
Eye exam for patients with diabetes (EED)	53.55%	51%

THL 2023 HEDIS® Core Quality Measures

CORE METRICS: HEDIS® PY2022 & PY2023	PY2022 & PY2023 Thresholds

1. 7- and 30-day Psychiatric Hospital RTF/Re-admission Rate (TennCare)
   • 7-day rate
   • 30-day rate
	• ≤ 5%
	• ≤ 13%

2. Adherences to Antipsychotic Medications for Individuals with Schizophrenia (SAA)	≥ 61.95%
3. Antidepressant Medication Management Continuation Phase (AMM)	≥ 40%

4. Child & Adolescent Well-Care Visits (WCV)
   • 7-11 years
   • 12-17 years
   • 18-21 years
	• ≥ 65%
	• ≥ 57%
	• ≥ 39%

5. Controlling High Blood Pressure (CBP)	**≥ 49%**
6. Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)	**≥ 82%**
7. Eye Exam for Patients With Diabetes (EED)	**≥ 51%**
8. Follow-up After Hospitalization for Mental Illness (FUH) • Within 7 days of discharge	36.75%
9. Metabolic Monitoring for Children and Adolescents on Psychotics (APM)	≥ 34.65%

THL 2023 Core Efficiency Measures

Efficiency Metric
1. Ambulatory care ED visits per 1,000 member months
2. Inpatient discharges per 1,000 member months

- There are no changes in efficiency metrics for 2023

- Efficiency metric thresholds will continue to be set by each MCO

THL Reporting Only Measures for PY2023

Measures to be added to Reporting Only
• 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.
  - Both of these measures are part of the transition to Electronic Clinical Data System reporting, as designated by the "E" at the end of the measure.
- DSF-E will appear in the first PY2023 reports delivered in August 2023.
- SNS-E will not appear until May 2024 reports.
- DSF-E and SNS-E will also be added to the PCMH reporting only measures.

PY2023 THL Reporting Only Measures

Reporting Only: Quality	Reporting Only Efficiency
Statin Therapy for Patients with Cardiovascular Disease (Received Therapy) (SPC)	Panel Opt-Out Rate (TennCare)
Statin Therapy for Patients with Cardiovascular Disease (Statin Adherence) (SPC)	Panel Enrollment Rate (TennCare)
Use of First-Line Psychological Care for Children and Adolescents on Antipsychotics (APP)	Psychiatric Inpatient Days (TennCare)
*Social Need Screening and Intervention (SNS-E)	Rate of Residential Treatment Facility Admissions (TennCare)
Depression Screening and Follow-up for Adolescents and Adults (DSF-E)	All Cause Hospital Readmissions (PCR)
	*Diagnosed Mental Health Disorders (DMH)
	Rate of Inpatient Psychiatric Admissions (TennCare)

* Note: Metric performance may not appear on performance reports until later time in performance year

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Reporting Only Measures: DMH, SNS-E

- Because DMH 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)	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 measure for Program Year 2023 • Will appear in May 2024 Provider Reports

THL Quality Metric Resources

- **The 2023 editions of the following resources will be available by early January 2023:**

  - **THL Provider Operating Manuals**
  - **THL Quality Measure One-Page**
  - **Coding Reference Guides**

- **Be sure to review the PCT Newsletter to learn when these updated resources are available!**

Program Updates

Redistributed Star Values: Remove Rounding

New Redistributed Star Values

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
Organization is eligible for 6 stars and receives 6 stars 6 Stars = 8.33% each 6 * 8.33% = 49.98%	Organization is eligible for 6 stars and receives 6 stars 6 Stars = 8.33333333% each 6 * 8.33333333% = 50.00%

PY 2023 and 2024 Priority Areas

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

- THL priority areas will be updated for program year 2023 and 2024 and will be announced summer 2023

2023 MCO Educational Offerings and Support: Coaching and Webinars

- MCOs will continue to provide coaching sessions to each THL based on a stratification process defined by each MCO

- Engagement Evaluations will continue to be conducted on a semi-annual basis in 2023

- JOC meetings will continue and each MCO is working to ensure increased integration

- Each MCO will host 1 webinar in 2023

2023 Webinars
➢ **Combined PCMH & THL- February 2023 (UHC)**
➢ **PCMH Focus- June 2023 (AGP)**
➢ **THL Focus- December 2023 (BlueCare)**

2023 MCO Educational Offerings and Support: Learning Collaboratives

- In 2023, the large-scale format DST conferences held by MCOs will no longer occur

- Instead, each MCO will be hosting smaller-scale, in-person regional collaboratives designed to focus on and incorporate:
  - Networking opportunities
  - Sharing of best practices, lessons learned
  - Collaborative learning
  - Tangible take-aways

- Invitations and further details on dates, topics, and location will be provided by the MCOs

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
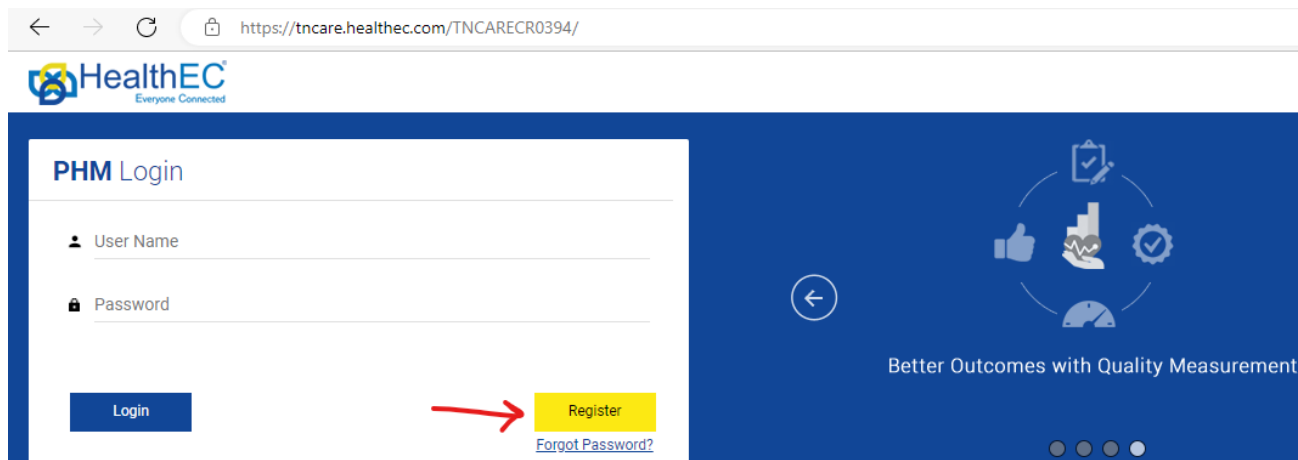
Care Coordination Tool Updates

▫ 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 2rd & 16th**: State offices closed

- **February 20th** : State offices closed

THANK YOU

Questions?