

PCMH Support Teams and the Readiness Evaluation Questionnaire

Support Teams

- Support in assisting you with completion of the Readiness Evaluation Questionnaire and the PCMH process are provided by CHNCT's regional teams :
 - Regional Network Managers (RNM)
 - Community Practice Transformation Specialists (CPTS)

Role of the Regional Network Manager

PCMH Application Process

- CHNCT employs three Regional Network Managers with assigned territories covering the State
- Their principal functions related to PCMH are:
 - Recruitment
 - Provider PCMH Education
 - Active Assistance in the proper completion of a Readiness Evaluation Questionnaire and a PCMH Application
 - Support in alignment of DSS/Hewlett Packard Enterprise data with practice billing information to ensure payment of fee differentials
- Recruitment processes rely on Medicaid revenue profiles and provider specialties –telephone contact is used to screen for interest and readiness

Role of the Regional Network Manager (cont.)

- Face-to-face appointments to educate practice about DSS PCMH program details and NCQA
- RNM assists practice in completion of Readiness Evaluation Questionnaire from HUSKY Health website
- Second Meeting includes CPTS for Review of Glide Path (GP) Process
- Practice makes participation decision and proceeds to completion of PCMH Application with RNM oversight for data matches with HP
- Completed PCMH Application is submitted electronically
- Application screened for accuracy and submitted to DSS by RNM

Role of the Community Practice Transformation Specialists

- CHNCT employs 11 Community Practice Transformation Specialists throughout the State
- CPTS principal functions include:
 - Collaborating with Glide Path practices to enable NCQA recognition
 - Assisting PCMH and GP practices in their use of available resources to manage CMAP patients
 - Support practices in maintaining and benefiting from their DSS PCMH recognition status
- CPTS/Practice collaboration begins following contact by the RNM with the focus on:
 - Evaluating the practice for understanding of the NCQA recognition process
 - Completing the Glide Path Application.

Role of the Community Practice Transformation Specialists (cont.)

- CPTS team members are specially trained in NCQA PCMH standards and perform the following activities:
 - Monitor progress on the GP Work Plan Tasks, including gap analysis
 - Provide resources and support to address gaps and deficits
 - Direct practices in education/training on NCQA requirements
 - Provide access to patient utilization data
- The CPTS work around practice schedules and provide support in person, by email and by phone
- Throughout the entire GP process, the CPTS is available to the practice to offer advice and counsel on any matter related to the NCQA and DSS PCMH process
- Support from your CPTS is always free

Additional Role of the Community Practice Transformation Specialists

Assists Practices to Integrate Care Coordination Into Their Model of Care

- Provides educational materials on concepts of care coordination
- Instructs practices to designate a professional to assume the role of care coordination for their practice
- Educates practices on utilization of a team concept that supports a division of care coordination duties among clinical and non-clinical staff
- Introduces the practice to the ASO programs such as ICM and HSS to assist with care coordination needs
- Facilitates onsite meetings with ICM and HSS if requested by practices

PCMH Readiness Evaluation Questionnaire

- The Readiness Evaluation Questionnaire helps CHNCT's regional teams:
 - Understand and evaluate practices that have chosen the journey to PCMH and those that are just getting started

Understanding the Needs of the Practice

- Reviewing and Completing the Readiness Evaluation Questionnaire will provide both the practice and the regional teams with:
 - A better understanding of a practice's needs
 - Direct engagements to the areas of NCQA, PCMH, DSS programs, and Health Information Technology (HIT) requirements

Information Requested

- There are 4 questionnaire sections that gather practice information in order to begin or continue to assess where the practice is in the process of becoming a Person-Centered Medical Home
 - A. Practice Demographic Information
 - B. Additional Practice Information
 - C. Person-Centered Medical Home (PCMH)
 - D. Health Information Technology (HIT)

Where to locate the Questionnaire

- www.ct.gov/husky
- Left side menu: click on For Providers
- Left side menu: click on Person-Centered Medical Home
- Center of screen: click on PCMH Readiness Evaluation Questionnaire
- Click on 'download the Readiness Evaluation Questionnaire'
- Click on 'Download the PCMH Readiness Evaluation Questionnaire' (yes, again)
- PDF will open
- Save by clicking on picture of diskette and save locally

