Person-Centered Medical Home: A Medical Home is About You

Learning Objectives

- Understanding a Person-Centered Medical Home (PCMH)
- What you, the patient, can expect from your PCMH team
- Engaging with your PCMH team

Connecticut Person-Centered Medical Home

What is a Medical Home?

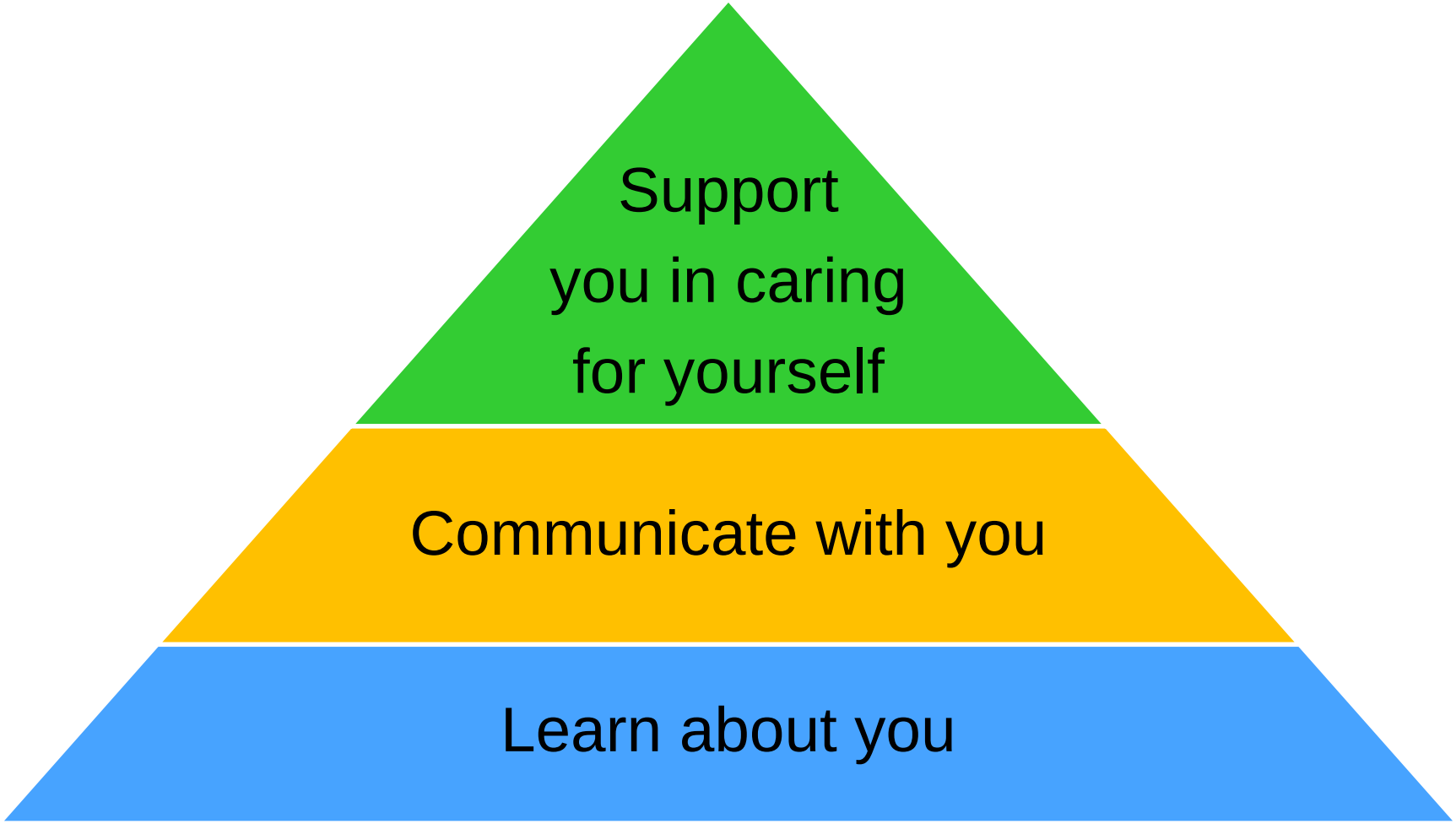
- Primary care practice that provides person-centered, comprehensive and coordinated care
- Care is organized around you
- Led by a primary care provider that connects you with other healthcare professionals when you need them
- Provides improved access to care, improved efficiency of care, and improved coordination of care resulting in higher quality of care

