

TennCare PCMH Program Update: 5.4.2021

Program Year 2020 Outcome Payments (Paid in Fall 2021): As a reminder, to maintain the integrity of the PCMH program and to allay concerns about performance due to the impact of COVID-19, MCOs will pay an organization the better of 2019 or 2020 performance for the outcome payment paid in 2021. At the end of the reporting period for Program Year (PY) 2020 (i.e., August 2021 Provider Performance Report), each MCO will calculate the PY 2020 performance and respective outcome payment. If applicable, the outcome payment awarded this fall will be the equivalent of *either* the PY 2019 outcome payment *or* the PY 2020 outcome payment.

May PCMH & THL Provider Performance Reports Delayed in Order to Include W30 & WCV Thresholds:

A quality workgroup is currently working on setting appropriate thresholds for the W30 and WCV measures, and in order to include the thresholds in the upcoming PCMH & THL Provider Performance Reports, the delivery of the reports will be delayed until **June 22nd**. This delay will allow the MCOs to incorporate the W30 and WCV thresholds once they are determined, your organization's performance on those measures, and your organization's potential outcome payment for PY 2020 (THL and PCMH waves 1 – 4 only) in the upcoming reports. The final PY 2020 PCMH & THL Provider Performance Reports, as well as the first PY 2021 PCMH & THL Provider Performance Reports, will be delivered on the regular schedule of August 31, 2021. Please contact me or your MCO representative with any questions.

April THL Webinar: Thank you to all who participated in the THL webinar on *Person-Centered Care Planning*! All three MCOs provided great information around the importance of care planning. There were also helpful takeaways care coordinators can utilize to enhance their engagement with members. Unfortunately, due to technical difficulties throughout the webinar, this webinar will be re-recorded. Once the re-recording is complete and posted online, notice will be sent out via a program update email. Special thanks to all the MCO presenters!

Care Coordination Tool Update: The next Care Coordination Tool (CCT) training course, "Reports Plus: Practice Overview and Risk Analytics," is scheduled for **Wednesday, May 19th from 12 – 1 PM CT**. This course will offer a deep dive into the practice reports located in the 3D analytics portion of the tool, including the practice overview and MCO scorecard, as well as the risk analytics for your practice. This will help you understand the risk profile of your members, the relationship between your practice's key performance indicators (KPIs) and benchmarks, and some monthly trend observations. The webinar details are below and in the attached May CCT Update email.

CCT Training – Reports Plus: Practice Overview and Risk Analytics
Wednesday, May 19, 2021
12 PM CT | 1 PM ET

[Join Meeting](#) (*join at the correct start time*)

Meeting number (access code): 185 941 1362

Meeting password: 2yYHxQev6J9

To join by phone, dial: 415-655-0003

Save-the-Date for June PCMH Webinar: Please hold **Friday, June 18th from 11 AM – 12 PM CT (12 PM – 1 PM ET)** for a PCMH-focused webinar. Be on the lookout for additional details, including topic, calendar invitation, and webinar information.

Archived PCMH Program Update Emails: Looking for a previous program update and can't find it in your inbox? Well, search no longer! We are pleased to inform you that the TennCare PCMH webpage now includes a section for archived program update emails. To view archived updates, navigate to the [PCMH webpage](#) and scroll down to the dropdown section, "Archived PCMH Program Updates." There you will find links to previously sent program update emails.