

PATIENT-CENTERED MEDICAL HOME NEWS



FROM OUR HOME TO YOURS

Make Plans to Attend the 2015 Best Practice Forum: Better Quality. Better Care. Moving to a Value-Based Care Model

BlueCross BlueShield of Tennessee will host its Fourth Annual Patient-Centered Medical Home Best Practice Forum May 18 - 20 at the Hutton Hotel, 1808 West End Ave. in Nashville, Tenn. The forum will kick off with a reception the evening of May 18, followed by a full day conference May 19. The conference will end with half-day training for Care Coordinators May 20.

The Forum committee is busy finalizing conference programming. Practice administrators, physician champions and care coordinators who received formal invitations are asked to register by April 23, 2015 via email to Provider_Education@bcbst.com. We look forward to a fun and educational experience!

For more information about this conference, please contact your Provider Performance Consultant:

Terry Brenner (West Region)
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Terry_Brenner@bcbst.com

Kay Newcomb (Middle Region)
(615) 386-8549
Kay_Newcomb@bcbst.com

Sabrina Logan (East Region)
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Sabrina_Logan@bcbst.com

Here's the preview of May 19 Conference Speakers

Topic	Speaker
PCMH Program Direction	Clay Phillips, JD, BlueCross BlueShield of Tennessee
Data Integration & Technology	Nicholas Cote, DO, Murfreesboro Medical Clinic
Effective Patient & Team Engagement in Primary Care	Lynn Webb, PhD, Vanderbilt Center for Patient and Professional Advocacy
Use of Data Registries & Pop Mgmt in Quality Improvement	Harold A. Chertok, DO, Cumberland Center for Healthcare Innovation
Restoring Primary Care Around a Familiar Physician	Peter Anderson, MD, President/Founder, Team Care Medicine
Medicare Advantage Quality Improvement & STARS Programs	JB Sobel, MD, MPH, MBA, BlueCross BlueShield of Tennessee Annamarie Rakes, RN, MJ, BlueCross BlueShield of Tennessee

Middle Tennessee Care Coordinator's Spotlight

Brenda Jones

Brenda Jones, a Care Coordinator with Fayetteville Medical Center, has worked with a PCMH member – John – for four years. John was diagnosed with several chronic diseases. According to John, Brenda encouraged him to exercise, even through his discomfort. Brenda educated him about the positive benefits of exercise and changing his diet.

Brenda used this face-to-face patient time, before he saw his PCP, and encouraged John to begin slowly with exercise and increase his time weekly. She also talked with him about choosing a diet plan he and his wife could enjoy together. John was so inspired by the conversation with Brenda that he called his PCP to tell him about the 'Brenda Jones' diet and exercise routine, and the impact it had on his life.

John called Brenda recently to let her know he feels better than he has in two years. An avid sportsman, John was very excited because he can once again enjoy one of his favorite activities – scouting for wild game on his family farm.

With the many responsibilities assigned to the PCMH care coordinators, this "teaching opportunity" impacted appropriate care management and coordination.

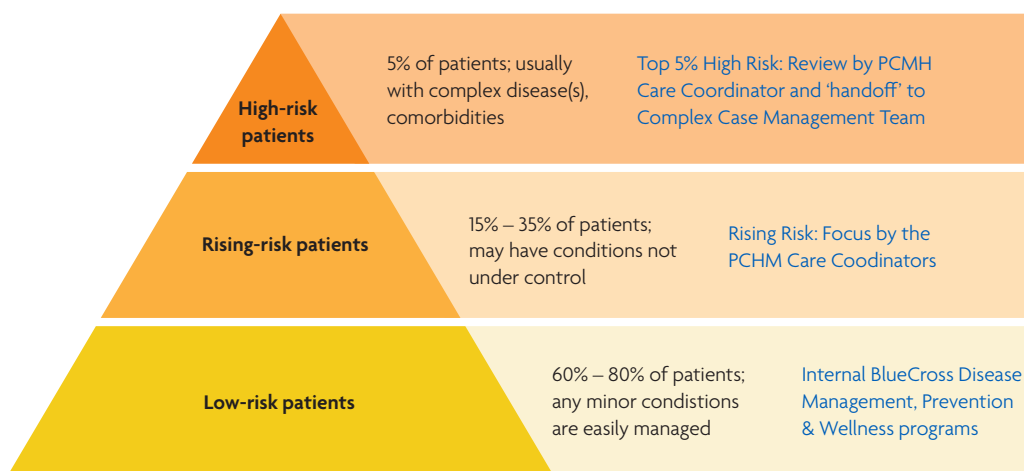
Proactive Office Workflow Helps Assess Patient Care Needs

