

The Patient 1st PMP's Role in the Health Home Program: Part I

March 4, 2015



Agenda



- I. What to Expect on April 1
- II. What are the Health Home Program Benefits to Patient 1st PMPs?
- III. Questions
- IV. Next Steps

What to Expect on April 1

Section 1



Health Home Program Panels

- Patient 1st PMPs can obtain a Patient 1st and Health Home panel on the first of each month at the Alabama Medicaid Interactive Portal:
 - <https://www.medicaid.alabamaservices.org/ALPortal>



Panel Components

1. **Recipient Status:** Noted at the top of each page
 - Pending Recipients
 - Continuing Recipients
 - Terminated Recipients
2. **Demographic Information**
3. **Medicaid Number**
4. **Assignment Effective/End Date**
5. **Aid Category**
6. **Reason Assigned to PMP**
7. **County Code**
8. **Review Date**



Payment Considerations for April

- All Patient 1st PMPs who have contracted with one or more Health Home Program will receive:
 - \$8.50 for each recipient qualifying for Health Home Services
 - \$0.50 for all other Patient 1st recipients on their Panel
- Case Management fees will continue to be made on the first check write of the month to Patient 1st PMPs.

Interactive Web Portal Update

- Changes have been made to the Capitations Payment Listing. This report is available for downloading by Patient 1st PMPs after the 1st check write each month via the Interactive Web Portal.
- This listing has been updated to include information for both the recipient and the Probationary RCO.
- The report will list the Probationary RCOs associated with the participating PMP in the PMP section of the report.
- A new column will be added to the recipient section providing the associated Probationary RCO (s) if applicable.
- A code legend for the Probationary RCO will be available at the end of the report.

Immediate Actions for Patient 1st PMPs

- To participate in the expanded Health Home program, Patient 1st PMPs must complete the following steps:
 - **Execute Health Home contracts with one or more Probationary RCOs**
 - Deadline has passed for submission of Health Home contracts.
 - **Submit an Individual Patient 1st Enrollment Agreement to HP**
 - Deadline has passed for submission of Individual Patient 1st Agreements.
 - All Patient 1st PMPs (including currently enrolled) were required to submit a new Individual Patient 1st Enrollment Agreement.
 - Recipients will be assigned to individual NPI numbers (not group number).
 - If a Patient 1st PMP is enrolled as a group, assignments will be made to participating Patient 1st PMPs within the group.

Patient 1st PMP Responsibilities

- ✓ Complete a PMP contract with Probationary RCO(s) contracted for the Health Home program in your area.
- ✓ Anticipate contact from the Probationary RCO(s) contracted for the Health Home program to discuss operational considerations through meetings and trainings.
- ✓ Participate in the regional quarterly medical management meetings.
- ✓ Refer recipients to the Probationary RCO(s) contracted for the Health Home program for needed resources.

Contact Information: Probationary RCOs Contracted for the Health Home Program

- PMPs may contact the Probationary RCOs in any region to participate in the Health Home Program.
 - More contacts can be found on Medicaid’s website

Region	Probationary RCOs	Contact Name	Phone #
A	<ul style="list-style-type: none"> • Alabama Community Care – Region A • My Care Alabama 	<ul style="list-style-type: none"> • Dana Garrard • Rachel Muro 	<ul style="list-style-type: none"> • (256) 382-2366 • (205) 220 – 1400
B	<ul style="list-style-type: none"> • Alabama Care Plan 	<ul style="list-style-type: none"> • Anna Velasco 	<ul style="list-style-type: none"> • (205) 558 – 7641
C	<ul style="list-style-type: none"> • Alabama Community Care – Region C 	<ul style="list-style-type: none"> • Tina Stevenson 	<ul style="list-style-type: none"> • (205)553-4661
D	<ul style="list-style-type: none"> • Care Network of Alabama 	<ul style="list-style-type: none"> • Kim Eason 	<ul style="list-style-type: none"> • (334) 528-5867
E	<ul style="list-style-type: none"> • Gulf Coast Regional Care Organization 	<ul style="list-style-type: none"> • Sylvia Brown 	<ul style="list-style-type: none"> • (251) 380-8440



What are the Health Home Program Benefits to Patient 1st PMPs?

