



# STATE OF TENNESSEE

## 2022 PCMH Program Enhancements

12/15/2021



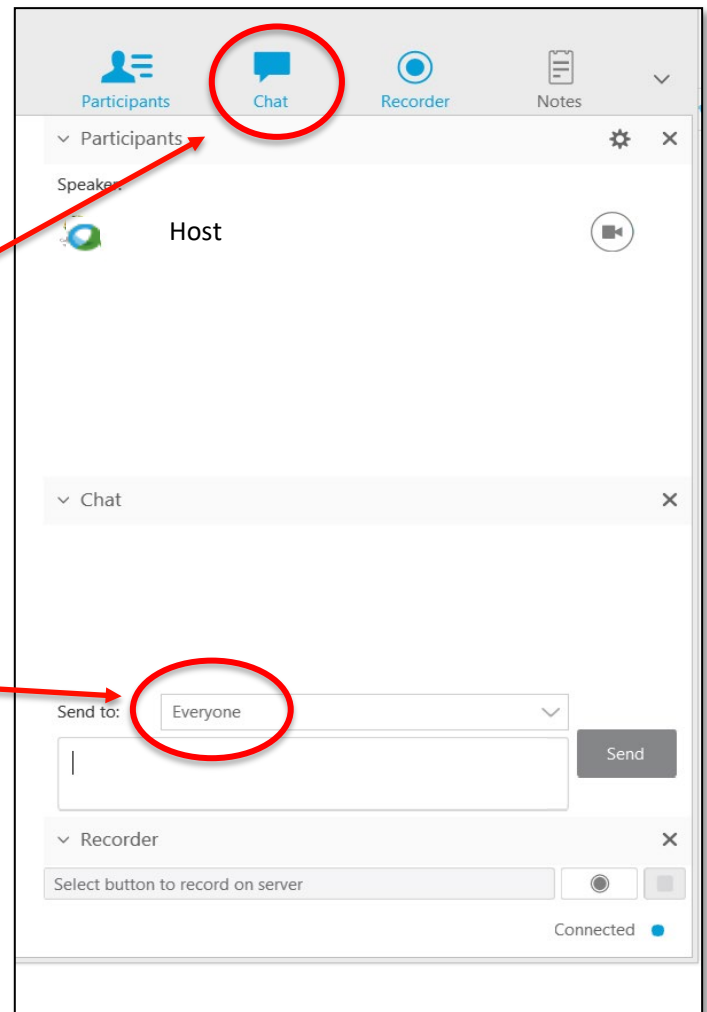
# Agenda

- General Updates
  - Primary Care Quality Team
  - PCMH Stats and Analytics
- Quality Updates
  - PY 2022 PCMH Quality Metrics
  - PY 2022 PCMH Quality Metric Resources
- Program Updates
  - Priority Areas
  - PY 2022 MCO Educational Support
  - CCT Updates
- Conclusion
  - Dates & Announcements
  - Questions