To prepare for upcoming patient visits, Patient-Centered Medical Home (PCMH) Care Coordinators now follow a proactive process. Each coordinator reviews the appointment roster for BlueCross members scheduled the following week to visit their Primary Care Physician (PCP). This review helps the coordinator identify patients' risks, open gaps in care, potential member needs and opportunities for collaboration with the PCP and clinical care team to provide optimal care.

The PCMH Care Coordinator also completes a comprehensive Health Risk Assessment (HRA) on every BlueCross member who comes into the office to see his or her provider, allowing the coordinator to focus efforts on identifying high-risk as well as rising-risk members. This tool helps the PCP and health care team identify specific barriers and/or needs our members may have, and pinpoints potential interventions for PCMH Care Coordinators to better manage their patients' complex diseases.

Target three types of patients

Segment Core Management Models Based on Patient Care Needs



Source: 2013 The Advisory Board

HEDIS® Reminder*

According to the American Cancer Society, colorectal cancer is the third leading cause of cancer-related deaths in the United States. It is expected that 50,000 people will die from colon cancer this year. The PCMH program focuses on preventive cancer screenings including breast, cervical and colorectal.

To improve the quality of care for our PCMH members and work to close gaps in care, please use the following guidelines for Colorectal Cancer Screening (COL):

For members 50-75 years of age:

One or more of the screenings for colorectal cancer. Any of the following meet criteria:

- Fecal occult blood test (FOBT) during the measurement year.
- Flexible sigmoidoscopy during the measurement year or the four years prior to the measurement year.
- Colonoscopy during the measurement year of the nine years prior to the measurement year.

Exclusions:

- Colorectal Cancer (Colorectal Cancer Value Set)
- Total Colectomy (Total Colectomy Value Set)

Please contact your nurse manager for additional HEDIS® Technical Specifications.

*Each newsletter will include this feature to provide information on a specific HEDIS® measure and help close gaps and improve patient care.

Welcome Heather Smith, PCMH Performance Management Consultant

Please join us in welcoming Heather Smith as the new PCMH Performance Management Consultant. Heather's key responsibilities include training all new users on the Crimson Care Manager (CCM), developing standardized PCMH reports to drive performance improvement, and working with the Bureau of TennCare PCMH 2.0 pilot. She reports directly to Allison Scripps, Director of Operations, Quality Care Partnership.

Previously, Heather worked in the BlueCross Medical Informatics department as a Business Systems Analyst on the Department of Child Services (DCS)

project, allowing her to become proficient in the CCM application. She also assisted the PCMH program in the recent development of the new PCMH workflow training manual.

Heather interned with the PCMH program in Memphis from May to October 2011. She attended the University of Memphis and earned her Bachelor of Arts in Business Administration and a Master of Health Administration.

The PCMH team is confident Heather's experience will be an asset to the PCMH program. We are very pleased to welcome her to the team!

Dr. Ian Hamilton: New Medical Director for the East Tennessee Region

Please join us in welcoming Dr. Ian Hamilton as the new Medical Director for the East Tennessee region. Prior to coming to BlueCross, Dr. Hamilton served as medical director for the government business division of Anthem (WellPoint) in Indianapolis.

A vascular surgeon by training, Dr. Hamilton earned his Bachelor of Science in biology from the University of Tennessee at Chattanooga and a medical degree from Albany Medical College in Albany, N.Y. He completed a surgical residency at Washington Hospital Center in Washington, D.C. Dr. Hamilton also completed a vascular surgery fellowship with Rush University Medical College in Chicago, Ill., and a fellowship in vascular surgery and endovascular therapy at the University of Glasgow in Scotland. He holds an MBA from Auburn University.

