NCM/Care Coordination Best Practice Sharing

Minutes

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| Date: Tuesday, 6 14 16 Start/End Time: 8:00 – 9:30 am |
| **Location: RIQI 50 Holden Street, Providence RI (Washington) Call in number: 508-856-8222 Code: 2525 (Host: 2116)** |
| Meeting Information: |  | **Attendees** |
| Meeting Purpose/Objective: Best practice sharing amongst CTC Care Managers : * Health Advocates: Using members of the care team for ED and express care follow up
* Integrated Care Initiative: Services available for patients that have Medicare and Medicaid
* Shared decision making: practice implementation
* Updates: OHIC, Quality Measures, Learning opportunities, Care Management Reporting (United), CPC+

Attachments: * 10/20/16: Learning Collaborative flyer: “Advancing Primary Care: Practicing with Value”
* Integrated Care Program and Frequently asked questions
* 2016 Quality measures
* CPC+ : Frequently Asked Questions
* Health Advocate: Job description, telephone encounter, roles, for to fax telephone encounter
 |  | Deb Hurwitz, CTCPano Yeracaris, CTC Susanne Campbell, CTCCandice Brown, CTC Hannah Hakim, PCMH Kids Ward Harrison, RN BSN Univ. MedDiana Beaton, EOHHS Jen Bowdoin, ICI Project Lead Virginia Paine, Tri-TownAudrey Kendig, Univ. MedBeverly Card, GBHDanielle Jacques, Ocean State MedPriscilla Carriero, Southcoast HealthPauline Sedgeman, CCAPSandra Mota, NardoneElena Morgans, UMLucy Throckmorton, Affinity Fam MedMarie Padilla, South County HealthAnn Marie Peters, Pediatric Assoc.Lisa Schiffmann, WellOne Prim MedGail Roy, South County HealthEileen Hogan, PCHCMehattie Dorsey, PCHC | Nicolette Bastien, UMDale Rogoff Greer, UHCErin Gill, Barrington Fam MedEvelyn Sanchez, CCAPJulie Lemaire, CCAPKathy Roy, Affinity – CNELiz Fortin, S.C. HealthLori Bettencourt, S.C. HealthCameron Grant, BrownDeb Andrade, CCMA – PontiacJenny Richard, SouthcoastMariana Peterson, Solmaz B. DOSuzanne Herzberg, BrownMary Jane Lorden, WHRSCharlotte Crist, BCBSRIDiane Howes, Southcoast HealthAlayna Woodley, WHRSKathleen Congdon, WMCHeidi Perreault, BCBSRIScott Hewitt, BrownDonna FordShabnam Hashemi, PCHC |  |
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| # | Owner / Time  | Comments |
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| 1 | Susanne/Deb 5 minutes  | **Welcome*** Introductions
* Review agenda
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| 2.3  | Update Susanne /Deb 15 minutes Jen Bowdoin ICI Project Lead Diane Beaton EOHHS 30 minutes  | **OHIC:** Care Coordination payment, quality reporting, attestation **Quality Measures :** SIM Alignment: changes to quality reporting 1. **United:** UnitedHealthcare Medicaid will be transitioning to receiving NCM activity reports on a QUARTERLY basis.  The Medicaid high risk reports are posted to the portal on a quarterly basis (January, April, July, October). The report that is downloaded from the portal can be worked throughout the quarter, and will be due the 20th of the month following the close of the quarter (January, April, July, October).  Example: April’s report is pulled, worked through the quarter, and sent in by July 20th.

Completed reports should be sent via secure email to mcaidreports@uhc.com.  The next time a Medicaid report will be due is July 20, 2016.1. Practices no longer have to complete reports for NCM activity for the commercial population.  Please continue to use the high risk reports that are available in the portal to identify patients per your practice’s usual protocol.

**Integrated Care Initiative** **Program Information** **Discussion**  |
| 34. | Ward Harrison RN BSNManager Clinical Practice and Training University Medicine 20 minutes UpdatesSusanne Campbell 15 minutes  | **Using the Practice Team for follow up on patients using the ED and Express Care** Role and Responsibilities of the Health AdvocateDiscussion**Comprehensive Primary Care Plus (CPC+)** **Learning Opportunities:** Update on 10/20/16 Learning Collaborative, Next NCM meeting Program on “Frail Elderly” with CEU’s can case presentation ; feedback on Medical Assistant Training Program **Shared Decision Making:** Practice discussion on implementation  |
|  | Deb/Susanne  | **Next Meeting: Change in Location and Date** July: Meeting will move to the 3rd Tuesday of the month (7/19/16 and be held at 301 Metro Center Blvd Warwick RI 2nd floor ) |
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**ACTION ITEM LOG**

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| **Added** | **Ref. #** | **Assignee** | **Action /Status** | **Due** | **Closed** |
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