

Please see the message below from BCBSM regarding PCMH capabilities. Almost every NPO PCMH practice already meets these requirements; Sharon will be following up with those very few that do not. Please contact me with any questions.

On Behalf Of Share, David M.D.

Subject: Please read for an important message from Blue Cross Value Partnerships' leadership about the PCMH program.

Importance: High

Dear PO Partners,

Thanks to your commitment and hard work over the past nine years, our Patient-Centered Medical Home program has matured into a highly successful, nationally recognized model for practice transformation. Ours is the only PCMH-designation program in the country that requires robust PCMH infrastructure and care processes (a minimum of 50 PCMH capabilities), as well as strong quality and use performance.

As the visibility of the program has increased, members and customers have become increasingly aware of the importance of key elements of the program—in particular those most evident to patients, such as 24/7 telephone access, the patient-provider partnership, systematic processes for appointment reminders and tracking of needed tests and abnormal results, and the ability to connect patients to community resources.

To ensure that the PCMH program delivers a consistent experience to patients and meets customer expectations, in 2018 we plan to begin requiring that practices have six core capabilities implemented in order to qualify for PCMH designation. As the table below shows, each of the core capabilities has already been implemented by 94-100% of PCMH-designated practices. Overall, 90% of PCMH-designated practices have all six of these capabilities in place. (If necessary, practices that have designation status in the program year 2017-2018 will be granted a one year grace period until January 2019 to meet this requirement, but given the increasing customer interest in our PCMH program, we ask that POs and practices make every effort to implement any missing capabilities as soon as possible.)

From the outset, as we designed the PCMH program in collaboration with our PGIP provider partners, we have recognized the importance of providing POs and practices with the flexibility to chart their own path to practice transformation, and we remain committed to that key principle. These six core capabilities are relevant to all PCP practices and are central to a patient's PCMH experience. Requiring them for designation will enable us to assure customers that every BCBSM PCMH-designated practice in Michigan has the foundational care processes that they and their employees expect from a high-value primary care practice.

We will be disseminating this information to the PGIP community through multiple channels of communication in the coming months. Please ensure that your practices are informed of this new policy.

As always, we thank you for your dedication and partnership, and your commitment to delivering health care that is truly patient-centered.

Sincerely,

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Core PCMH Capabilities Required for PCMH Designation beginning 2018*

	PCMH Domain	PCMH Capability #	Description
1	Patient-Provider Partnership	1.1	Prepared to implement patient-provider partnership with each current patient
2	Individual Care Management	4.6	Systematic approach in place for appointment tracking and reminders
3	Extended Access	5.1	24-hour phone access to clinical decision-maker
4	Test Tracking	6.2	Process in place to ensure patients receive needed tests and practice receives results
5	Test Tracking	6.5	Systematic approach to ensure patients receive abnormal test results
6	Linkage to Community Services	10.2	PO maintains community resource database/central repository of community resources

*Practices designated in 2017 will be granted a year's grace period if necessary, to January 2019