



STATE OF TENNESSEE

2022 Health Link Program Enhancements

12/16/2021

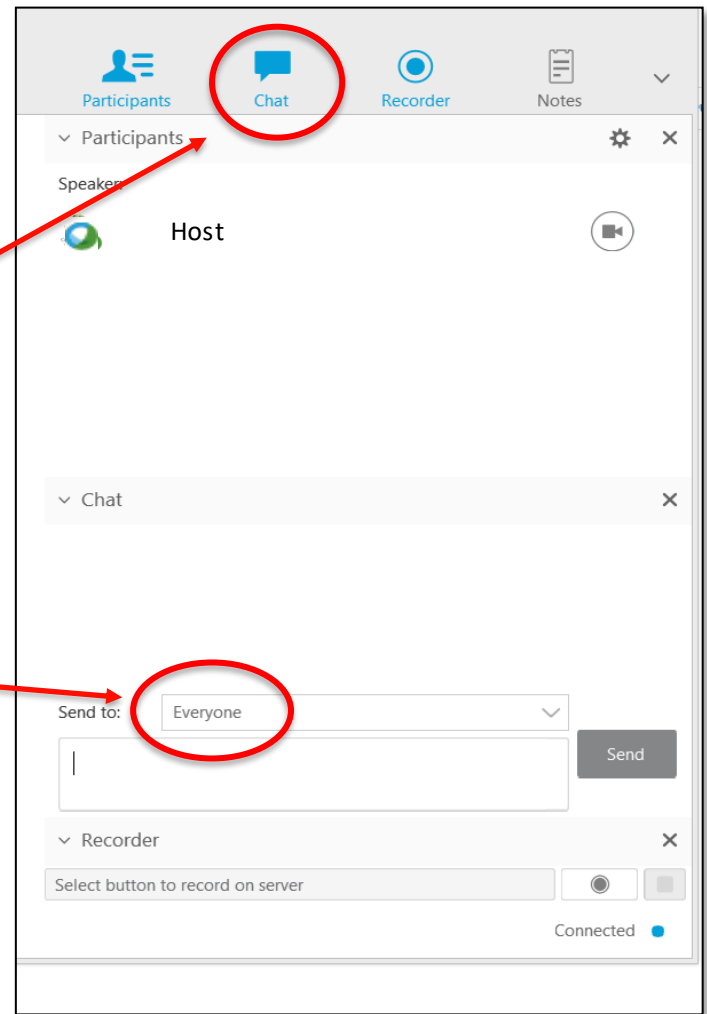
Agenda

- General updates
 - BH Operations Organization Chart
 - Health Link Facts & Figures
- Quality Updates
 - 2022 THL Quality Measures and Thresholding
 - 2022 PCMH & THL Quality Metric Resources
- Program Updates
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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