# 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



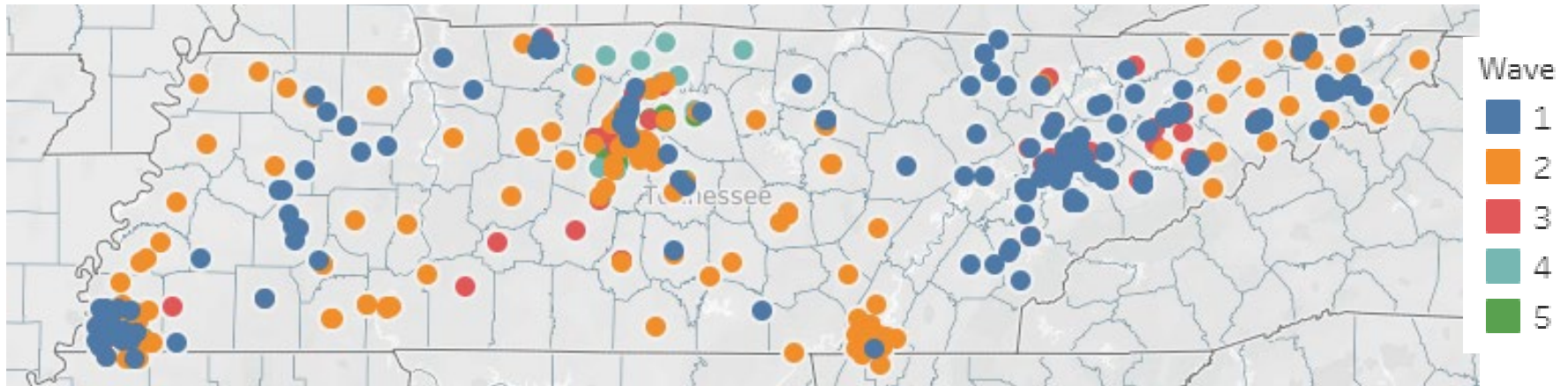
# Primary Care Quality (PCQ) Team

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# PCMH Stats and Analytics

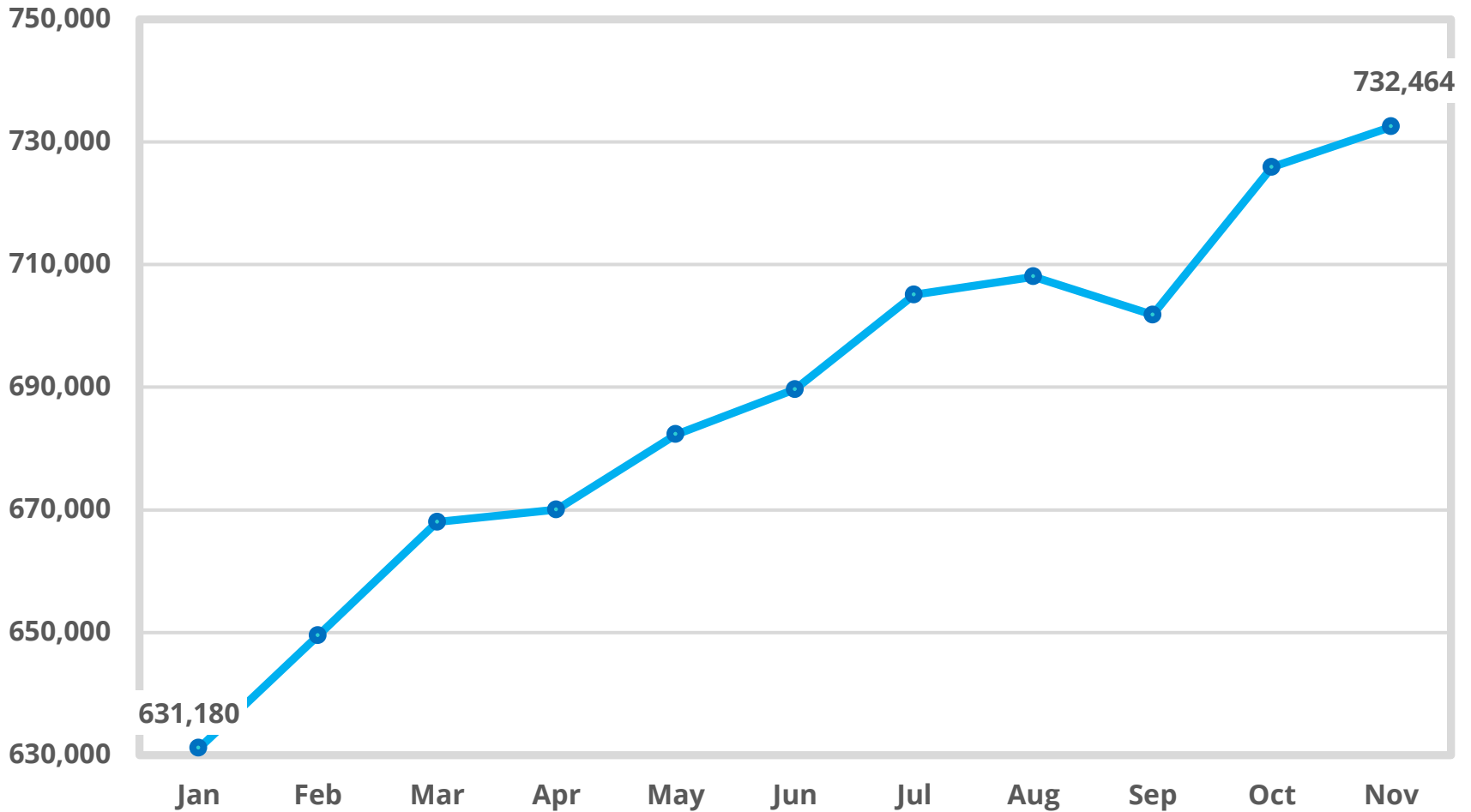
# Current Statistics for Waves 1 – 5 as of November 2021

