



STATE OF TENNESSEE

2021 Health Link Program Enhancements

12/17/2020

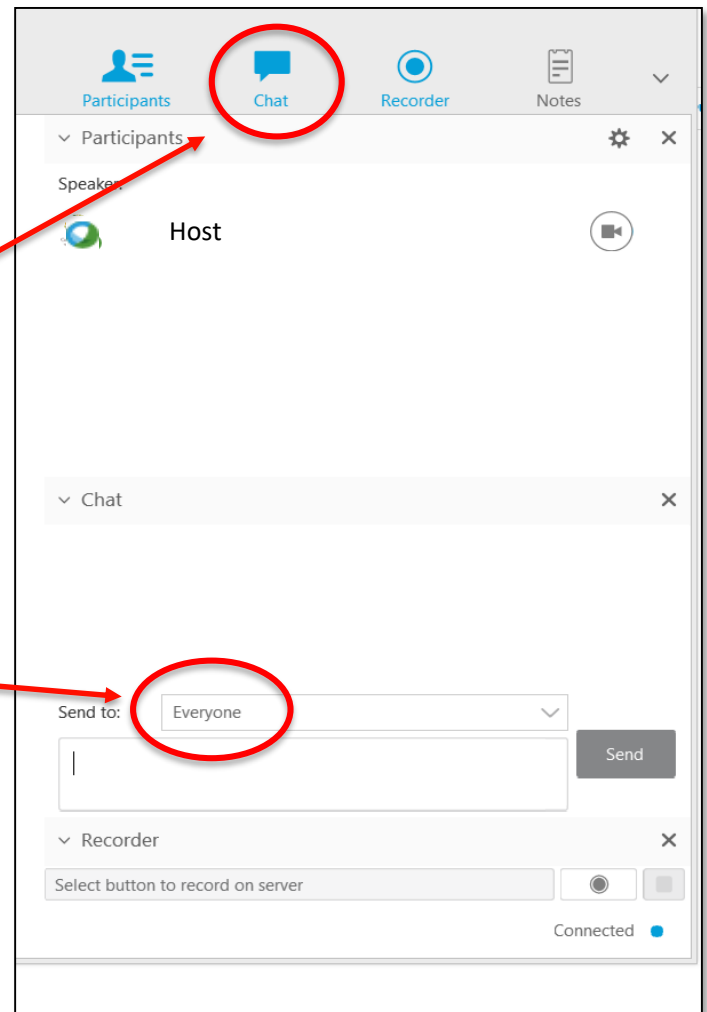
Agenda

- General updates
 - BH Operations Organization Chart
 - Health Link Facts & Figures
- Quality Updates
 - 2021 THL Quality Measures
 - 2021 PCMH & THL Quality Metric Resources
- Program Updates
 - Key Program Decisions
 - 2021 Performance Measurement
 - 2021 THL Reconsideration Process Updates
 - 2021 MCO Educational Support
 - Telehealth Guidance
 - CCT updates
- Conclusion
 - Dates & Announcements
 - Q & A

Interactive Webinar

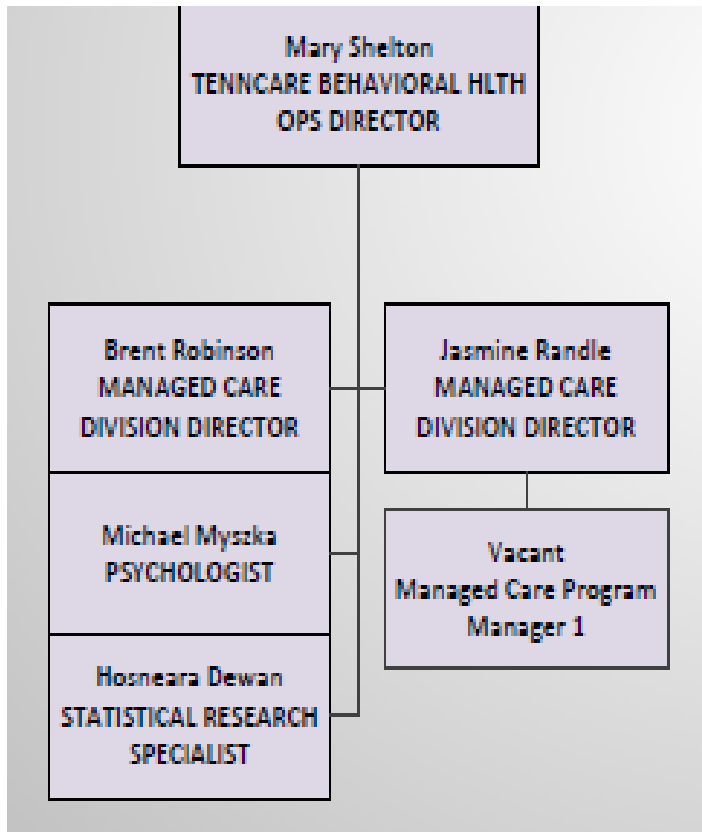
Communicating during the webinar:

