



PCMH AND THL GUIDANCE FOR ANNUAL PROVIDER ENGAGEMENT PLAN



October 2019

Overview of Changes for the 2020 Annual Provider Engagement Plan

- For CY2020, MCOs will submit an Annual Provider Engagement Plan specifically for THL and PCMH (separate from EOC)
- If needed, MCOs may request an extension on the deadline of the Annual Provider Engagement Plan through Team Track up to December 20, 2019.
- The following page provides guidance on the format and information to be included in the plan.

2020 PCMH and THL Annual Provider Engagement Plan

- Format: Word or PDF document
- Information to be included:
 - Schedule of Conferences
 - Schedule of Webinars
 - Plan for engagement of organizations and sites
 - A plan for (at least) quarterly leadership meetings between MCO program leads and PCMH/THL practice leadership
 - Education regarding reading and interpreting provider reports
 - All proposed details regarding report delivery and accessibility
 - Key Staff/Contacts
 - PCMH/THL Point of Contacts (Operations, Data, etc.)
 - MCO Staff that will be working towards or have already achieved NCQA CCE certification
 - MCO Conference/Webinar Steering Team Contacts
 - Primary Coach Assignments
 - Name of MCO Staff
 - Organization assigned to provide coaching
 - Details of CAP/Remediation Process for Poor Performance/Non-Compliance
 - The MCO Primary Coach for any org that goes into remediation due to NCQA requirement, is responsible for assisting the organization in developing their CAP.