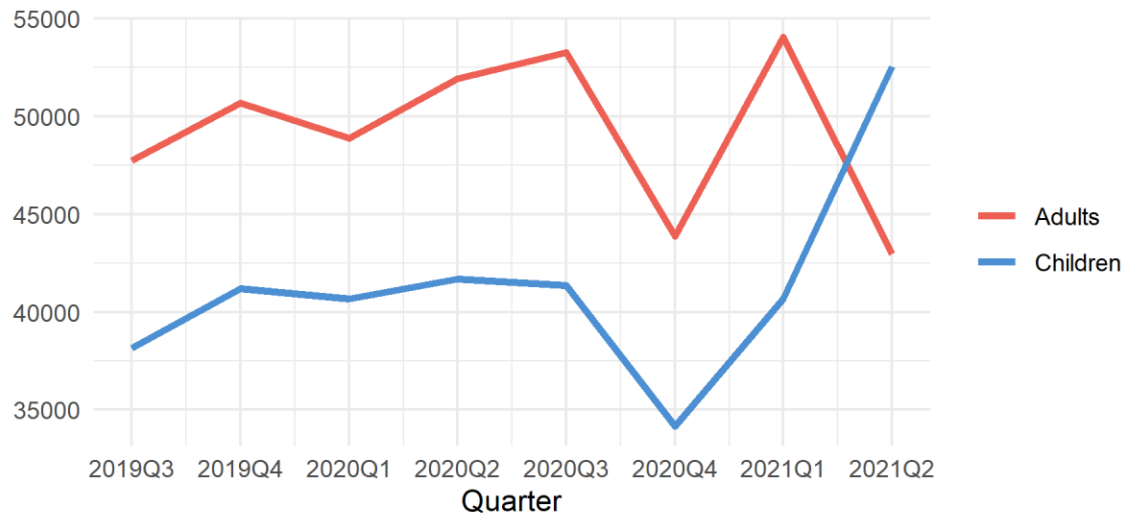
Behavioral Health Operations Team

BH Operations Staff	Responsibilities
Mary Shelton mary.c.shelton@tn.gov	MAT, OUD, BH Episodes, BH Claims issues
Jasmine Randle jasmine.randle@tn.gov	Oversight of THL
Dr. Michael Myszka michael.myskatn.gov	Special reports and projects
Sara Cox sara.f.cox@tn.gov	THL program manager
Brent Robinson brent.robinson@tn.gov	Safe Sleep, DCS Liaison, Ace Nashville, CTT/CCFT
Jack Reiter john.w.reiter@tn.gov	BH Episodes, THL data analytics

Health Link Facts & Figures

	January – March 2020 (Q1)	January – March 2021 (Q1)	April – June 2020 (Q2)	April – June 2021 (Q2)
Eligible	180857	193238	183968	199761
18 + years old	111649	121350	114036	101592
0-17 years old	69208	71888	69932	98169
Active	89572	94731	93611	95518
18 + years old	48892	54065	51923	42968
0-17 years old	40680	40666	41688	52550
Attributed Not Enrolled	63905	64929	62153	68736
18 + years old	47346	48305	46564	39888
0-17 years old	16559	16624	15589	28848