"We are excited to have Dr. Hamilton as part of our leadership team," said Dr. Barbara Smith, Associate Chief Medical Officer for BlueCross. "We believe his experience and expertise enable him to support BlueCross' quality efforts to improve member health."



Dr. Hamilton served in the U.S. Naval Reserve's Medical Corps from 1989 to 2002, achieving the rank of lieutenant commander. Board certified in general and vascular surgery, he is a diplomat of the National Board of Medical Examiners and a Diplomat of the American Board of Surgery.

Dr. Hamilton is a Fellow of the American College of Surgeons and the American College of Physician Executives. He is also recognized as a Certified Physician Executive by the Certifying Commission in Medical Management.

Dr. Hamilton will be a great asset to BlueCross, and the PCMH team is very pleased to welcome him as Medical Director for the East Tennessee region.

New Hires in Middle Tennessee

Please join us in welcoming our newest BlueCross PCMH Care Coordinators who will work in Middle Tennessee with Nancy Muldowney, RN, Nurse Manager, and Kay Newcomb, Provider Performance Consultant:

Brenda Jones

Fayetteville Medical Associates
Fayetteville

Chelsey Gregory

Sumner Medical Group
Gallatin

Glenda Dotson

Northcrest Physician Services Group
Springfield

Katrina Fann

Saint Thomas Medical Group
Nashville

Kim Hatfield

Heritage Medical Associates
Nashville

Jackie Bradshaw

Nashville Medical Group
Nashville

Susan LaFave

Nashville Medical Group
Nashville

Tabatha Warren

Heritage Medical Associates
Nashville

PCMH is excited to add to the existing team of Care Coordinators in the coming months. Both the West and East regions will see further expansion in the second quarter of 2015.

**Let's give them a warm PCMH
Tennessee WELCOME**



NCQA PCMH Recognition Training

NCQA Recognition Programs holds monthly customer education sessions for each program. All current and potential customers are invited to attend audio (telephone) conference workshops or WebEx training sessions that combine audio and Internet-accessible video presentations. No reservations are required. Visit the following link and click on your chosen webinar to find informational slides that accompany the program.

<http://www.ncqa.org/Programs/Recognition/RelevanttoAllRecognition/RecognitionTraining.aspx>

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PARTICIPANT CODE:

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after the code)

WEBEX INTERNET URL:

**ncqaevents.webex.com/
meet/RecognitionEducation**

WEBEX PASSWORD:

Ncqa0001

(case sensitive)

April 2015

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Learn It)



April 6 | 10-11 a.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Earn It)



April 9 | 10-11 a.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Keep It)



April 10 | 3-3:45 p.m. – ET
WebEx & Telephone

Patient-Centered Medical Home
(PCMH 2014) Part 1 Standards
& Guidelines



April 15 | 2-4 p.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Learn It)



April 20 | 10-11 a.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Earn It)



April 23 | 10-11 a.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Keep It)



April 24 | 3-3:45 p.m. – ET
WebEx & Telephone

Patient-Centered Medical Home
(PCMH 2014) Part 2 Standards &
Guidelines



April 29 | 2-4 p.m. – ET
WebEx & Telephone

May 2015

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Learn It)



May 4 | 10-11 a.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Earn It)



May 7 | 10-11 a.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Keep It)



May 8 | 3-3:45 p.m. – ET
WebEx & Telephone

Patient-Centered Medical Home
(PCMH 2014) Part 1 Standards
& Guidelines



May 13 | 2-4 p.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Learn It)



May 18 | 10-11 a.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Earn It)



May 21 | 10-11 a.m. – ET
WebEx & Telephone

Patient-Centered Medical Home &
Patient-Centered Specialty Practices
(Getting On Board—Keep It)



May 22 | 3-3:45 p.m. – ET
WebEx & Telephone

Patient-Centered Medical Home
(PCMH 2014) Part 2 Standards &
Guidelines



May 26 | 2-4 p.m. – ET
WebEx & Telephone



of Tennessee

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PCMH Provider Newsletter

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