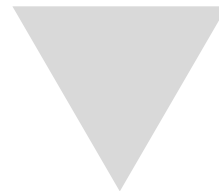
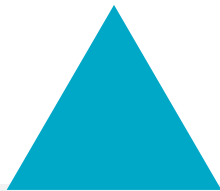


HEALTH WEALTH CAREER

PCMH+ WAVE 1 EVALUATION TOOLS

JUNE UPDATE

June 14 2017



PCMH+ WAVE 1 EVALUATION TOOLS OVERVIEW

Monthly Participating Entity (PE) Compliance Reports

Participation Summary

Opt Out Survey

Grievance Report

CAHPS

Mystery Shopper

Claims and Utilization

PCMH+ Compliance Reviews

PCMH+ WAVE 1 EVALUATION TOOLS

MONTHLY PE COMPLIANCE REPORTS

- The first monthly submissions were received for the month of April.
- DSS and Mercer evaluate submissions for trends and compliance with program requirements.
- Moving forward, monthly reports are due by the 15 of each month.

PCMH+ WAVE 1 EVALUATION TOOLS PARTICIPATION DETAIL REPORT

Initially Assigned Enrollees:

135,169

Enrollees In Program as of May 1:

112,494

Opt Outs YTD:

1,802

Loss of HUSKY
Eligibility YTD:

18,716

Move to Excluded
Category YTD:

2,157

PCMH+ WAVE 1 EVALUATION TOOLS

OPT OUT SURVEY FINDINGS

- DSS staff surveyed members who opted out after the start of the program to identify any potential negative impact of the PCMH+.
 - Of the 72 households that had members who opted out of PCMH+ from January through April 2017, 20 households had working telephone numbers; of these, we successfully reached 7 heads of households. DSS used open-ended questions about their choice not to be in the Program after reassuring them their responses would be held in strict confidence.
 - Most members reached in the survey expressed confusion about the welcome letter and, as a result, were uncertain how PCMH+ would impact them and/or were reluctant to make changes. Specific feedback included:
 - “Was afraid to make changes if there was an emergency
 - “Had not had a hard time with anything with HUSKY and will not change. Very appreciative of HUSKY.”
 - “Not remember mail and had little time with insurance so did not want to make changes”.
 - “I had read what I received and decided not to participate”.
 - “Did not understand [the letter] & just responding to request, did not want to change anything”.
 - “Does not want to change her clinic or pay any money”.

PCMH+ WAVE 1 EVALUATION TOOLS GRIEVANCE REPORT

- PCMH+ Complaint report received for January – April 2017.
- Next steps: Compare the 2017 report to historic complaint results and identify trends and outliers.

PCMH+ WAVE 1 EVALUATION TOOLS

CAHPS

- 2015 (Pre-PCMH+) PCMH CAHPS Member Satisfaction Survey with Provider Services provided to CMC.
 - Overall satisfaction with providers remained consistently high among adult HUSKY members (92.8%) and child HUSKY members (98.6%).
 - Slight decreases were recorded in the ability to access care needed right away among child HUSKY members (95.8% in 2015 over 97.8% in 2014) and in access to routine care (95.8% in 2015 over 98.2% in 2014).
 - Adult HUSKY members reported providers were informed and up-to-date about care received from specialists at a higher rate in 2015 (90.1%).
 - Providers were rated consistently positive in the courtesy and respect they showed HUSKY members (95.0%) and for respondents on behalf of child HUSKY members (96.5%).
 - More adult HUSKY members (91.7% in 2015 over 89.4% in 2014) reported their provider followed-up on test results.
 - Providers noted strong increases in the area of long-term planning of health goals with HUSKY members (65.4% in 2015 over 58.1% in 2014).

PCMH+ WAVE 1 EVALUATION TOOLS

MYSTERY SHOPPER

- 2016 (Pre-PCMH+) Mystery Shopper results provided to CMC.
 - 77.7% of surveyed practices were accepting new patients in 2016.
 - In 2015, 74.3% were accepting new patients.
 - 75.6% of practices with open panels that are accepting new patients offered an appointment when the patient's HUSKY insurance was revealed in 2016.
 - In 2015, 81.3% offered an appointment when the patient's HUSKY insurance was revealed.
 - 58.7% of surveyed practices with open panels offered an appointment to a HUSKY patient in 2016.
 - In 2015, 60.4% offered an appointment to a HUSKY patient.

PCMH+ WAVE 1 EVALUATION TOOLS

CLAIMS AND UTILIZATION

- Some claims information will be available before July 2018.
 - Providers have access to concurrent claims data through the provider portal including medical, behavioral, dental and pharmacy claims.
 - DSS and CHN also have access to the concurrent claims data and can monitor data that does not require claim run out such as pharmacy point-of-sale data.
- Full claims data with run-out will be available after July 2018 for Wave 1.
- The claims data will inform and provide additional detail for the following reports:
 - PCMH+ panel report
 - ED utilization report
 - Inpatient claims report
 - Daily admission and discharge report
 - Various gaps in care reports (e.g. child well care, adult well care, child diabetes)

PCMH+ WAVE 1 EVALUATION TOOLS COMPLIANCE REVIEW

- Document request sent to Participating Entities June 6, 2017:
 - Solicits documentation from Participating Entity members that demonstrates compliance with RFP requirements.
 - Documents to be evaluated by DSS and Mercer teams prior to onsite reviews at each Participating Entity which commence in August 2017.
 - Participating Entities to submit their documents by June 29, 2017.
- Desk Review: submissions will be evaluated by Mercer and DSS in July 2017.
 - Areas with gaps in information provided and potential areas of non-compliance will be noted for follow-up during the onsite reviews.
- Onsite reviews of each Participating Entity are scheduled for August 2017.

PCMH+ WAVE 1 EVALUATION TOOLS

ONSITE REVIEWS

- Onsite reviews will include:
 - Interviews with Participating Entity program management staff to review operational processes and follow up on any gap areas of non-compliance noted during the desk review.
 - Interviews with PCMH+ care coordinator(s).
 - Interviews with PCMH+ members to evaluate member experience.
 - PCMH+ member record reviews.
- Expected to last 6-8 hours.
- Responsibilities of Participating Entities include:
 - Providing requested materials.
 - Ensuring care coordinators and the PCMH+ clinical director and senior leader participate in the onsite review and interviews.
 - Facilitating voluntary participation by at least two PCMH+ members for interviews.
- Summary report with findings for each of the Participating Entities with strengths and opportunities for improvement will be produced September - October 2017.

MAKE



**TOMORROW,
TODAY**