



# STATE OF TENNESSEE

THL Updates Webinar

07/20/2023

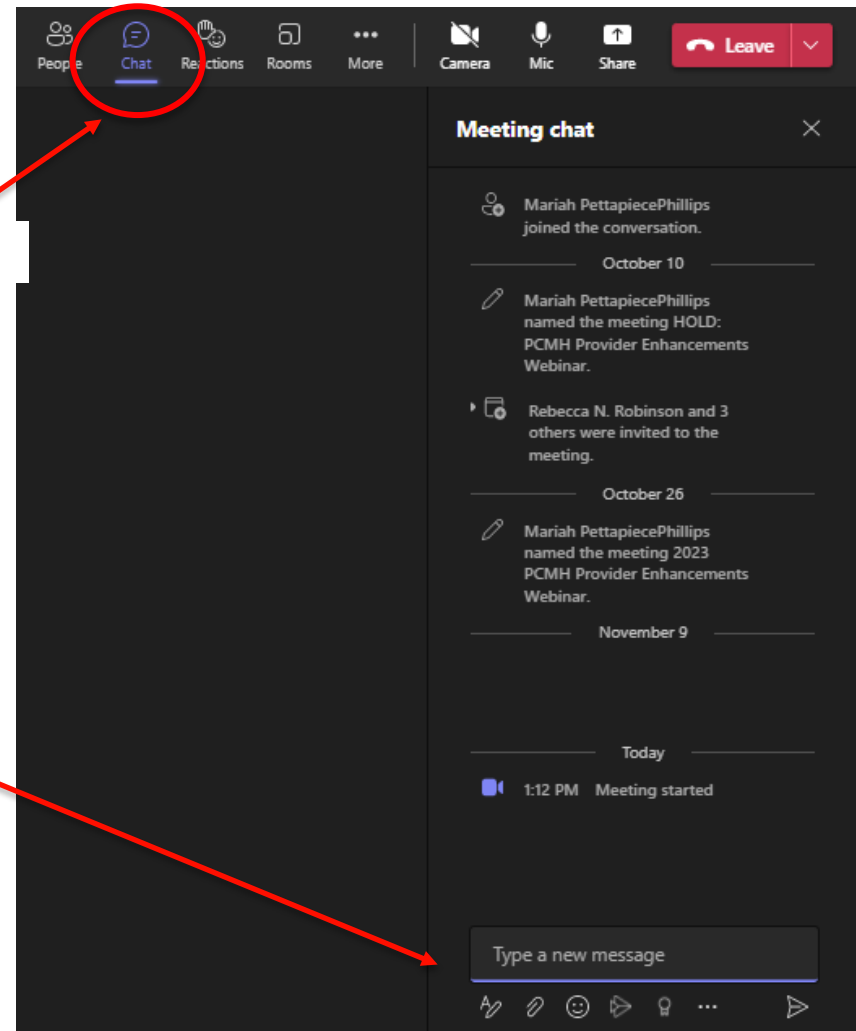
# Agenda

- **General Updates**
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  - MCO Collaboration: Engagement Evaluation Process
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  - Priority Areas
- **THL Status Enhancements**
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  - Inactive No BH Status V. ANE Status
  - Adjustments to Attributed Not Enrolled Status
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- **CCT 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
- Comments will automatically be sent to **everyone** in call
- This will also be used during all Q&A portion of the presentation



# General Updates

# Primary Care Quality (PCQ) Team

- **Anna Chandler**, Primary Care Quality Director
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- **Sara Cox**, THL Program Manager
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- **Primary Care Quality PCMH Lead**
  - Vacant
- **Michelle Bryant**, Primary Care Quality Provider Outreach & Engagement Coordinator
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- **Ginny Cooper**, Primary Care Quality Program Coordinator
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- **Alexandra (Ali) Hulten-Stroop**, Digital Quality Specialist, Care Coordination Tool
  - [Alexandra.E.Hultenstroop@tn.gov](mailto:Alexandra.E.Hultenstroop@tn.gov)

# MCO Collaboration: Engagement Evaluation Process

- In June, the 3 MCO THL teams met to collaborate on the THL Engagement Evaluation Process
- They were able to develop a guide to promote alignment in scoring and coaching during the Engagement Evaluation Process