Section 2





Health Home Program Services and Benefits

- The Health Home program is set up to add an additional level of support to Patient 1st PMPs

Service Type	Care Coordination	Transitional Care	Medication Management
Provided By	<ul style="list-style-type: none"> • Nurses • Licensed Social Workers 	<ul style="list-style-type: none"> • Nurses • Social Workers 	<ul style="list-style-type: none"> • Pharmacists
Services to Include	<ul style="list-style-type: none"> • Completion of psychosocial assessments to determine needs of recipients. • Referral for needed resources including transportation, financial assistance, food, and support services. • Providing education regarding chronic illness and provided support in managing their care. 	<ul style="list-style-type: none"> • Assist patients transitioning from one level of care to another. • Partnering with medical facilities to develop discharge plans. • Medication reconciliation. • Education and support services in managing chronic conditions 	<ul style="list-style-type: none"> • Medication reconciliation. • Education to recipients regarding medication management.

Health Home Program Benefits to Participating Patient 1st PMPs



- The Health Home program is an opportunity for nurses or social workers to work within Patient 1st PMP's practice for greater access to recipients.
- Behavioral Health Nurses to assist in integrating medical and behavioral health care.
- Regular meetings with regional providers to discuss medical issues and utilization management based on data in order to develop initiatives to improve the quality of life for recipients.

Health Home Program Case Studies

SUCCESS STORIES



Questions

Section 3



Questions Received by the Agency: Health Home Services



Will patients that are in the Health Home services be “home bound” and receive Home Health services and not come to Doctor visits?

This is not “home health”. Health Home services provide intense care coordination for recipient’s with chronic conditions or a serious mental health condition. These services include a social worker or nurse to assist patient through community resources, education, and transitional care services.

Questions Received by the Agency: Panel



What is panel size?

Panel size represents the number of patients assigned to a Patient 1st PMP. Specialists do not have assigned recipients. Generally, PMPs may have up to 1,200 patients although that may be increased up to 2,000 if physician extenders (limit of two) are employed within the practice.

How does the Health Home program affect a PMP's current Patient 1st panel?

Implementation of the Health Home program will not change a PMP's current panel. Patient 1st recipients will continue to have the ability to choose the doctor or clinic for their PMP and change PMPs as is presently done.

Questions Received by the Agency: Panel



We are only accepting current patients that are on our roster or those current patients that for some reason become Medicaid eligible. Do we have to accept other/new patients?

There are no anticipated changes to what you are doing now. PMPs determine their panel size.

I currently have a disease-specific clinic (HIV), but I provide primary care to Medicaid recipients with that specific disease. If I were to sign up for Health Home Program, do I have to see non-HIV Medicaid patients as well?

No, your panel may remain the same.



Questions Received by the Agency

**Can I have patients in both a Health Home and in Patient 1st?
What if some of my patients choose not to participate in the Health Home but are still in the Patient 1st program in the next one to two years?**

Yes, In order to participate in the Health Home, the patient must be in the Patient 1st Program or opt-in the program as a dual eligible recipient. It the choice of all qualified recipients whether or not they participate in the Health Home Program.

Is the case management fee for Patient 1st recipients or just those recipients with those specified chronic illnesses?

The case management fee is \$.50 for all Patient 1st recipients. If the PMP has contracted with the Probationary RCO for Health Home services, the PMP will receive an additional \$8.00 for all Patient 1st recipients with the specified chronic conditions.

Next Steps

Section 4



Questions?

- The Agency wants to support you – *how can we help?*



Resources:

RCOPortal@Medicaid.Alabama.gov

PMP Enrollment: 1-888-223-3630 Option 1 or pamela.mitchell@hp.com

PMP Assistance Center: 1-800-688-7989

Patient 1st Policy Questions: Latonda.cunningham@medicaid.alabama.gov or Gloria.wright@medicaid.alabama.gov

www.Medicaid.Alabama.gov > Newsroom>Regional Care Organizations

http://medicaid.alabama.gov/CONTENT/2.0_newsroom/2.4_Procurement.aspx



HP PMP Representatives

Call 1-855-523-9170
and enter a seven digit extension:

HP Provider Representative	Extension
Catherine Jackson	1121067
Jim Allen	1121043
Karita Patillo	1121047
Tori Tillery-Dennis	1121064
Gayle Simpson-Jones	1121065
Misty Nelson	1121077
Melissa Gill	1121058
Aleetra Adair	1121057
Debbie Smith	1121066
Lauryn Morgan	1121048
Whitney Anderson	1121025

Please Remember...

- Our goal is to have a seamless transition to the state wide expansion of the Health Home Program
- Deadlines are important!
 - Respond to requests from Probationary RCOs
- Failure to complete requests can impact recipient assignment and delay in payment
- Wednesday webinars are scheduled at noon through March:
 - RCO LOI Process (March 11th)
 - PMP Health Home Responsibilities: Part II (March 18th)