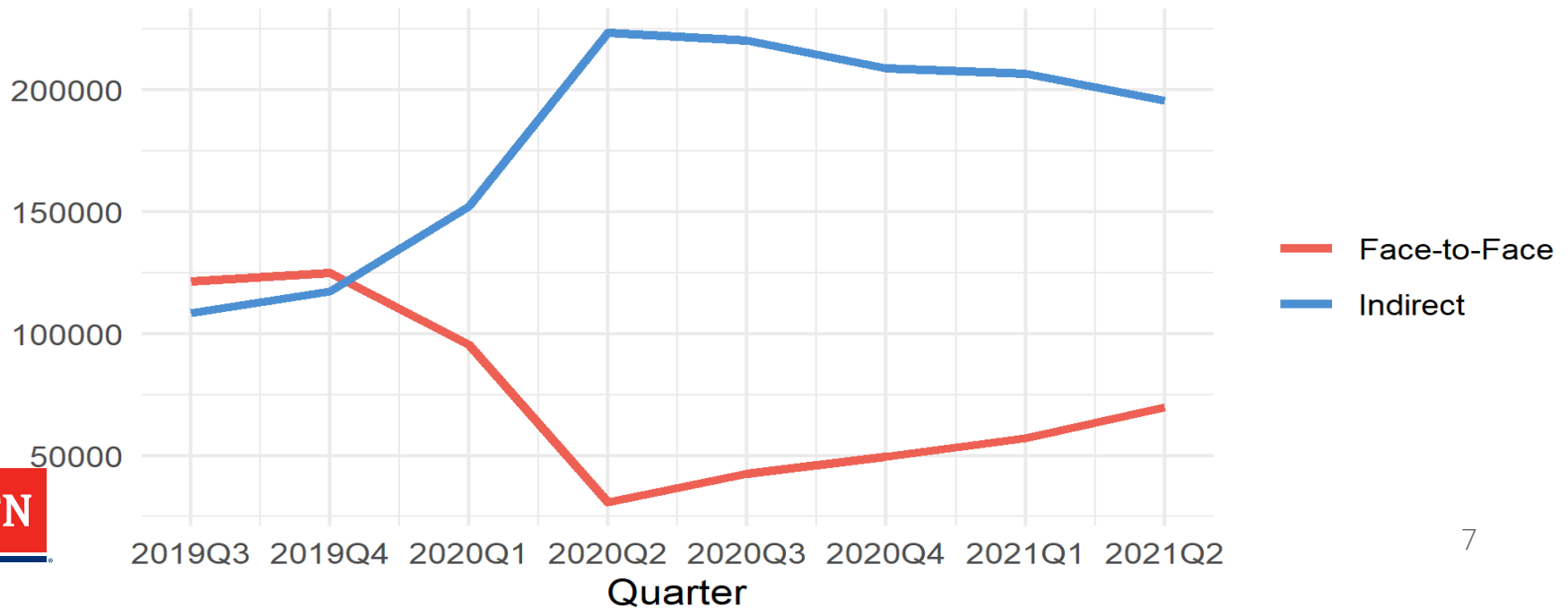
Active Members



Health Link Facts & Figures (Cont'd)

	January – March 2020 (Q1)	January – March 2021 (Q1)	April – June 2020 (Q2)	April – June 2021 (Q2)
Total Contacts	247740	254468	264105	265631
Face to Face: (UC)	95596	30775	57312	69962
Indirect: (UD)	152144	223693	206793	195669
Member: (UA)	172245	168006	189026	196400
Collateral: (UB)	75483	86445	75066	69214

Face-to-Face vs. Indirect



MCO Coaching Facts & Figures

- Total JOC meetings from January-November **189**
- Total Engagement Evaluations from January-November: **107**
- Total Coaching Sessions from January to November: **217**



Quality Updates

Change in HEDIS® Naming Convention for PY 2022

- NCQA separated out the indicators that were formerly a part of the Comprehensive Diabetes Care (CDC) measure.
- This resulted in changes to the naming convention for two THL metrics.

Previous CDC Measure Name	New Measure Name
Comprehensive Diabetes Care: Eye exam (retinal) performed	Eye Exam for Patients With Diabetes (EED)
Mental Health Utilization (MPT)*	Diagnosed Mental Health Disorders (DMH)

*Reporting Only Measure

2022 THL Thresholding Update

- Health Link providers continue to play a vital role in supporting members, especially when access to other health care services is disrupted.
- For most metrics that demonstrated a decrease in PY2020, there was an increase in PY2021 to near pre-pandemic levels.
- TennCare has developed a new approach to metric thresholds. Rather than adding the same % points to all metric thresholds, changes will be made based on a % of the current threshold.
- 6 of the 9 metrics will have a 5% increase to their current thresholds in 2022.
- For Example:
$$\begin{array}{rcccl} \text{(PY2021 Metric Threshold)} & \times & \text{(5\% Increase)} & = & \text{PY2022 Metric Threshold} \\ 50.00\% & & 5.00\% & & 52.50\% \end{array}$$

2022 THL Thresholding Update (Cont'd)

- The metric threshold changes will be effective as of January 1, 2022.
- Providers will receive their first report in August 2022 for Q1 2022.
- TennCare and the MCOs will continue to collaborate on developing strategies to support providers in improving performance within THL.