Team Based Care

You are an active member of your own health care team

- You will have a chance to explain the health care needs that are really important to you
- Your care team will answer questions to help you better understand your health
- Practice team is respectful of your decisions in care
- Your care team will help you find and connect with a specialist when needed
- When you have concerns about your health, your medical home team will work with you to determine the best possible plan of care

Care Team Responsibility



How a Medical Home Works for You

In a medical home, your care team:

- Is available 24/7
- Knows you and your health history
- Makes sure you understand your condition(s)
- Helps you coordinate your health care

Open Access

- Your practice reserves time for same-day appointments
  - Urgent care
  - Follow up appointment after discharge from the hospital or ED
  - Routine Care (usually within a week)
- Extended hours for appointments
  - Evening hours
  - Weekend hours
- Walk in appointments
  - Some practices allow access for walk in appointments without a scheduled appointment

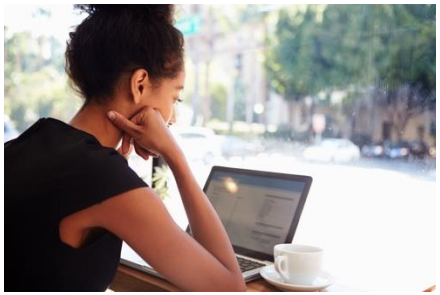
Access to Clinical Advice

- Clinical information available during office hours and when the office is closed
- Timely clinical advice by telephone
- Timely clinical advice by secure, interactive electronic system (email, for example)

Electronic Access

Some PCMH practices provide a secure online web portal for their patients

- Available for you to view your health information
  - Appointment history
  - Test results
  - Preventive screenings and immunizations that you need
- You can request appointments, prescription refills and referrals



Medical Home Responsibilities

The practice is responsible for letting you know

- Practice hours of operation
- Services you can expect from the practice
- Who to contact for specific concerns, questions and information
- The roles for each member of your care team

Culturally and Linguistically Sensitive Services

Your PCMH practice understands and meets your cultural and linguistic needs by:

- Assessing your language needs
- Providing printed materials available in your language
- Providing interpretation or bilingual services to meet your needs

Management of Health Data

The practice uses an electronic medical record system to record and track your information

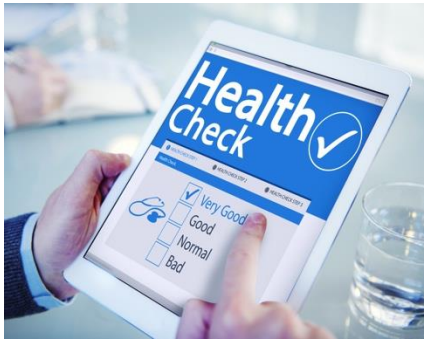
Monitored data includes:

- Date of birth
- Sex
- Preferred language
- Telephone numbers
- Email addresses
- Ethnicity/race
- Occupation
- Primary caregiver
- Health insurance information
- Presence of advance directives
- Health care team contact information
- Legal guardian

Health Assessment

To understand your health risks and information needs, the practice collects and regularly updates your healthcare assessment

- Includes physical, social and behavioral assessments
  - Family/social/cultural needs
  - Medical history of your family
  - Behaviors affecting your health
  - Mental health/substance use history about you and family
  - Depression screening
  - Age and gender appropriate immunizations and screenings



Care Management & Support

Practices assist you with the management of your health by providing:

- A self-care plan that you have completed with your provider
- Educational resources to help you learn about health information that is relevant to you
- Tools to assist you with managing your health
- Ongoing support

Care Coordination

The PCMH care team:

