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, CTC  Pano Yeracaris, CTC  Susanne Campbell, CTC  Candice Brown, CTC  Hannah Hakim, PCMH Kids  Ward Harrison, RN BSN Univ. Med  Diana Beaton, EOHHS  Jen Bowdoin, ICI Project Lead  Virginia Paine, Tri-Town  Audrey Kendig, Univ. Med  Beverly Card, GBH  Danielle Jacques, Ocean State Med  Priscilla Carriero, Southcoast Health  Pauline Sedgeman, CCAP  Sandra Mota, Nardone  Elena Morgans, UM  Lucy Throckmorton, Affinity Fam Med  Marie Padilla, South County Health  Ann Marie Peters, Pediatric Assoc.  Lisa Schiffmann, WellOne Prim Med  Gail Roy, South County Health  Eileen Hogan, PCHC  Mehattie Dorsey, PCHC | Nicolette Bastien, UM  Dale Rogoff Greer, UHC  Erin Gill, Barrington Fam Med  Evelyn Sanchez, CCAP  Julie Lemaire, CCAP  Kathy Roy, Affinity – CNE  Liz Fortin, S.C. Health  Lori Bettencourt, S.C. Health  Cameron Grant, Brown  Deb Andrade, CCMA – Pontiac  Jenny Richard, Southcoast  Mariana Peterson, Solmaz B. DO  Suzanne Herzberg, Brown  Mary Jane Lorden, WHRS  Charlotte Crist, BCBSRI  Diane Howes, Southcoast Health  Alayna Woodley, WHRS  Kathleen Congdon, WMC  Heidi Perreault, BCBSRI  Scott Hewitt, Brown  Donna Ford  Shabnam Hashemi, PCHC |  |
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| # | Owner / Time | Comments |
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| 1 | Susanne/Deb  5 minutes | **Welcome**   * Introductions * Review agenda |
| 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](mailto: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** |
| 3  4  . | Ward Harrison RN BSN  Manager Clinical Practice and Training  University Medicine  20 minutes  Updates  Susanne Campbell  15 minutes | **Using the Practice Team for follow up on patients using the ED and Express Care**  Role and Responsibilities of the Health Advocate  Discussion  **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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