|   | Wave 1<br>(Began<br>2017) | Wave 2<br>(Began<br>2018) | Wave 3<br>(Began<br>2019) | Wave 4<br>(Began<br>2020) | Wave 5<br>(Began<br>2021) | Total          |
|---|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|----------------|
| <b>Number of<br/>PCMH<br/>organizations</b> | <b>27</b>                 | <b>34</b>                 | <b>14</b>                 | <b>2</b>                  | <b>2</b>                  | <b>79</b>      |
| <b>Number of sites</b>                      | <b>183</b>                | <b>179</b>                | <b>47</b>                 | <b>26</b>                 | <b>19</b>                 | <b>454</b>     |
| <b>Number of<br/>members</b>                | <b>290,390</b>            | <b>264,058</b>            | <b>95,871</b>             | <b>46,751</b>             | <b>35,394</b>             | <b>732,464</b> |



The MCOs are expected to have all contracting completed by the end of December 2021 for Program Year 2022. A full list of organizations will be released after all contracting has been completed.

## Attributed PCMH Membership: January - November 2021





# **Program Year 2022 Updates: PCMH Core Quality Measures**

# 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 renaming three core quality measures used by the PCMH program for adult and family organizations.
- Descriptions and thresholds remain the same.

| Previous CDC Measure Name                                 | New Measure Name   |
|---|--|
| Comprehensive Diabetes Care: BP control (<140/90 mm Hg)   | <b>Blood Pressure Control for Patients With Diabetes (BPD)</b> |
| Comprehensive Diabetes Care: Eye exam (retinal) performed | <b>Eye Exam for Patients With Diabetes (EED)</b>               |
| Comprehensive Diabetes Care: HbA1c poor control (>9.0%)   | <b>Hemoglobin A1c Control for Patients With Diabetes (HBD)</b> |

# PCMH Adult Organizations – Core Quality Measures

| Core Measures PY 2022   | Threshold            |
|---|----------------------|
| <b>1. Antidepressant Medication Management (AMM) - Continuation phase</b>   | ≥ 40.00%             |
| <b>2. Blood Pressure Control for Patients With Diabetes (BPD)</b>   | ≥ 56.00%             |
| <b>3. Eye Exam for Patients With Diabetes (EED)</b>   | ≥ 51.00%             |
| <b>4. Hemoglobin A1c Control for Patients With Diabetes (HBD): HbA1c poor control (&gt;9.0%)</b>  | ≤ 47.00%             |
| <b>5. Child and Adolescent Well-Care Visits (WCV)</b> <ul style="list-style-type: none"><li>• Ages 12 – 17 years</li><li>• Ages 18 – 21 years</li></ul> | ≥ 57.00%<br>≥ 39.00% |