- Tracks lab and imaging tests
- Tracks referrals to specialists
- Monitors interactions with other health care facilities and providers
- Records all information in the electronic medical record

Measure & Improve Performance

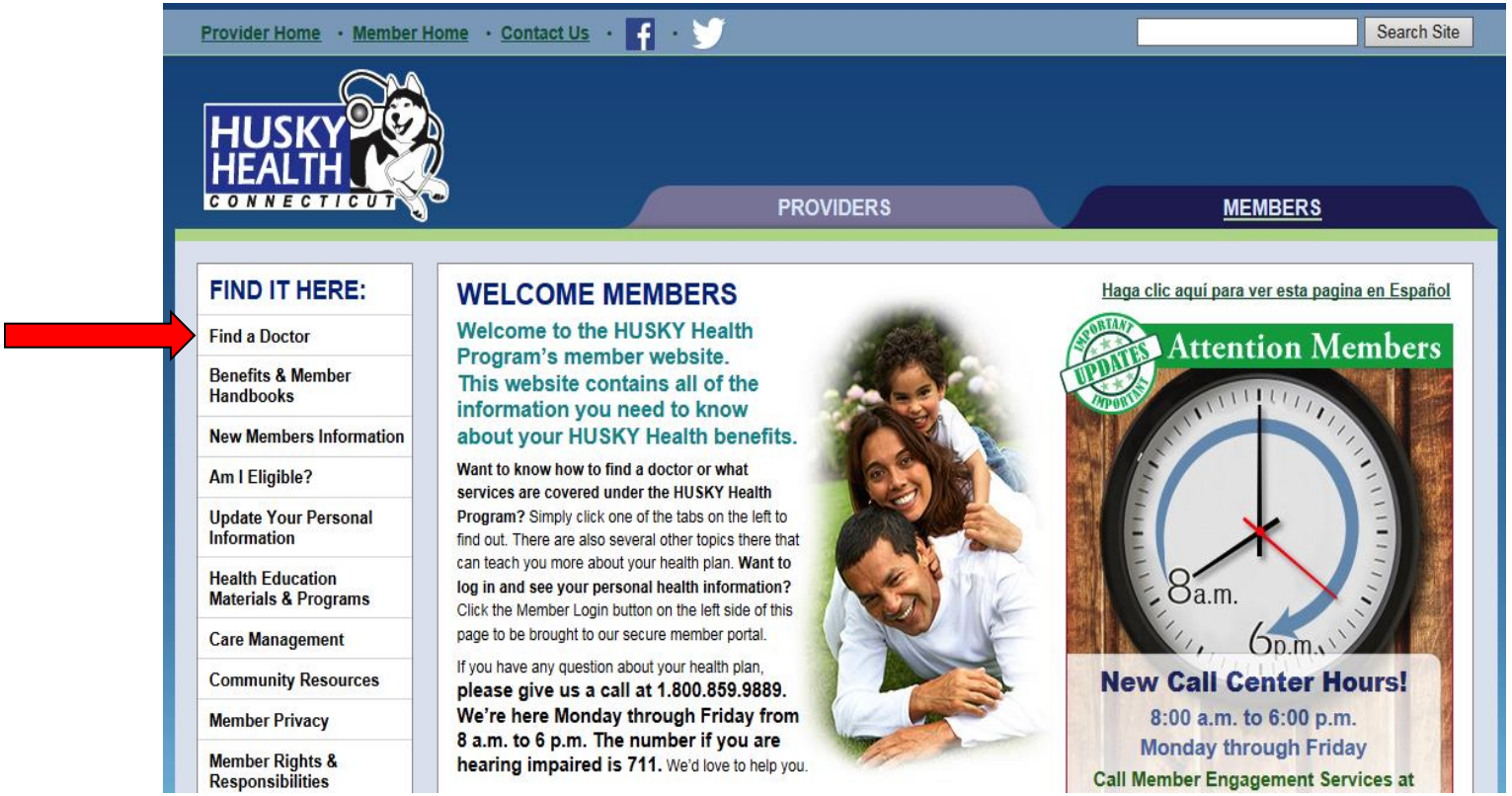
The Practice is responsible for their own quality improvement processes:

- Choose preventive care, chronic/acute care, and patient experience measures
- Develop practice goals for improvement
- Continuously measure the progress
- Report success

Committed to Your Care

How Do I Find a PCMH Practice?