# Initial THL Visits

- Previously, the initial THL visit was required to be completed face-to-face
- During the pandemic, initial visits were permissible to be completed via telehealth
- Update: Initial visits may continue to be completed via telehealth at the discretion of the THL provider
- Previously, initial THL visits were required to include the activity code *initiate, complete, update, or monitor the progress of a comprehensive person-centered care plan (G9004)* paired with a Billing Code
- Update: Initial visits can now include *any* THL activity code paired with a Billing Code

# Case Manager Education Requirements

- Previously, THL case managers “shall have at minimum, a bachelor’s degree, or an RN and be licensed to practice in Tennessee” (TLH POM, Section 2.2)
- Update: In addition to RNs and bachelor’s level individuals, a licensed practical nurse (LPN) is now able to serve as a THL case manager.
- Reminder: Case managers, as part of the care team, act as the primary point of contact for members and social support relationships. See Section 2.2 of the THL POM for more information regarding Program Requirement expectations.



# THL PY2023-2024 Priority Areas

- TennCare has identified the following Priority Areas for PY2023-PY2024:

**Child and Adolescent Well-Care Visits: 18-21 years old**

**7/30 Day Readmission Rate**

**Attribution Management**

- MCOs will focus on strategies to assist providers in improving performance in these Priority Areas

# THL Status Enhancements

# THL Status Review

Status	Description
Active	Member actively enrolled in THL
Attributed Not Enrolled (ANE)	Member who is attributed to a THL provider but has not yet enrolled or opted out of services
Inactive No Behavioral Health Treatment (Inactive No BH TX)	<ul style="list-style-type: none"> <li>Member who was in the Active status but has not had BH TX in the past 6 months</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li><b>Update:</b> Member who was in the ANE status but has not had BH TX in the past 24 months</li> </ul>
Inactive No Contact	Member who could not be contacted for 6 months or more and MCO has made explicit decision to put into this status
Inactive Opt-Out	Member who has explicitly expressed desire to opt out of THL
Discharge	Member who has been discharged from the program



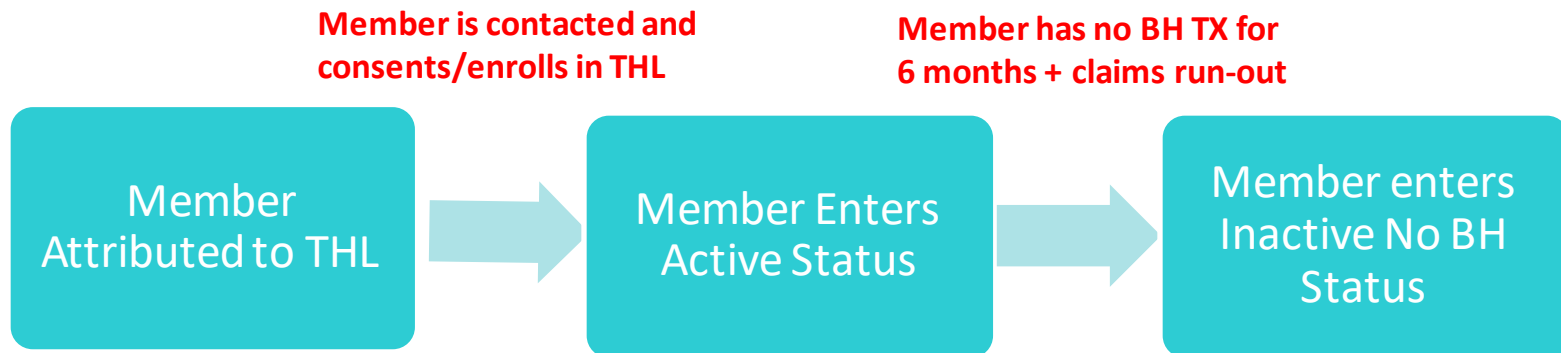
Reminder: Members must have 9 months of attribution in the Active and/or ANE Status in order to be included in the Member Panel for Outcome Payment calculations