# PCMH Pediatric Organizations – Core Quality Measures

| Core Measures PY 2022  | Threshold                        |
|--|----------------------------------|
| <b>1. Asthma Medication Ratio (AMR)</b>  | ≥ 81.00%                         |
| <b>2. Childhood Immunizations (CIS) - Combination 10</b>   | ≥ 42.00%                         |
| <b>3. Child and Adolescent Well-Care Visits (WCV)</b> <ul style="list-style-type: none"> <li>• Ages 3 – 11 years</li> <li>• Ages 12 – 17 years</li> <li>• Ages 18 – 21 years</li> </ul>                                  | ≥ 65.00%<br>≥ 57.00%<br>≥ 39.00% |
| <b>4. Well-Child Visits in the First 30 Months of Life (W30)</b> <ul style="list-style-type: none"> <li>• Well-Child Visits in the First 15 Months</li> <li>• Well-Child Visits for Age 15 Months – 30 Months</li> </ul> | ≥ 61.00%<br>≥ 71.00%             |
| <b>5. Immunizations for Adolescents (IMA) - Combination 2</b>  | ≥ 26.00%                         |

# PCMH Family Organizations – Core Quality Metrics

| Core Measures PY 2022  | Threshold                        |
|--|----------------------------------|
| <b>1. Antidepressant Medication Management (AMM) - Effective Continuation Phase</b>  | ≥ 40.00%                         |
| <b>2. Asthma Medication Ratio (AMR)</b>  | ≥ 81.00%                         |
| <b>3. Controlling High Blood Pressure (CBP)</b>  | ≥ 49.00%                         |
| <b>4. Childhood Immunization Status (CIS) - Combination 10</b>   | ≥ 42.00%                         |
| <b>5. Blood Pressure Control for Patients With Diabetes (BPD)</b>  | ≥ 56.00%                         |
| <b>6. Eye Exam for Patients With Diabetes (EED)</b>  | ≥ 51.00%                         |
| <b>7. Hemoglobin A1c Control for Patients With Diabetes (HBD): HbA1c poor control (&gt;9.0%)</b>   | ≤ 47.00%                         |
| <b>8. Child and Adolescent Well-Care Visits (WCV)</b> <ul style="list-style-type: none"> <li>• Ages 3 – 11 years</li> <li>• Ages 12 – 17 years</li> <li>• Ages 18 – 21 years</li> </ul>                                  | ≥ 65.00%<br>≥ 57.00%<br>≥ 39.00% |
| <b>9. Well-Child Visits in the First 30 Months of Life (W30)</b> <ul style="list-style-type: none"> <li>• Well-Child Visits in the First 15 Months</li> <li>• Well-Child Visits for Age 15 Months – 30 Months</li> </ul> | ≥ 61.00%<br>≥ 71.00%             |
| <b>10. Immunizations for Adolescents (IMA) - Combination 2</b>   | ≥ 26.00%                         |

# 2022 Reporting-Only Measures

- In addition to the few changes to the core quality measures, there were two updates to the reporting-only measures as well, due to the change in naming convention set by HEDIS.
- The adult and family reporting-only quality measure, *Comprehensive Diabetes Care (CDC): HbA1c <8%*, is now *Hemoglobin A1c Control for Patients With Diabetes (HBD): HbA1c <8%*
- The reporting-only efficiency measure, *Mental Health Utilization (MPT)*, is now *Diagnosed Mental Health Disorders (DMH)*.
- No other changes were made for PY 2022.