- Go to www.huskyhealth.com and select "***For Members***"
- Select "***Find a Doctor***"



How Do I Find a PCMH Practice?

- Select “View a List of PCMH Practices”

Provider Home • Member Home • Contact Us • Search Site

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Tell us how we’re doing:
Rate your website experience by answering a few simple questions
Click

PROVIDERS MEMBERS

FIND IT HERE:

- Find a Doctor
- Benefits & Member Handbooks
- New Members Information
- Am I Eligible?
- Update Your Personal Information
- Health Education Materials & Programs
- Care Management
- Community Resources
- Member Privacy
- Member Rights & Responsibilities

FIND A DOCTOR

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Patient-Centered Medical Home (PCMH) Practices

Your Primary Care Provider (PCP) is the main source of your healthcare. Some PCPs are part of a Patient or Person-Centered Medical Home (PCMH). In a PCMH, a team of providers works closely with you and your other providers to assist with every part of your healthcare.

Members may call: 1.800.859.9889

View a list of PCMH Practices

Medical

Medical providers can be primary care providers, specialists, medical equipment providers, labs, hospitals, outpatient medical facilities, and a host of other medical providers to meet all your medical needs.

Click for Search Instructions

Members may call: 1.800.859.9889

Providers may call: 1.800.440.5071

TTY: 711

Search for a Provider

Choose a Listed PCMH Practice

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KRAMES PATIENT EDUCATION

KRAMES Patient Education offers access to over 4,500 health related topics.

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What is a PCMH medical practice?

- A PCMH is a **Patient or Person-Centered Medical Home (PCMH)**.
- A PCMH is a different way to get primary care.
- In a medical home, the provider leads a team that works closely with you to help with every part of your healthcare. You are a major player on that team.
- The team works with you to stay healthy by treating illness and keeping up with preventive care, like immunizations, vaccines, and cancer screenings, depending on your specific healthcare needs.
- Practices can often see you when you need to be seen and on some days are open into the evenings. You don't have to go to the Emergency Department for care that is not an emergency.
- Many practices can talk to you through a link on their website as well as by phone.
- The PCMH team keeps in contact with your other providers to follow your care.

Connecticut Person-Centered Medical Home

You can select a provider **that is accepting new patients** in one of the PCMH practices below as your Primary Care Provider by calling Member Services at 1.800.859.9889. Member Services can help you make an appointment or you can call the practice directly and make an appointment.

PCMH Private Practices:

- Andrews Adade, MD
- Avon Health
- Backus Physician Services (BPS)
- Barochia Internal Medicine, LLC
- Bristol Hospital Multi-Specialty Group (7 Sites)
- Candlewood Valley Pediatrics PC
- Canterbury Pediatrics
- Family Practice & Internal Medicine LLC, dba CareMedica (3 Sites)
- Childcare Associates

Hospital Outpatient Clincs:

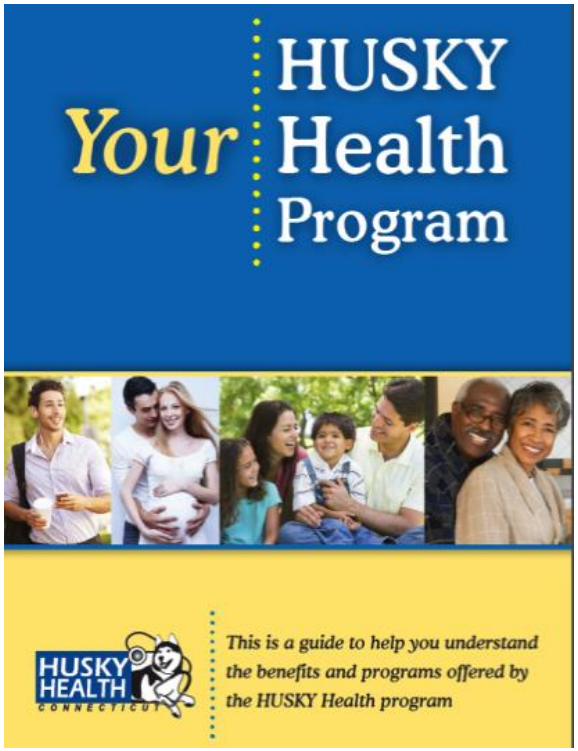
- Danbury Hospital Co

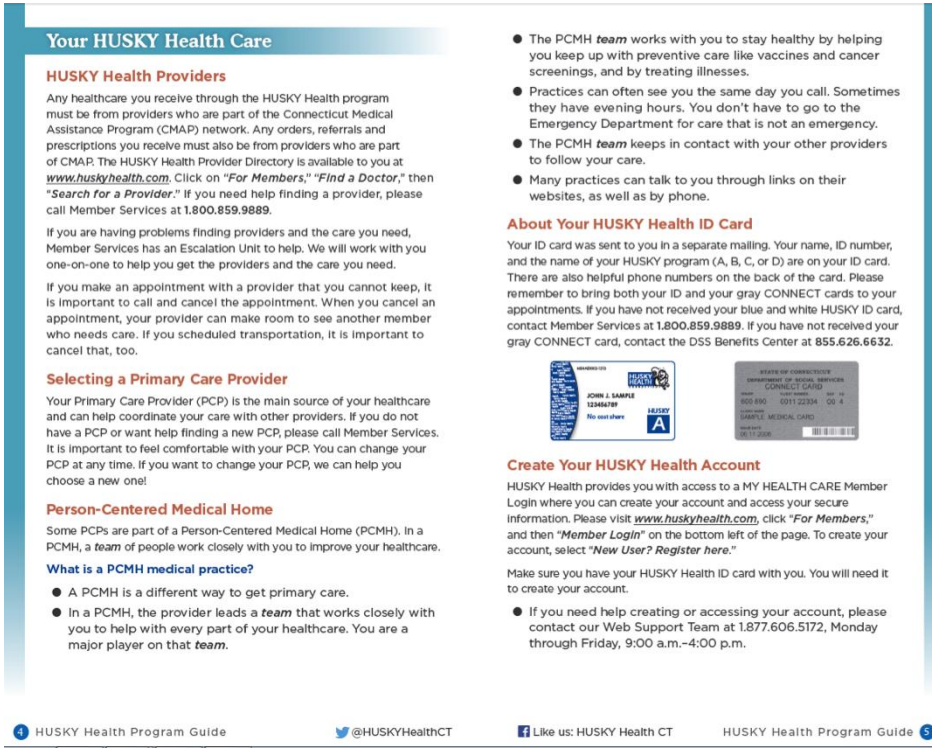
PCMH - Federally Qualified Health Centers (FQHC's):

- Charter Oak Health Center, Inc.
- Community Health & Wellness Center of Greater Torrington, Inc.
- Community Health Center (CHC), Inc.
- Community Health Services, Inc.
- Connecticut Institute for Communities, Inc. dba Greater Danbury Community Health Center
- Cornell Scott-Hill Health Center

Member PCMH Information

- The HUSKY Health Member Brochure
  - Explains your HUSKY benefits and services
  - PCMH information on pages 4 and 5
  - Mailed to all members and available online – select "**New Members Information**" then "***View the HUSKY Health Members Welcome Guide***





Your HUSKY Health Care

HUSKY Health Providers

Any healthcare you receive through the HUSKY Health program must be from providers who are part of the Connecticut Medical Assistance Program (CMAP) network. Any orders, referrals and prescriptions you receive must also be from providers who are part of CMAP. The HUSKY Health Provider Directory is available to you at *www.huskyhealth.com*. Click on *"For Members," "Find a Doctor,"* then *"Search for a Provider."* If you need help finding a provider, please call Member Services at **1.800.859.9889**.