# Attributed Not Enrolled: Concerns with Logic

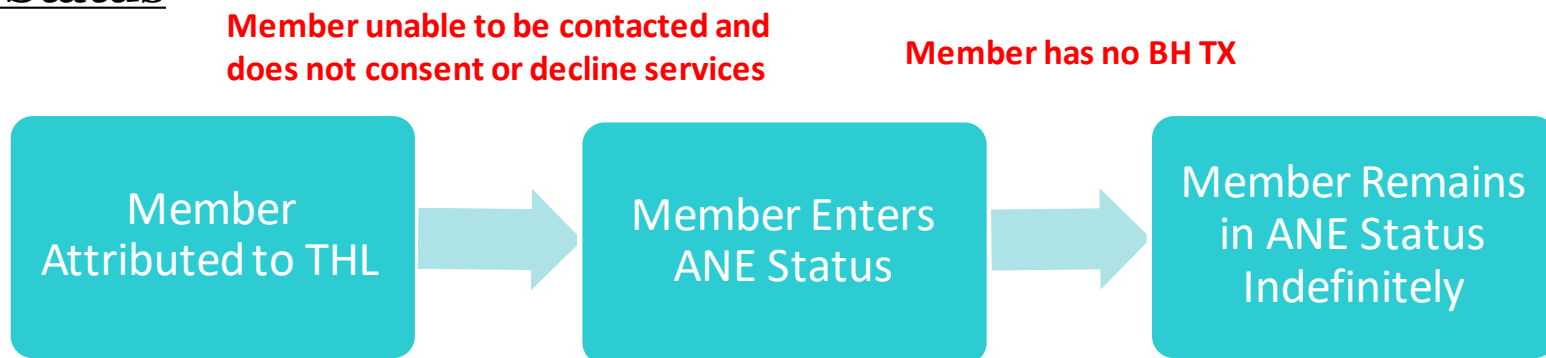
- If a member is in the Active Status and does not have BH TX for 6 months, they are placed in Inactive No BH Status
- Conversely, if a member was attributed to a THL provider and member did not enroll in or decline services for THL , they remain on the ANE status indefinitely, regardless of BH TX
- **Concern:** Providers have members who have been on the ANE status since program inception and are unable to remove them from attribution

# Current State: Active, ANE, and Inactive No BH TX Status

## Active Status

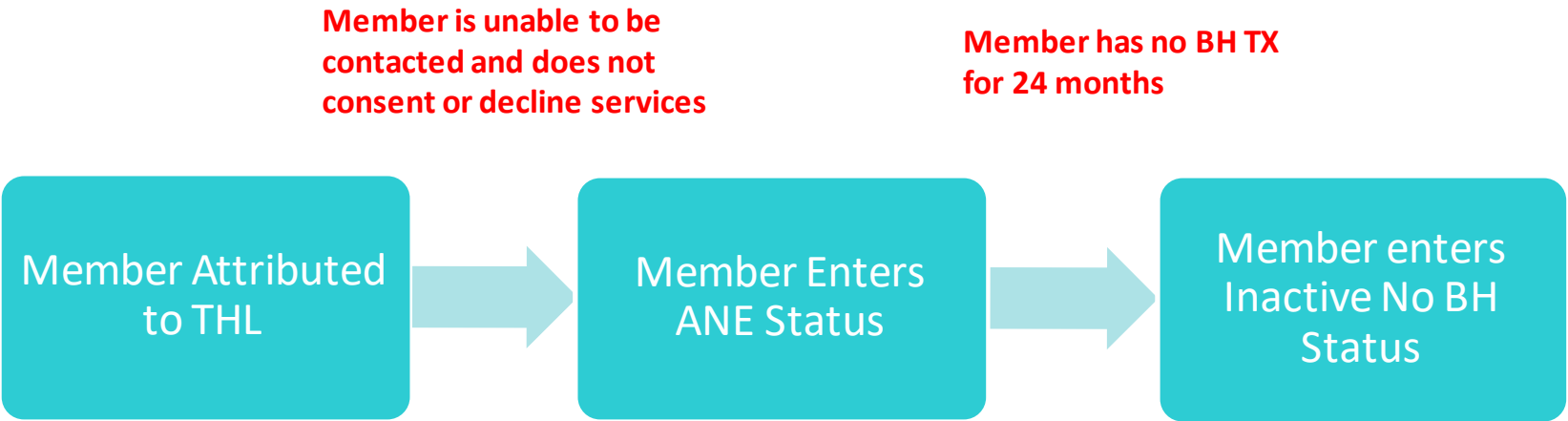


## ANE Status



# Future State: Inactive No BH TX & ANE Status

- Beginning August 2023, members in the ANE status who have not had a BH treatment in the previous 24 months, will be moved into the Inactive No BH TX status
- As a reminder, members in Inactive No BH TX status who have a qualifying BH encounter will re-enter the ANE status



