



Maine PCMH Pilot - Phase 2 Expansion & MaineCare Health Homes Initiative Frequently Asked Questions for Primary Care Practices

Q: What is the Maine PCMH Pilot Phase 2 expansion?

A: The Maine Patient Centered Medical Home (PCMH) Pilot is a 5-year effort to transform primary care practice and payment to deliver more patient-centered, high-value primary care. Conveners of the multi-payer Maine PCMH Pilot, the Dirigo Health Agency's Maine Quality Forum, Maine Quality Counts, and the Maine Health Management Coalition, have announced plans to expand the Pilot from the original 26 practices to include an additional 20 adult practices, beginning in January 2013. The 20 new practices will be invited to join the multi-payer Pilot in January 2013 for its remaining two years – i.e. from January 2013-December 2014.

Q: What is the MaineCare Health Homes Initiative?

A: MaineCare, Maine's Medicaid program, has been a strong supporter of the Maine PCMH Pilot since its outset, and is now broadening its support for practices that meet medical home criteria and agree to commit to the PCMH Pilot Core Expectations through a new "Health Homes" initiative. The Health Homes program is authorized by Section 2703 of the Affordable Care Act and is a key component of the Maine Department of Health & Human Services' "Value Based-Purchasing Strategy". Through its Initiative, the state is defining a Health Home as the partnership of a PCMH-recognized primary care practice working together with a Community Care Team. Federal regulations allow states to provide enhanced payments to qualified providers to deliver Health Home services to Medicaid beneficiaries who have two chronic conditions; those who have one chronic condition who are at risk for developing a second condition; or adults with serious and persistent mental illness or children with severe emotional disturbance.

Consistent with federal regulations, the MaineCare Health Homes Initiative will require Health Homes to deliver the following set of key services: comprehensive care management; care coordination and health promotion; comprehensive transitional care from inpatient to other settings; individual and family support; referral to community and social support services; use of health information technology; prevention and treatment of mental illness and substance abuse disorders; and coordination of and access to preventive services, chronic disease management, and long-term care supports. More information on the MaineCare Health Homes Initiative is available on the MaineCare Value-Based Purchasing website, <http://www.maine.gov/dhhs/oms/vbp>.

Q: When should my practice apply to participate in these programs?

A: The Maine PCMH Pilot and the MaineCare Health Homes Initiative are offering a single online application for practices interested in applying for participation in one or both of these programs, and this application **must be completed by March 31, 2012**. The joint application for both initiatives is available online at the following: www.surveymonkey.com/s/ME_PCMH_Pilot_Phase2_Expansion_Applic

More information and a reference copy of the application are available at:
www.mainequalitycounts.org/major-programs/patient-centered-medical-home.html.

Q: Are payers participating in the Maine PCMH Pilot and Phase 2 expansion, and if so, what payment changes can practices expect if selected to participate?

A: Payers participating in the Maine PCMH Pilot include Medicaid (MaineCare), Medicare, Anthem BCBS, Aetna, and Harvard Pilgrim Health Care. MaineCare is currently providing independent, non-“hospital-based” PCMH Pilot practices with a prospective PCMH “care management” fee of \$3.50 per member per month (pmpm), in addition to the existing \$3.50 pmpm Primary Care Case Management (PCCM) fee that practices already participating in the MaineCare PCMM program receive. Under its Health Homes Initiative, MaineCare’s exact pmpm payment amount will likely increase to compensate for the fact that payments will be made on a reduced level of eligible individuals. The total practice-level payment should equal or exceed the current PCMH practice- level payments.

Medicare is providing Pilot practices with a PCMH care management fee of \$6.95 per beneficiary per month. The participating commercial payers have negotiated specific PCMH care management fees with each practice, and have generally agreed to PCMH payments in the range of \$3pmpm for patients in the practice covered by participating plans.

Q: What type of enhanced payments will practices receive participating in the MaineCare Health Homes Initiative?