- For questions or comments during the presentation, please click on the **chat box** function
- Select "Everyone" and enter your question or comment
- This will also be used during all Q&A portions of the presentation



General Updates

Behavioral Health Operations Organizational Chart



Mary Shelton: MAT, OUD, BH Episodes, BH Claims issues

Jasmine Randle: THL lead, Clinical liaison, etc.

Dr. Myszka: BFT, Project Echo, OUD, Clinical Manager, IPS

Brent Robinson: Safe Sleep, DCS Liaison, Ace Nashville, CTT/CCFT

THL Lead: Vacant

Hosneara Dewan: BH Episodes, THL data analytics

Health Link Facts & Figures

	January-March 2019 (Quarter 1)	January-March 2020 (Quarter 1)	April-June 2019 (Quarter 2)	April-June 2020 (Quarter 2)
Total Eligible	161,862	185,944	170,551	184,603
Active	82,690	84,801	83,880	83,871
*0-17 years old (Active)	27,554	32,362	29,137	32,628
*18+ years old (Active)	55,136	52,439	54,743	51,243
Attributed Not Enrolled	77,307	90,767	82,061	89,794

	January-March 2019 (Quarter 1)	January-March 2020 (Quarter 1)	April-June 2019 (Quarter 2)	April-June 2020 (Quarter 2)
Total contacts	250,590	247,740	392,406	254,468
Face to Face:(UC)	133,141	95,596	208,012	30,775
Indirect:(UD)	117,449	152,144	184,394	223,693
Member: (UA)	180,907	172,245	284,542	168,006
Collateral:(UB)	69,684	75,483	107,832	86,445

Did you know?: MCO Coaching Facts & Figures

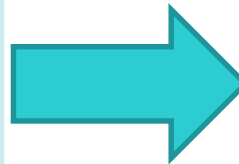
- Total JOC meetings from January-November **192**
- Total Engagement Evaluations from January-November: **103**
- Total Coaching Sessions from January to November: **205**

Quality Updates

Summary of Changes to HEDIS® Core Quality Measures for PCMH and THL

PREVIOUS CORE METRICS

- EPSDT (composite for older kids)
- Well-child visits ages 7 - 11 years (*TennCare custom measure*)
 - Adolescent well-care visits age 12 – 21 years (AWC)



CORE METRICS: HEDIS® CY/MY2020 & CY/MY2021

- Child and Adolescent Well-Care Visits (WCV)**
- ***3 – 11 years**
 - **12 – 17 years**
 - **18 – 21 years**

* 7-11 years for THL

THL 2020 HEDIS® Core Quality Updates

PREVIOUS CORE METRICS	CORE METRICS: HEDIS® CY/MY2020 & CY/MY2021
1. 7- and 30-day Psychiatric Hospital RTF/Re-admission Rate <ul style="list-style-type: none"> • 7-day rate • 30-day rate 	1. 7- and 30-day Psychiatric Hospital RTF/Re-admission Rate <ul style="list-style-type: none"> • 7-day rate • 30-day rate
2. Adherences to Antipsychotic Medications for Individuals with Schizophrenia (SAA)	2. Adherences to Antipsychotic Medications for Individuals with Schizophrenia (SAA)
3. Antidepressant Medication Management Continuation Phase (AMM)	3. Antidepressant Medication Management Continuation Phase (AMM)
4. Comprehensive Diabetes Care (CDC) <ul style="list-style-type: none"> • Eye exam 	4. Child & Adolescent Well-Care Visits (WCV) <ul style="list-style-type: none"> • 7-11 years • 12-17 years • 18-21 years
5. Controlling High Blood Pressure (CBP)	5. Comprehensive Diabetes Care (CDC) <ul style="list-style-type: none"> • Eye exam
6. Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)	6. Controlling High Blood Pressure (CBP)
7. EPSDT Screening Rate: Adolescent Well-Care Visits, Ages 12-21 years	7. Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)
8. EPSDT Screening Rate: Well-child Visits, Ages 7-11	8. Follow-up After Hospitalization for Mental Illness (FUH) <ul style="list-style-type: none"> • Within 7 days of discharge
9. Follow-up After Hospitalization for Mental Illness (FUH) <ul style="list-style-type: none"> • Within 7 days of discharge 	9. Metabolic Monitoring for Children and Adolescents on Psychotics (APM)
10. Metabolic Monitoring for Children and Adolescents on Psychotics (APM)	