# Status Enhancements: What's Next?

- Inactive No Contact and Discharge Statuses
  - TennCare is currently collaborating with MCOs to improve the operationalization of these statuses
  - The goal of these adjustments is to allow for providers to better manage their attributed panels
- Updates on Status adjustments will be provided during the 2024 Program Enhancements Webinar which will be held December 2023

# CCT Updates



# Upcoming Enhancements: Risk Condition Filters Update

- Update to the Risk Analysis, Risk Condition Filters
  - *Anticipated release: End of summer*
  - This will allow users to choose either Primary Medical and/or Primary Behavioral, with or without an additional Chronic Condition
  - Currently something must be selected in all fields, making it difficult to do the exact search needed

The screenshot displays a web-based risk analysis tool. On the left is a navigation sidebar with buttons for 'Practice Overview', 'Enrollment', 'Risk Analytics', and 'Quality Measures'. The main area contains several filter sections: 'Line of Business' (MEDICAID), 'Coverage Type' (PCMH), 'Health Plan' (Amengroup-PCMH), 'Practice' (Rural Health Services Consorturr), and 'Risk Category' (High - Critical). Below these are 'Primary Medical Condition' (Abdominal hernia), 'Primary Behavioral Condition' (Alcohol-related disorders), and 'Other Condition' (Multiple Other Conditions). A dropdown menu for 'Behavioral Condition' is open, listing various disorders such as 'Alcohol-related disorders', 'Anxiety and fear-related disorders', 'Bipolar and related disorders', 'Cannabis-related disorders', 'Depressive disorders', 'Disruptive, impulse-control and conduct disorders', 'Feeding and eating disorders', and 'Hallucinogen-related disorders'. A 'View Report' button is visible in the top right, and a 'Click Here To Modify Report Criteria' link is located below the filters.

*\*For illustration purposes only, final product may vary.*

# Upcoming Enhancements: Addition of Assigned PCP in Quality Measure Reports

- Addition of Assigned PCP Columns to the Quality Measure Reports
  - *Anticipated release: Fall*
  - This will show for both PCMH AND THL members, regardless of if their PCP is in the PCMH program
  - Addition will be seen within the tool as well as able to be exported

Measure	Met	Not Met	Exclusion/Exception	Denominator	Performance %	Variance(%)	Gaps To Meet Benchmark	Gaps Closed by Claims/ Clinical	Gaps Closed Manually
Domain: Behavioral Health									
Antidepressant Medication Management (Adults only) - Effective Continuation Phase	0	0	0	0	NA 40%	0%	0	0	0
Domain: Cardiovascular Conditions									
Controlling High Blood Pressure	0	0	0	0	NA 49%	0%	0	0	0
Domain: Diabetes: Comprehensive Diabetes Care									
Blood Pressure Control for Patients With Diabetes	0	0	0	0	NA 56%	0%	0	0	0
Eye Exam for Patients With Diabetes	0	0	0	0	NA 51%	0%	0	0	0
Hemoglobin A1c Control for Patients With Diabetes: HbA1c poor control (>9.0%)	0	0	0	0	NA 47%	0%	0	0	0
Domain: Prevention and Screening									
Immunizations for Adolescents - Total rate Combination 2	0	4203	0	4203	0% 26%	26%	1093	0	0

Member ID	Last Name	First Name	Code & Description	Date Documented/ Performed	Rendering Provider	Source	MCO Name	Attribution Start Date	Attribution End Date	FHL Status

\*For illustration purposes only, final product may vary.



# Dates and Announcements

- Provider Performance Report Survey- Closes on **Friday, July 21<sup>st</sup> COB**
  - Link in chat
  - Can also be found in email or June PCT Newsletter
- Final PY2022 Provider Performance Reports for will be delivered **August/September 2023**
- 2024 Program Enhancements Webinar will be held in **December 2023**



**THANK YOU**

**Questions?**