THL 2022 HEDIS® Core Quality Updates

CORE METRICS: HEDIS® CY/MY2021 & CY/MY2022	2021 Threshold	2022 Threshold
1. 7- and 30-day Psychiatric Hospital RTF/Re-admission Rate <ul style="list-style-type: none"> 7-day rate 30-day rate 	<ul style="list-style-type: none"> ≤ 5% ≤ 13% 	<ul style="list-style-type: none"> ≤ 5% ≤ 13%
2. Adherences to Antipsychotic Medications for Individuals with Schizophrenia (SAA)	≥ 59%	≥ 61.95%
3. Antidepressant Medication Management Continuation Phase (AMM)	≥ 40%	≥ 40%
4. Child & Adolescent Well-Care Visits (WCV) <ul style="list-style-type: none"> 7-11 years 12-17 years 18-21 years 	<ul style="list-style-type: none"> ≥ 65% ≥ 57% ≥ 39% 	<ul style="list-style-type: none"> ≥ 65% ≥ 57% ≥ 39%
5. Controlling High Blood Pressure (CBP)	≥ 49%	≥ 51.45%
6. Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)	≥ 82%	≥ 86.10%
7. Eye Exam for Patients With Diabetes (EED)	≥ 51%	≥ 53.55%
8. Follow-up After Hospitalization for Mental Illness (FUH) <ul style="list-style-type: none"> Within 7 days of discharge 	≥ 35%	≥ 36.75%
9. Metabolic Monitoring for Children and Adolescents on Psychotics (APM)	≥ 33%	≥ 34.65%



THL Reporting-Only HEDIS® Quality Measures

Reporting-Only Measures: HEDIS CY/MY 2021 & CY/MY 2022

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. Diagnosed Mental Health Disorders (DMH)
10. Rate of Inpatient Psychiatric Admissions (TennCare)