Filling out And Submitting the Questionnaire

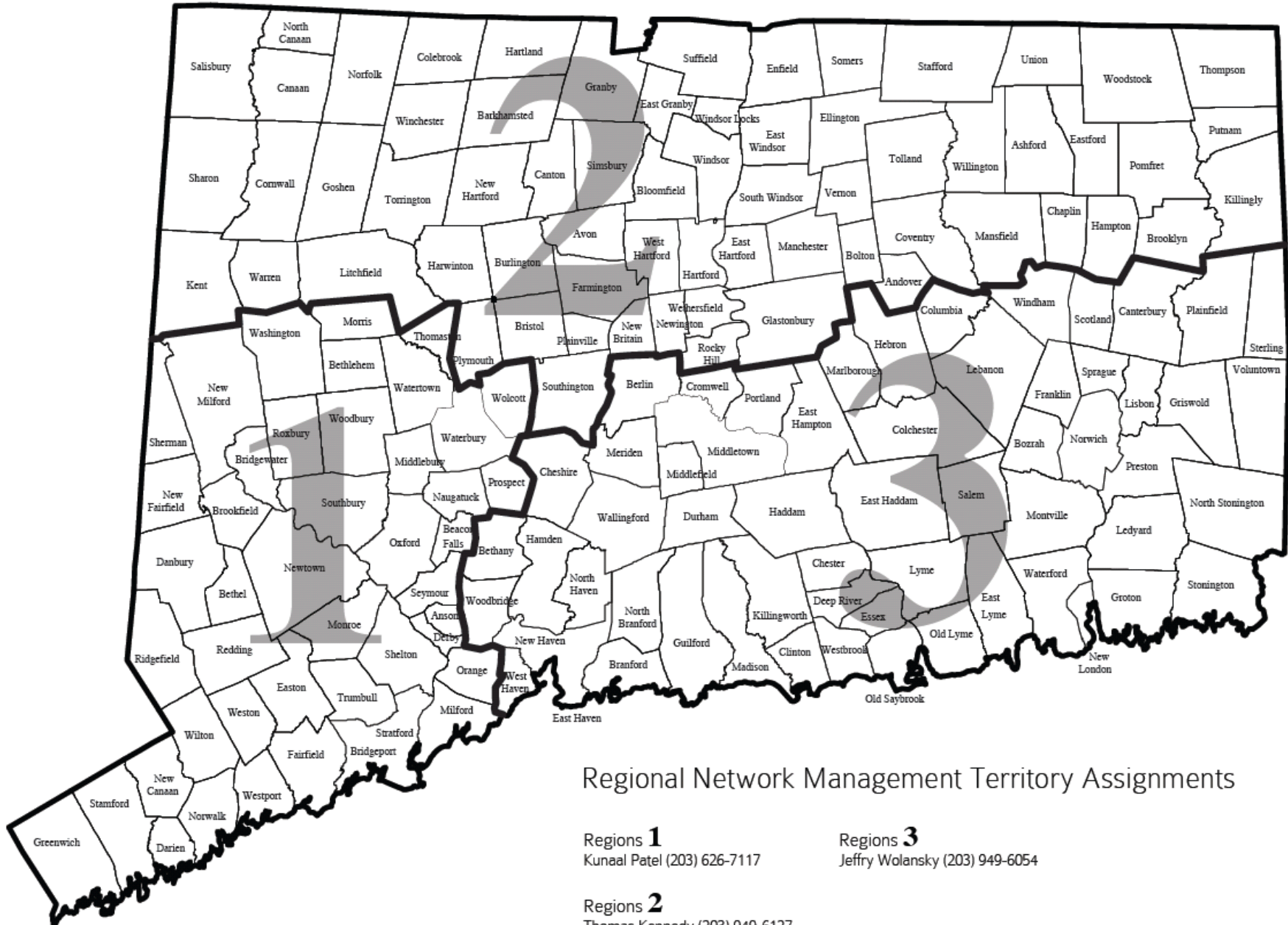
- Complete the various sections relating to demographics, NCQA PCMH familiarity and HIT practice inventory
- Fill in the practice name and the name and email address of the person completing the form
- Enter date and then click on the SUBMIT button
- A copy is sent to CHNCT and a confirmation email will be sent to the person completing the form
- A RNM will reach out if contact has not yet been made with the practice

Questionnaire Results

- The Readiness Evaluation Questionnaire results are used to make efficient use of time and resources for both the practice and CHNCT Regional Teams
- The RNM will direct a practice on whether they are ready to move forward in the application process or if the practice needs to take more time with NCQA, PCMH or HIT
- The RNM will schedule an onsite meeting with the practice and/or recommend a CPTS to meet with the practice to provide support and assistance with the NCQA process

For more Information

- Contact the Regional Network Manager listed on the regional map according to your location
- An assigned RNM will assist you in completing your REQ and PCMH Application
- An assigned CPTS will assist you in completing your GP Application
Contact: pcmhglideapplication@chnct.org
- Visit the website for the National Committee for Quality Assurance, www.ncqa.org and review the information on PCMH recognition



Regional Network Management Territory Assignments

Regions 1
Kunaal Patel (203) 626-7117

Regions 3
Jeffrey Wolansky (203) 949-6054

Regions 2
Thomas Kennedy (203) 949-6127