A: Providers – i.e. both primary care practices and Community Care Teams - that qualify for the MaineCare Health Homes Initiative will receive enhanced Health Homes payments for providing the services outlined above to eligible individuals. The amount of the Health Homes pmpm payment for these providers has not yet been finalized, but will likely increase to compensate for the fact payments will be made on a reduced level of eligible individuals. The practice payment is expected to be at least as high as total practice-level payments for the current MaineCare PCMH Pilot, and the Community Care Team total monthly payment by MaineCare will be at least as high as payments received by the current Community Care Teams.

Q: I’ve heard that hospital-based practices in the PCMH Pilot that receive reimbursement from Medicaid don’t currently receive PCMH payments. Will these practices be eligible to receive Health Homes payments under this new program?

A: Yes – the MaineCare program recognizes that many primary care practices that are hospital-based also need additional support for the work of transforming to the PCMH model. Given that recognition, the state is working to make Health Homes payments available to all qualified primary care practices, including those that are hospital-based.

Q: I’ve heard the MaineCare Health Homes program is being rolled out in two stages. What is the plan for this?

A. Under the MaineCare Health Homes Initiative, MaineCare will provide payments to both qualified primary care practices and partnering Community Care Teams (CCTs) that together form “Health Homes” to serve MaineCare members to provide comprehensive, coordinated care. The MaineCare Health Homes Initiative is open to both adult and pediatric practices

In the first stage of the MaineCare Health Homes Initiative (Stage A), MaineCare will provide Health Home payments to qualified practices and CCTs serving MaineCare members with specified chronic conditions.

In the second stage of the Health Homes Initiative (Stage B), MaineCare will provide Health Home payments to qualified CCTs that partner with qualified primary care practices to serve adults with Serious and Persistent Mental Illness (SPMI) and/or children with Serious Emotional Disturbance (SED). In this stage of work, it is anticipated that Community Mental Health Centers and other behavioral health providers will be well positioned to serve as CCTs to patients with SPMI and SED, and will work in partnership with primary care practices to ensure that comprehensive, coordinated care is provided for these individuals.

Q: What are the benefits of participating in the Maine PCMH Pilot?

A: The Maine PCMH Pilot offers an opportunity for primary care practices to make significant improvements in their systems of care for all patients in their practice, and to test a new payment model that recognizes the value of the PCMH model. Participants in the Pilot receive the following benefits:

- Recognition as a practice committed to improving primary care and a leader in transforming care to the PCMH model
- Opportunity to receive additional payment for enhanced primary care services – i.e. PCMH payments from commercial payers and Medicaid and Medicare, as described above
- Support for transforming practice to the PCMH model through the PCMH Learning Collaborative, project staff and consultants, and collaborative learning with other practices participating in the Pilot
- Category I CME credits for attendance at PCMH Collaborative Learning Sessions
- Patient and provider tools to improve care
- Assistance in managing complex, high-needs patients from a partnering Community Care Team

Q: What are the benefits of participating in the MaineCare Health Homes Initiative?

A: The MaineCare Health Homes Initiative offers an opportunity for primary care practices to receive payments for making improvements in their systems of care for their MaineCare patients. Participants in MaineCare Health Homes Initiative receive the following benefits:

- Recognition as a practice committed to improving primary care and a leader in transforming care to the PCMH model
- Opportunity to receive additional payment for enhanced primary care services – i.e. Health Homes payments from Medicaid for both qualified primary care practices and Community Care Teams.
- Assistance in managing complex, high-needs patients from a partnering Community Care Team for patients with targeted chronic conditions as well as patients with Serious & Persistent Mental Illness (SPMI) and children with Severe Emotional Disturbance (SED).

Q: What expectations will there be for practices selected to participate in the Maine PCMH Pilot?