2022 Reporting Timeframes

Reporting period DOS 

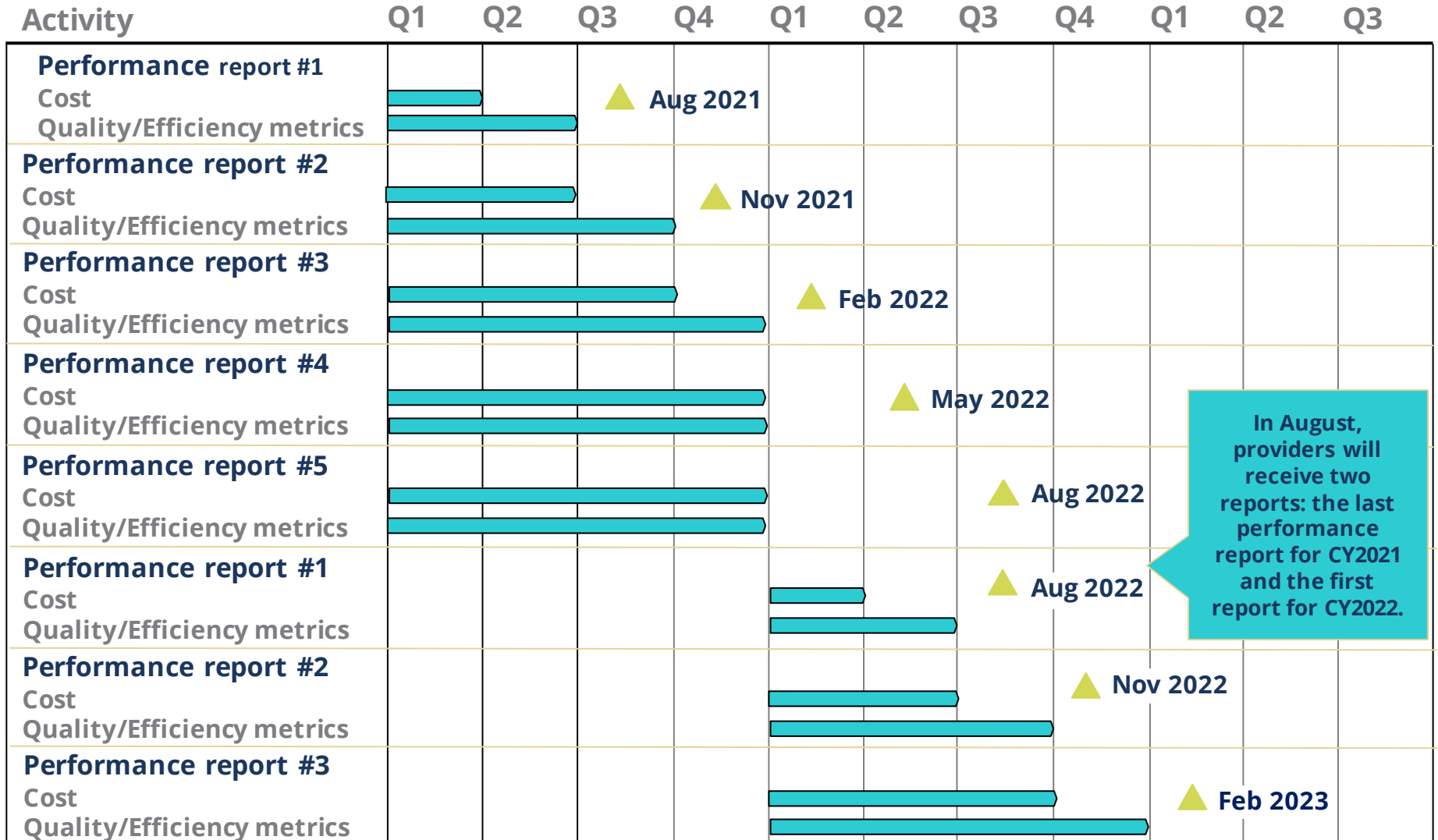
Report release 

2021 PY5

2022 PY6

2023 PY7

Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3



In August, providers will receive two reports: the last performance report for CY2021 and the first report for CY2022.



PCMH & THL Quality Metric Resources

- **THL Provider Operating Manuals – To be released December 20, 2021**
 - Provider Operating Manuals are updated in late fall and released in December of every year.
 - The THL and PCMH updated Provider Operating Manuals are 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>
- **2022 PCMH and THL Quality Measure One-Page Documents – Released in December 2021**
 - One-page documents with updated quality measures are updated in late fall and released in December.
 - The updated quality metric one-pages are located on the THL website.
- **2022 Coding Reference Guides – Released in late December 2021 or January 2022**

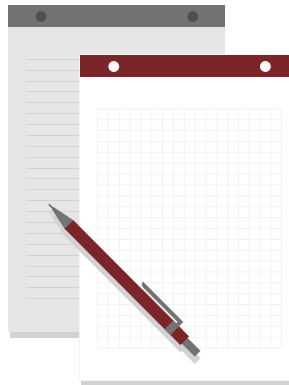
Program Updates

Key Program Decisions

- ✓ Modifications of Thresholds
- ✓ PY 2021 and 2022 Priority Areas
- ✓ PY 2022 MCO Educational Offerings and Support
- ✓ CCT Updates
- ✓ Care Coordination Service Overlap

PY 2021 and 2022 Priority Areas

- For PY2021 and PY2022 TennCare identified three THL priority areas of focus for the MCOs.
- The following priority setting areas were determined: AMM, FUH, and THL/PCMH collaboration.
- The MCOs and TennCare will continue to track and monitor progress in priority areas for the remainder of PY2021 through end of PY2022
- TennCare will attend coaching sessions/JOCs when possible, review data, reports to track performance progress and implementation of MCO strategies.



2022 MCO Educational Offerings and 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 2022.
- JOC meetings will continue and each MCO is working to ensure increased integration.