# Reporting Timeframe - PCMH Waves 1, 2, 3, 4, 5

Reporting period DOS 

Report release ▲

2021 PY5/4/3/2/1

2022 PY6/5/4/3/2

2023 PY7/6/5/4/3

Activity

Q1

Q2

Q3

Q4

Q1

Q2

Q3

Q4

Q1

Q2

Q3

**Performance report #1**

Cost  
Quality/Efficiency metrics

▲ Aug 2021

**Performance report #2**

Cost  
Quality/Efficiency metrics

▲ Nov 2021

**Performance report #3**

Cost  
Quality/Efficiency metrics

▲ Feb 2022

**Performance report #4**

Cost  
Quality/Efficiency metrics

▲ May 2022

**Performance report #5**

Cost  
Quality/Efficiency metrics

▲ Aug 2022

**Performance report #1**

Cost  
Quality/Efficiency metrics

▲ Aug 2022

**Performance report #2**

Cost  
Quality/Efficiency metrics

▲ Nov 2022

**Performance report #3**

Cost  
Quality/Efficiency metrics

▲ Feb 2023

In August, providers will receive two reports: the last performance report for PY2021 and the first report for PY2022.

# PCMH Quality Measure Resources

- **2022 PCMH Provider Operating Manual – Released in December 2021**
  - Provider Operating Manuals are updated in late fall and released in December of every year.
  - The updated PCMH Provider Operating Manual is located on the PCMH website.
    - <https://www.tn.gov/tenncare/health-care-innovation/primary-care-transformation/patient-centered-medical-homes-pcmh.html>
- **2022 PCMH 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 PCMH website.
- **2022 Coding Reference Guides – Released in late December 2021 or January 2022**



# **Program Year 2022: Other Program Updates**

# Key Program Updates

- ✓ PY 2022 Priority Areas
- ✓ PY 2022 MCO Educational Offerings and Support
- ✓ CCT Updates

# PY 2022 Priority Areas

- TennCare, in partnership with the MCOs, will be assisting providers in improving performance in the following priority areas:
  - Antidepressant Medication Management
  - Childhood Immunizations – Combo 10
  - Well-Child Visits in the First 30 Months of Life
  - PCMH & Tennessee Health Link (THL) Collaboration
- Throughout 2022, your MCO representatives will be identifying strategies and resources to support improvement in these priority areas.
- Best practices will be shared during coaching sessions, quarterly meetings, and through other outreach efforts.
- Please share with the MCOs (and TennCare!) what you have found that works in your practice!

# 2022 MCO Educational Offerings and Support

- PCMH Coaching
  - MCO staff will continue to offer ongoing primary care transformation support to PCMH organizations.
  - For those organizations that receive coaching, primary coaches will conduct an annual review in December or January to assess the needs of the organization.
  - Information garnered from the annual reviews will be used to compile a coaching plan for 2022 that focuses on improving performance or increasing primary care and behavioral health integration.
- 2022 Conferences and Webinars
  - **NEW** for 2022 – All conferences will be one half-day only!

| 2022 Conferences  | 2022 Webinars  |
|---|--|
| <ul style="list-style-type: none"><li>• Each MCO will continue to host one conference per year. <i>All will be held virtually.</i></li><li>• The tentative schedule is:<ul style="list-style-type: none"><li>➤ March 2022</li><li>➤ July 2022</li><li>➤ November 2022</li></ul></li></ul> | <ul style="list-style-type: none"><li>• Each MCO will host one webinar per year.</li><li>• There will be <b>3</b> webinars in total:<ul style="list-style-type: none"><li>➤ <b>THL-focused: April 2022</b></li><li>➤ <b>PMCH-focused: June 2022</b></li><li>➤ <b>Combined PCMH &amp; THL: September 2022</b></li></ul></li></ul> |

# 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](mailto: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](mailto: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](mailto: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](mailto:tenncarecctsupport@HEALTHEC.COM) or **1-877-344-9964**
  - Password resets or resending initial temporary password
  - Account lockouts
  - Export or display issues



# Dates & Announcements

- **December 23<sup>rd</sup>-24<sup>th</sup> & 31<sup>st</sup>:** State offices closed
- **January 3<sup>rd</sup>:** State offices closed
- **March 30<sup>th</sup> AM:** Virtual Delivery System Transformation Conference





**THANK YOU**

**Questions?**