If you are having problems finding providers and the care you need, Member Services has an Escalation Unit to help. We will work with you one-on-one to help you get the providers and the care you need.

If you make an appointment with a provider that you cannot keep, it is important to call and cancel the appointment. When you cancel an appointment, your provider can make room to see another member who needs care. If you scheduled transportation, it is important to cancel that, too.

Selecting a Primary Care Provider

Your Primary Care Provider (PCP) is the main source of your healthcare and can help coordinate your care with other providers. If you do not have a PCP or want help finding a new PCP, please call Member Services. It is important to feel comfortable with your PCP. You can change your PCP at any time. If you want to change your PCP, we can help you choose a new one!

Person-Centered Medical Home

Some PCPs are part of a Person-Centered Medical Home (PCMH). In a PCMH, a *team* of people work closely with you to improve your healthcare.

What is a PCMH medical practice?

- A PCMH is a different way to get primary care.
- In a PCMH, the provider leads a *team* that works closely with you to help with every part of your healthcare. You are a major player on that *team*.
- The PCMH *team* works with you to stay healthy by helping you keep up with preventive care like vaccines and cancer screenings, and by treating illnesses.
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- The PCMH *team* keeps in contact with your other providers to follow your care.
- Many practices can talk to you through links on their websites, as well as by phone.

About Your HUSKY Health ID Card

Your ID card was sent to you in a separate mailing. Your name, ID number, and the name of your HUSKY program (A, B, C, or D) are on your ID card. There are also helpful phone numbers on the back of the card. Please remember to bring both your ID and your gray CONNECT cards to your appointments. If you have not received your blue and white HUSKY ID card, contact Member Services at **1.800.859.9889**. If you have not received your gray CONNECT card, contact the DSS Benefits Center at **855.626.6632**.

Create Your HUSKY Health Account

HUSKY Health provides you with access to a MY HEALTH CARE Member Login where you can create your account and access your secure information. Please visit *www.huskyhealth.com*, click *"For Members,"* and then *"Member Login"* on the bottom left of the page. To create your account, select *"New User? Register here."*

Make sure you have your HUSKY Health ID card with you. You will need it to create your account.

- If you need help creating or accessing your account, please contact our Web Support Team at 1.877.606.5172, Monday through Friday, 9:00 a.m.–4:00 p.m.

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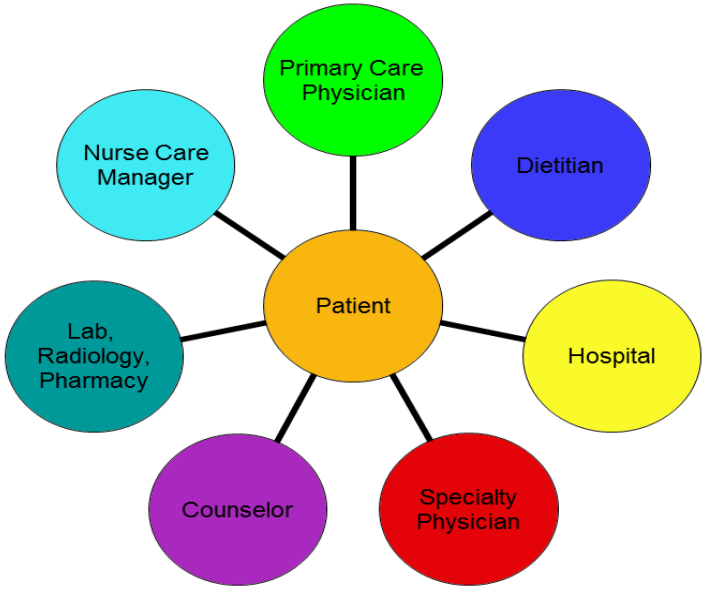
Patient-Centered Medical Home

A PCMH has you at the center of the healthcare system

The healthcare system provides primary care that is:

- Accessible
- Continuous
- Comprehensive
- Family-centered
- Coordinated
- Compassionate
- Culturally effective



Questions/Comments?