2022 Conferences

- Each MCO will continue to host one conference per year
- For 2022, the tentative schedule is:
 - **March 2022 (UHC)**
 - **July 2022 (BlueCare)**
 - **November 2022 (AGP)**

2022 Webinars

- Each MCO will host one webinar
- There will be 3 webinars in total for the year
 - **THL Focus- April 2022 (BlueCare)**
 - **PCMH Focus- June 2022 (AGP)**
 - **Combined PCMH & THL- September 2022 (UHC)**

Care Coordination Tool Updates

- In 2021, we had several enhancements to our new CCT.
 - Our most recent enhancements were released earlier this month and were based all on CCT user feedback after having more time to use the tool:
 - ADT
 - ER Dx and Reason for Visit in addition to Admit Dx
 - Realignment of To & From date & Enhanced search functionality
 - 1 week Default search parameter
 - ADT data now back to January 2020
 - Renamed “Episodes” tab to “ADT Events”
 - “Clear All” button added
 - DOB, NPI, Load Date and Time added to search results grid and Excel export
 - County Filter moved to Primary Search Grid
 - Ability to save Member and ADT searches & exported reports
 - Ability to customize Member and ADT exported columns for specific reports
- We take your feedback seriously and welcome ideas for future enhancements!

CCT Training 2022

- This past year we focused our training more on how to use the tool.
- Trainings will be offered monthly in 2022 with a focus on using data within the tool to improve outcomes.
 - Example: How to use data in the CCT to improve your combo 2 and 10 outcomes.
- Do you have an idea for a training topic next year? Please email TennCare.CCT@tn.gov with CCT items/areas you are interested in learning about next year.
- Our Learning and Training Page is a great resource with all of our previously recorded trainings, quick reference guides, and frequently asked questions.
 - December enhancement recording is now also available, as well
 - <https://www.tn.gov/content/tn/tenncare/health-care-innovation/primary-care-transformation/learning-and-training-care-coordination-tool.html>

CCT Annual Acceptable Use Policy (AUP) Renewal

- CCT Users must renew their TennCare Acceptable Use Policy (AUP) and Remote Access Request (RAR) forms on an annual basis.
- You will be notified by TennCare.CCT@tn.gov when your specific forms are set to expire with instructions on how to renew your forms.
 - These are based on each user's individual role and time of requesting CCT access initially. Please **do NOT forward** your notification to others. We will notify all individuals as their forms are nearing expiration.
 - Make sure you sign the form in **all required areas!**
 - Look for an **email confirmation request**, and please confirm your email address by following the instructions in that email.
 - You should receive the email confirmation request **almost immediately** after submitting your forms.
 - Be sure to **check your spam folder** as the confirmation request may be directed there.
- When you receive your notification, please do not delay! You should be able to complete everything in only **a few minutes**.

CCT Support

- For administrative support: TennCare CCT Administrator
TennCare.CCT@tn.gov
 - requesting CCT access for new staff or to deactivate old staff accounts
 - provide feedback on the tool
 - share ideas for future enhancements
- For CCT technical support: HealthEC's Support Desk
tenncarecctsupport@HEALTHEC.COM or **1-877-344-9964**
 - Password resets or resending initial temporary password
 - Account lockouts
 - Export or display issues

Care Coordination Service Overlap

Now that we have a solid picture of Tennessee Health Link services and to comply with CMS regulation of not duplicating services, starting **July 1, 2022**:

- Members will receive only either Tennessee Health Link or Intensive Community Based Treatment (CCFT or CTT) at one time, based on Medical Necessity.
- In other words, members will not receive THL and CCFT/CTT at the same time (same day)
- Systematic changes will begin **October 1, 2022**
- Provider payment will occur based on services rendered, no matter the timeframe (e.g., both THL and CCFT may be rendered in the same month, but may not overlap days)
- The MCOs and TennCare will provide guidance on this change through webinars, coaching calls, etc. over the coming months
- Please contact Brent Robinson if you have any questions or concerns
 - Email: Brent.Robinson@tn.gov

Dates & Announcements

- **December 23rd-24th & 31st:** State offices closed
- **January 3rd & 17th:** State offices closed
- **February 17th :** State offices closed
- **March 30th 2022:** Virtual Delivery System Transformation Conference





THANK YOU

Questions?