THL Re-weighting & Quality Gate for Core Measures

- Each star will now be worth 5.56%
- Quality gate of 4 stars will remain the same
 - Per THL Provider Operating Manual: Health Links must meet the minimum quality star requirement in the performance report at the end of year to qualify for an outcome payment. The minimum quality star requirement is 4 stars for each organization.



		NUMBER OF PANEL ELIGIBLE STARS									
		1	2	3	4	5	6	7	8	9	10
NUMBER OF STARS EARNED	1	8.33%	8.33%	8.33%	8.33%	8.33%	8.33%	7.14%	6.25%	5.56%	5.00%
	2	0.00%	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				33.32%	33.32%	33.32%	28.56%	25.00%	22.24%	20.00%
	5					41.65%	41.65%	35.70%	31.25%	27.80%	25.00%
	6						49.98%	42.84%	37.50%	33.36%	30.00%
	7							49.98%	43.75%	38.92%	35.00%
	8								50.00%	44.48%	40.00%
	9									50.00%	45.00%
	10										50.00%

*The blue boxes designate the value of each star based on the number of panel eligible stars.

THL Reporting-Only HEDIS® Quality Measures

Reporting-Only Measures: HEDIS CY/MY 2020 & CY/MY 2021

1. Statin Therapy for Patients with Cardiovascular Disease (Received Therapy) (SPC)
2. Statin Therapy for Patients with Cardiovascular Disease (Statin Adherence) (SPC)
3. Use of First-Line Psychological Care for Children and Adolescents on Antipsychotics (APP)
4. Panel Opt-Out Rate (TennCare)
5. Panel Enrollment Rate (TennCare)
6. Psychiatric Inpatient Days (TennCare)
7. Rate of Residential Treatment Facility Admissions (TennCare)
8. All Cause Hospital Readmissions (PCR)
9. Mental Health Inpatient Utilization (MPT)
10. Rate of Inpatient Psychiatric Admissions (TennCare)