A: Primary care practice sites selected for participation in the Maine PCMH Pilot and MAPCP demonstration will be asked to commit to several explicit expectations, outlined in the “Memorandum of Agreement” for Pilot practices, available on the QC website. Some of the key expectations include the following:

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- Participate in the full two-year remaining duration of the Pilot (2013 & 2014), and in post-Pilot evaluation activities
- Fully implement the PCMH model as defined by the Maine Pilot, including fully implementing and maintaining *all* PCMH Pilot “Core Expectations”.
- Maintain Patient Centered Medical Home recognition using the National Committee for Quality Assurance Patient Centered Medical Home 2011 Standards (NCQA PCMH 2011), maintaining or improving practice’s current NCQA PCMH recognition level
- Maintain a “Leadership Team” within the practice to serve as champions for PCMH improvement efforts and to attend PCMH Learning Collaborative Learning Sessions. The Leadership Team must include (at a minimum) a lead primary care physician or nurse practitioner, practice administrator, and a clinical support staff.
- Participate in the PCMH Learning Collaborative, including consistent attendance by all members of the practice Leadership Team at 1-day Learning Sessions three times per year for the duration of the Pilot and MAPCP demonstration. A minimum of three Leadership Team members are required to attend all PCMH Learning Sessions. Dates for the 2013 Learning Sessions are not yet established, but historically have been in early February, June, and October.
- Work with a PCMH Pilot-recognized Community Care Team to coordinate care and collaboratively manage the most high-needs, high-cost patients in the practice.
- Fully participate in all activities of the Pilot evaluation

Q: What expectations will there be for practices selected to participate in the MaineCare Health Homes Initiative?

A: Primary care practice sites eligible for participation in the MaineCare Health Homes Initiative will be asked to commit to several explicit expectations to outlined in a forthcoming “Memorandum of Agreement” (to be developed). Some of the key expectations include the following:

- Fully implement the PCMH model as defined by the Maine Pilot, including fully implementing and maintaining *all* PCMH Pilot “Core Expectations”.
- Maintain Patient Centered Medical Home recognition using the National Committee for Quality Assurance Patient Centered Medical Home 2011 Standards (NCQA PCMH 2011), maintaining or improving practice’s current NCQA PCMH recognition level
- Submit clinical quality measures to MaineCare periodically, as required by federal regulations (specifics to be determined by MaineCare prior to onset of program)
- Work with a PCMH Pilot-recognized Community Care Team to coordinate care and collaboratively manage the most high-needs, high-cost patients in the practice.

Q: Can our practice apply for just the MaineCare Health Homes program, but not the Pilot expansion?

A: There is only one application for both the MaineCare Health Homes Initiative and the Maine PCMH Pilot expansion (i.e. the online application noted above). While it would seem highly advantageous for most practices to apply for both programs, a practice wishing to apply for only the MaineCare Health Homes Initiative because of ineligibility for the Pilot expansion or other reasons, can do so by using the single online application and contacting Dr. Lisa Letourneau at lletourneau@mainequalitycounts.org with a request that removes that practice from consideration for the Pilot expansion.

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Q: Does my practice need to have NCQA PCMH recognition to participate in either the PCMH Pilot or the MaineCare Health Homes Initiative?

A: Yes, practices interested in participating in either the Maine PCMH Pilot expansion or the MaineCare Health Homes Initiative must either have current NCQA PCMH recognition, or must have initiated their NCQA PCMH application by the time they file their application for Phase 2 of the Pilot (i.e. by March 31, 2012) and must have completed their NCQA PCMH application by the time that practices are selected for the Pilot (i.e. by May 31, 2012). That is, practices that do not currently have NCQA PCMH recognition can still apply to both programs, but they would need to initiate the application process by March 31 and fully complete it by May 31, 2012. Expectations are outlined in more detail in the “Phase 2 Expansion Notice” and the “Eligibility Criteria” available online at www.mainequalitycounts.org.

Q: Are there other eligibility requirements for the MaineCare Health Homes Initiative and/or PCMH Pilot expansion?

A: Yes –practices should check the eligibility requirements for both the MaineCare Health Homes Initiative, and the PCMH Pilot expansion. They are as follows:

➤ **General Eligibility for ALL practices:**

Maine primary care practices interested in the PCMH Pilot expansion and/or the MaineCare Health Homes Initiative must meet all of the following criteria:

1. Primary care practice site that provides care to adult or pediatric patients, is located in the state of Maine, and has at least one full-time primary care physician or nurse practitioner.
2. Practice site has achieved NCQA PCMH recognition at Level 1 or higher. Practices that do not currently have NCQA PCMH recognition must have initiated their NCQA application by the time they submit this application; must have completed their application to NCQA by May 31, 2012; and must achieve NCQA PCMH recognition before January 1, 2013.
3. Practice has fully implemented an Electronic Medical Record (EMR) by the time of application for participation (i.e. by March 31, 2012).
4. Practice commits to meeting the 10 Core Expectations of the Maine PCMH model. (See description of Core Expectations at http://www.mainequalitycounts.org/pcmh-tools-and-resources/cat_view/86-patient-centered-medical-home/94-general.html).
5. Practice identifies a Maine PCMH Pilot Community Care Team (CCT) to serve as their partner to manage high-needs patients. Practice identifies either an existing CCT, or an organization that is willing to apply and meet criteria for CCT recognition by the Maine PCMH Pilot by August 1, 2012.

➤ **MaineCare Health Homes Practice Eligibility ONLY**

Maine primary care practices interested in the MaineCare Health Homes Initiative must meet the above criteria as well as the criterion outlined below:

1. Practice commits to providing Health Homes services as required by federal regulations (Affordable Care Act Section 2703) – i.e. comprehensive care management; care coordination and health promotion; comprehensive transitional care from inpatient to other settings;

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individual and family support; referral to community and social support services; use of health information technology; prevention and treatment of mental illness and substance abuse disorders; coordination of and access to preventive services, chronic disease management, and long-term care supports

➤ **Maine PCMH Pilot Eligibility ONLY:**

Maine primary care practices interested in participation in Phase 2 of the multi-payer Maine PCMH Pilot must meet the above general criteria, **as well as all 4 of the additional Pilot expansion eligibility criteria outlined below.**

1. Practice site does **not** currently participate in the CMS FQHC Advanced Primary Care (APC) Demonstration (began Oct 2011)
2. Practice provides care to adult patients (i.e. Family Medicine, Internal Medicine, or General Medicine provider)
3. Practice site has minimum patient panel of at least 1000 patients enrolled in health plans administered by the payers participating in the Pilot (Anthem BCBS, Aetna, Harvard Pilgrim Health Care, MaineCare, and Medicare).
4. Practice has completed and submitted the Maine PCMH Pilot Phase 2 Expansion “Memorandum of Agreement” to Maine Quality Counts by March 31, 2012. This Memorandum of Agreement is available on the Maine Quality Counts website at <http://www.mainequalitycounts.org/major-programs/patient-centered-medical-home.html>

Q: Our practice has NCQA Diabetes (or Heart/Stroke, etc) recognition. Does that qualify us to participate in the PCMH Pilot or the MaineCare Health Homes Initiative?

A: No. Practices interested in participating in either the Maine PCMH Pilot expansion or the MaineCare Health Homes Initiative **must specifically have NCQA PCMH recognition.** While NCQA recognition for other clinical performance programs is valuable, the other NCQA recognition programs do not include the same PCMH requirements as in NCQA PCMH recognition.

Q: Our practice has Bridges to Excellence (BTE) Medical Home recognition. Does that qualify us to participate in the PCMH Pilot or the MaineCare Health Homes Initiative?

A: No. Practices interested in participating in either the Maine PCMH Pilot expansion or the MaineCare Health Homes Initiative **must specifically have NCQA PCMH recognition.** While some practices may partially meet BTE Medical Home recognition by getting NCQA PCMH recognition, it is also possible to obtain BTE Medical Home recognition without getting NCQA PCMH recognition, and that would not by itself meet eligibility requirements for these two programs.