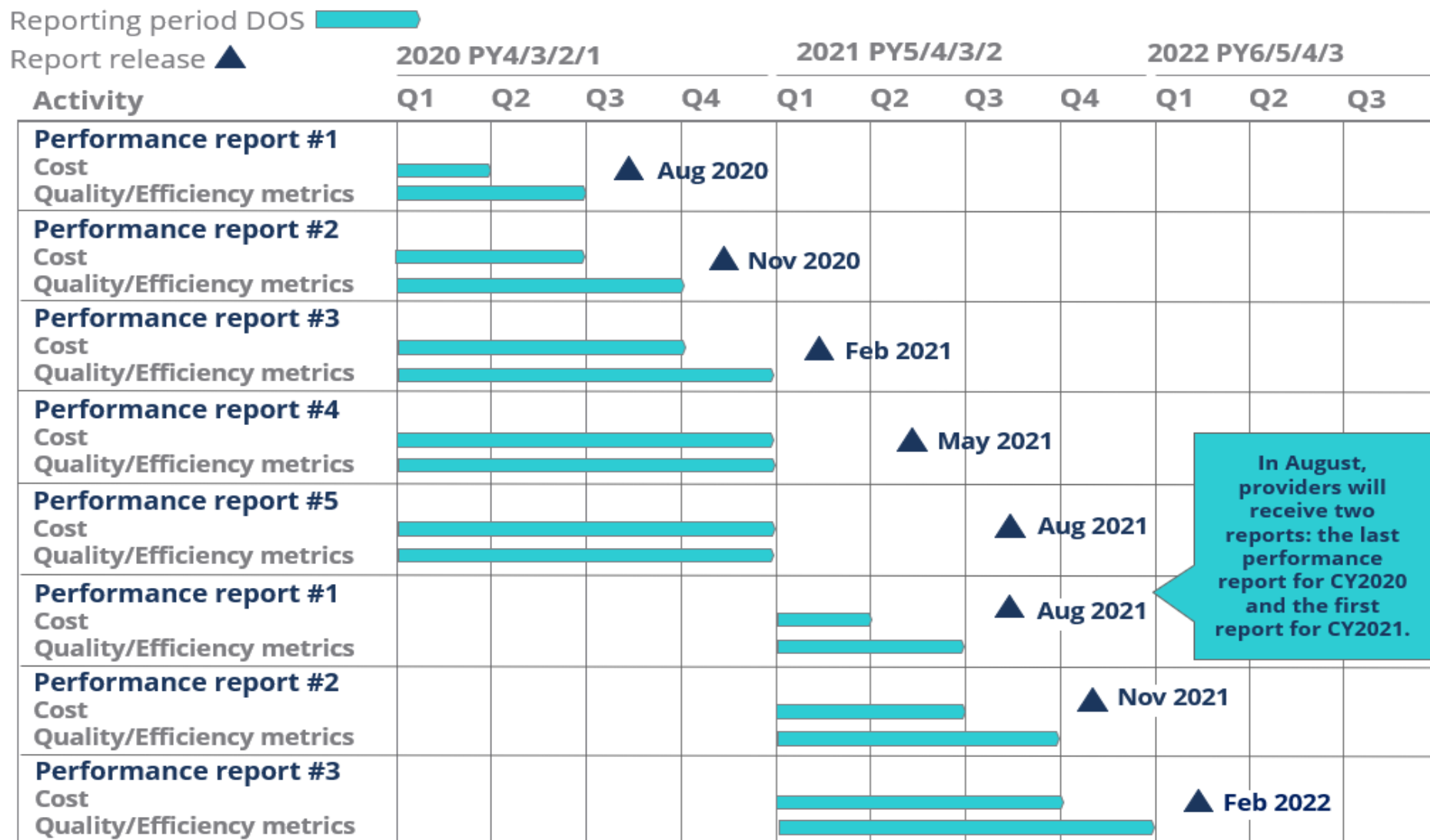
CY/MY 2020 Provider Performance Reports

- Provider performance reports will not display data for **WCV until a future date**; all other thresholds will be displayed as normal.
- **The total number of stars earned will be displayed at a future date.**
- An example of what will be seen in provider performance reports is below.

Quality Measure	Observations	Your Performance	Threshold	Star Earned
Child and Adolescent Well-Care Visits <ul style="list-style-type: none"> ➤ 7 – 11 years ➤ 12 – 17 years ➤ 18 – 21 years 	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A

2021 Reporting Timeframes

Reporting Timeframe- PCMH Waves 1,2,3,4 and Health Link



PCMH & THL Quality Metric Resources

- **THL Provider Operating Manuals – Released Q1 2021**
 - Provider Operating Manuals are updated in late fall and released in December of every year. **The THL POM will be delayed and released in Q1 2021.**
 - PCMH and THL sent a program update email on 08/21/2020 with an addendum for each that show the updated core quality measures; the addenda are also available on each program’s TennCare webpage.
 - PCMH: <https://www.tn.gov/tenncare/health-care-innovation/primary-care-transformation/patient-centered-medical-homes-pcmh.html>
 - THL: <https://www.tn.gov/tenncare/health-care-innovation/primary-care-transformation/tennessee-health-link.html>
- **PCMH & THL Quality Metric One-Page Documents – Released in January 2021**
 - One-page document will be updated later this year and sent in January 2021.
- **Coding Reference Guides – Released in January 2021**
- **WCV Threshold Determinations and THL Replacement Metric – Established in Spring 2021**
 - TennCare and the MCOs will collaborate to determine thresholds for WCV and the THL replacement metric in spring 2021.