Q: What are qualification and selection criteria for the expansion of the Pilot and the Health Homes Initiative? Where can I read more?

A: Interested practice sites are advised to read the full “Notice of Plan for Phase 2 Expansion”, “Eligibility Criteria”, and other related materials posted on the Maine Quality Counts website: www.mainequalitycounts.org/major-programs/patient-centered-medical-home.html.

Q: Our practice is part of a larger multi-site group. Can all of our practices together apply for participation in the Pilot as a single group?

A: No. Each individual practice site needs to apply for the PCMH Pilot and the MaineCare Health Homes Initiative as an individual practice, even if they are part of a larger group or a multi-site FQHC – i.e. each practice site must apply individually.

Q: Our practice is part of a larger multi-site group. Can more than one (or all) of our practices apply for participation in the Pilot, or do we need to select just one practice to apply?

A: There is no limit on the number of practices from a group that can apply for the PCMH Pilot of the Health Homes Initiative. Because the Pilot expansion is limited to only 20 additional practices, it is unlikely that multiple practices from any given group will be selected, but any practice is welcome to apply. There is no limit, however, on the number of practices in the MaineCare Health Homes Initiative, so all interested practices are encouraged to apply.

Q: Our practice is part of a larger multi-site group that includes one (or more) practices that are already participating in the Maine PCMH Pilot. Is our practice site still eligible to apply for participation in the Pilot?

A: Yes. Practices are eligible to apply for the PCMH Pilot even if they are part of a larger group or a multi-site group that already has other practices in the Pilot.

Q: Do practices in the current Maine PCMH Pilot have to submit the online application in order to participate in the MaineCare Health Homes Initiative?

A: No. Practices in the current Maine PCMH Pilot do not have to submit a new application for the MaineCare Health Homes Initiative. They may need to affirm at a later date that they meet the general and MaineCare Health Homes- specific criteria in order to become a Health Home.

Q: Will practices in the current Maine PCMH Pilot be required to participate in the MaineCare Health Homes Initiative?

A: No. Practices currently participating in the Maine PCMH Pilot will have the option of participating in the MaineCare Health Homes (HH) initiative. Once the HH initiative is launched, those practices will have the option of receiving PCMH payments from MaineCare either through the new HH initiative, or through the existing MaineCare PCMH payments which are part of the MaineCare Primary Care Case Management (PCCM) program. Because of CMS rules, there will likely be some additional reporting requirements for the HH program.

It will be advantageous for current PCMH Pilot practices to become Health Homes. The total practice reimbursement level will likely be higher for Health Homes than for practices that choose to remain in PCMH. In addition, hospital-based practices may only receive payment under the MaineCare Health Homes Initiative; they will not receive payment if they choose to continue as PCMH practices under PCCM. Lastly, since any payments under PCCM for non-Health Home practices will *not* be eligible for the enhanced 90/10 match, PCMH practices that choose not to participate in Health Homes will in effect limit the available reimbursement for Health Home practices and Community Care Teams.

Q: Will practices in the current Maine PCMH Pilot be required to participate in two different sets of reporting and/or learning activities if they also participate in the MaineCare Health Homes Initiative?

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A: No. Conveners of the Maine PCMH Pilot and the MaineCare Health Homes Initiative will continue to work closely together to align efforts. As far as possible, practices in the PCMH Pilot expansion will have only one set of reporting and participation requirements, although the quality measure set may need to be expanded to include a small number of additional measures required by the federal government for Health Homes.

Q: Can practices participating in the CMS Federally Qualified Health Center (FQHC) Advanced Primary Care (APC) demonstration participate in the Maine PCMH Pilot?

A: No. The Center for Medicare & Medicaid (CMS) has previously stated that practices in the FQHC APC demo cannot participate in the Multi-Payer Advanced Primary Care (MAPCP) Demonstration. Since practices in the Maine PCMH Pilot are part of the MAPCP demo, practices cannot participate in both. However, this restriction does not apply to the MaineCare Health Homes Initiative, so FQHCs in the CMS APC demonstration are eligible to apply for participation in that program.

Q: Can practices participating in the CMS Federally Qualified Health Center (FQHC) Advanced Primary Care (APC) demonstration participate in the MaineCare Health Homes Initiative?

A: Yes. See above question.

Q: Our practice is not participating in the CMS FQHC APC demo, but we belong to an FQHC that has multiple sites, including some that are participating in the APC demo. Can our site still apply for participation in the Maine PCMH Pilot?

A: It depends. Practice sites that are part of a larger FQHC that has other sites participating in the CMS FQHC APC demo are potentially eligible to apply for the PCMH Pilot, as long as the site uses separate billing information from the site participating in the APC demo.

Q: I'm aware that practices in both the Pilot expansion and the MaineCare Health Homes Initiative are required to partner with a Community Care Team (CCT). What is that requirement and where can I learn more about CCTs?

A: Practices participating in the Pilot expansion or the MaineCare Health Homes Initiative must identify a Community Care Team (CCT) to serve as their Maine PCMH Pilot partner to manage high-needs patients. Practices may identify either an existing CCT, or an organization that is willing to apply and meet criteria for CCT recognition by the Maine PCMH Pilot by August 1, 2012. For more information on CCT criteria, see <http://www.mainequalitycounts.org/major-programs/community-care-teams.html>.

Q: What is the timeline for expansion of the Pilot?

A: The timeline for Pilot expansion is as follows:

- February 1, 2012 –Maine PCMH Pilot Phase 2 practice application posted online
- March 31, 2012 - Deadline for practices to submit online application
- April – May, 2012 – Review of applications by Pilot staff, PCMH Pilot Selection Committee
- May 1, 2012 – Phase 2 Community Care Team (CCT) application posted online
- May 31, 2012 - Phase 2 practices selected
- July 15, 2012 – Deadline for CCTs to submit online application
- August 1, 2012 – Phase 2 CCTs selected

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- January 1, 2013 – Phase 2 practices and CCTs begin participation in Maine PCMH Pilot

Q: What is the timeline for the MaineCare Health Homes Initiative?

A: The timeline for the Health Homes Initiative is as follows:

- February 1, 2012 –Health Homes practice application posted online
- March 31, 2012 - Deadline for practices to submit online application
- April – May, 2012 – Review of Health Home practice applications by MaineCare staff
- May 1, 2012 –Community Care Team (CCT) application posted online
- May 31, 2012 - All eligible Health Home practices selected
- July 15, 2012 – Deadline for CCTs to submit online application
- August 1, 2012 – Health Home CCTs selected

MaineCare’s target timeframe for Health Homes implementation is late summer or early fall of 2012. The specific implementation date will depend on CMS approval of MaineCare’s Health Homes State Plan Amendment (SPA). MaineCare plans to submit its SPA in early April 2012, and CMS approval of the SPA takes a minimum of 90 days.

Q: Who should I contact for questions about the Pilot expansion?

A: For questions about this information you may contact the following:

- For questions on the Maine PCMH Pilot, contact Nancy Grenier at tel. 240-8767 or ngrenier@mainequalitycounts.org
- For questions on the Maine PCMH Pilot Community Care Teams (CCTs), contact Helena Peterson at tel. 266-7211, or hpeterson@mainequalitycounts.org
- For general questions or clinical concerns, contact Dr. Lisa Letourneau at tel. 415.4043 or lletourneau@mainequalitycounts.org
- For questions about the MaineCare Health Homes program, contact Michelle Probert at tel. 287.2641, or michelle.probert@maine.gov.

For general information on plans for Pilot expansion, please access information on the Maine PCMH Pilot on the Quality Counts website: <http://www.mainequalitycounts.org/major-programs/patient-centered-medical-home.html>