Program Updates

Key Program Decisions

- ✓ Aligned Reconsideration Process
- ✓ PY2020 Outcome Payment Decision
- ✓ Modified definition of “Activity Payments”
- ✓ Reduction of Webinar offerings
- ✓ Modification of conference format
- ✓ Launch of new CCT
- ✓ Telehealth guidance

Program Year 2020 Outcome Payments

To account for the impact of COVID-19, and to maintain the integrity of the program, the following approach for the **PY2020 performance measurement** will be utilized:

- At the end of the reporting period for PY2020 (August 2021 Report), each MCO will calculate the 2020 performance and respective outcome payment.
- For the outcome payment paid in 2021, the MCO will pay the organization based on the better of the two years (2019 or 2020 performance).
- Quarterly provider performance reports will be delivered and detail PY2020 performance as scheduled.
- Other operational details are being determined and will be communicated to organizations as soon as possible.
- For PY2021, TennCare and the MCOs will determine the best approach for calculating efficiency and total cost of care metric baselines for measurement. Details will be shared with organizations after decisions are made.

2021 THL Reconsideration Process

- Beginning January 01, 2021, there will be a new THL Reconsideration process.
- In addition to each MCO having a THL Reconsideration Form, the following will be implemented:

Timeframe to file a Reconsideration	Timeframe for an MCO to respond	Timeframe for outcome payments to be paid	Timeframe for outcome payments if no Reconsideration filed
30 calendar days from date of Final Performance Report receipt	30 calendar days from date of receipt of THL Reconsideration Form	All outcome payments must be paid no later than December 1 st of the year that the Final provider Performance Report was issued.	If the THL provider does not file a Reconsideration, the MCO has 30 calendar days from the release of the Final Performance Report to pay outcome payments.

- MCOs will send notification to TennCare of a Reconsideration within 5 business days
- MCOs will provide bi-weekly updates regarding the status of the Reconsiderations until all have been resolved.

2021 MCO Educational Support

- 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 2021.
- JOC meetings will continue and each MCO is working to ensure increased integration.

2021 Conferences

- Each MCO will continue to host one conference per year
- For 2021, the tentative schedule is:
 - March 2021 UHC
 - July 2021 BlueCare
 - October 2021 AMG

2021 Webinars

- Each MCO will host one webinar
- There will be **3** webinars in total for the year
 - THL Focus- April 2021
 - PCMH Focus- June 2021
 - Combined PCMH & THL- September 2021

TennCare Telehealth Guidance

- In August, TennCare released an updated telehealth memo. and the MCOs announced that services provided via telehealth and telephonic modalities would be reimbursable.
- MCOs extended ALL current telehealth coverage policies through December 31, 2020, as supported by Governor Lee's Executive Order No. 50.
- On December 17th, 2020, an updated memo was sent by the Director of Behavioral Health Operations informing behavioral health and substance use disorder providers of an extension of telephone only encounters until March 31st, 2021.
- For more information, visit <https://www.tn.gov/tenncare/information-statistics/tenncare-information-about-coronavirus.html>.

Care Coordination Tool Updates

- TennCare transitioned to the new HealthEC CCT on November 23, and the Altruista CCT was decommissioned November 30.
- Key features of the tool include the Admission/Discharge/Transfer (ADT) data, enhanced reporting capabilities, prominent alerts via a dashboard, quality measures, and care gaps.
- Previously recorded training sessions and Quick Reference Guides on using the new tool can be found on the CCT Learning Page
 - <https://www.tn.gov/content/tn/tenncare/health-care-innovation/primary-care-transformation/learning-and-training---care-coordination-tool.html>
- To request CCT access, provide feedback, or share concerns, email TennCare.CCT@tn.gov
- For CCT technical support, please reach out the HealthEC's Support Desk:
 - tenncarecctsupport@HEALTHEC.COM
 - 1-877-344-9964

CCT Training Overview

- Trainings on using the new tool began in early November and will conclude December 22 with a repeat session on ADTs from 9-10 CT
- Trainings were recorded and made available on the TennCare CCT Learning Page
 - General Overview / CCT 101
 - The Member Panel
 - The Member
 - Quality Measures
 - ADTs
- Virtual office hours continue to be held from 12-1 PM CT
 - These are come as you have questions sessions to help answer specific questions or gain clarification on various parts of the CCT

Dates & Announcements

- **December 24-25th & 31st:** State offices closed
- **January 1st:** State offices closed
- **March 30th & 31st:** Virtual Delivery System Transformation Conference





THANK YOU

Questions?

Conclusion