Primary Care Model

Presentation to the Advisory Council

September 12, 2016

CONCEPT

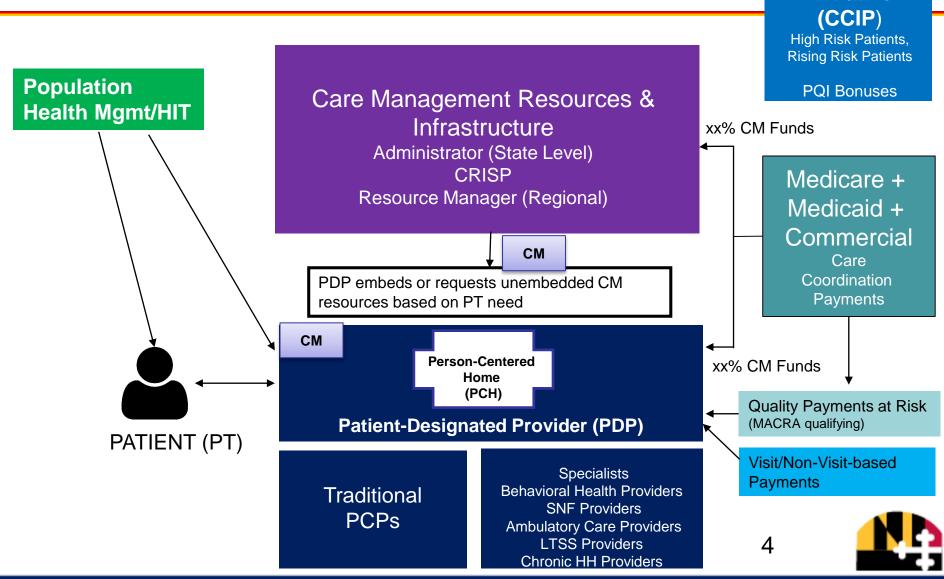MARYLAND
DEPARTMENT OF HEALTH
& MENTAL HYGIENE

- Broad-based provider participation design- Patient Designated Provider
- Enhanced population health management functions
- All-payer, incrementally in alignment with Phase 2 of waiver
- Care Management as a necessary element, embedded where able
- Regional Care Coordination Resources
- All Payer Model/TCOC alignment including Duals
- Person and Family Centered base of care
- Aligned and consistent set of quality/outcome metrics
- Efficient data exchange and robust, connected tools for providers
- Financial and non-financial incentives to encourage practice transformation
- Quality and cost transparency for providers and patients

3

MARYLAND
DEPARTMENT OF HEALTH
& MENTAL HYGIENE

Maryland Primary Care Model

Population Health Mgmt/HIT

Hospital Chronic Care Initiative (CCIP)
High Risk Patients, Rising Risk Patients

PQI Bonuses

Care Management Resources & Infrastructure
Administrator (State Level)
CRISP
Resource Manager (Regional)

xx% CM Funds

CM

PDP embeds or requests unembedded CM resources based on PT need

Medicare + Medicaid + Commercial
Care Coordination Payments

CM

Person-Centered Home (PCH)

Patient-Designated Provider (PDP)

xx% CM Funds

PATIENT (PT)

Quality Payments at Risk
(MACRA qualifying)

Visit/Non-Visit-based Payments

Traditional PCPs

Specialists
Behavioral Health Providers
SNF Providers
Ambulatory Care Providers
LTSS Providers
Chronic HH Providers

4

- **Primary Care Home/ Patient-designated Provider** –
  - the most appropriate provider to manage the care of each patient, provides preventive services, coordinates care across the care continuum, and ensures enhanced access. Most often this is a PCP but may also be a specialist, behavioral health provider, or other depending on patients health needs
  - Practice – means an individual provider or group of providers that deliver care as a team to a panel of patients. Practices may span multiple physical sites in the community
- **Care Coordination/Management Infrastructure** – a multi-level structure that coordinates care management for patients and ensures appropriate deployment of resources
- **Incenting Value-based Care**
  - Payers
    - CM Funding
    - Quality Funding
    - Upfront non-Visit based payments- facilitates alternative care delivery
  - Hospitals - chronic Care bonus pool alignment with community
- **Population Health Management/HIT** – key data exchanged to all care participants through CRISP, using tools and analytics for risk stratification, improved care, and efficient connection to other services
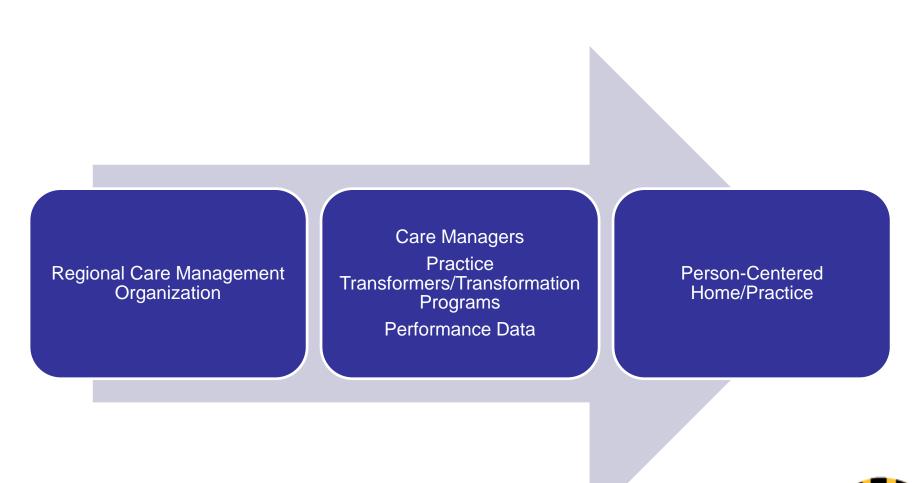
5

MARYLAND
DEPARTMENT OF HEALTH
& MENTAL HYGIENE
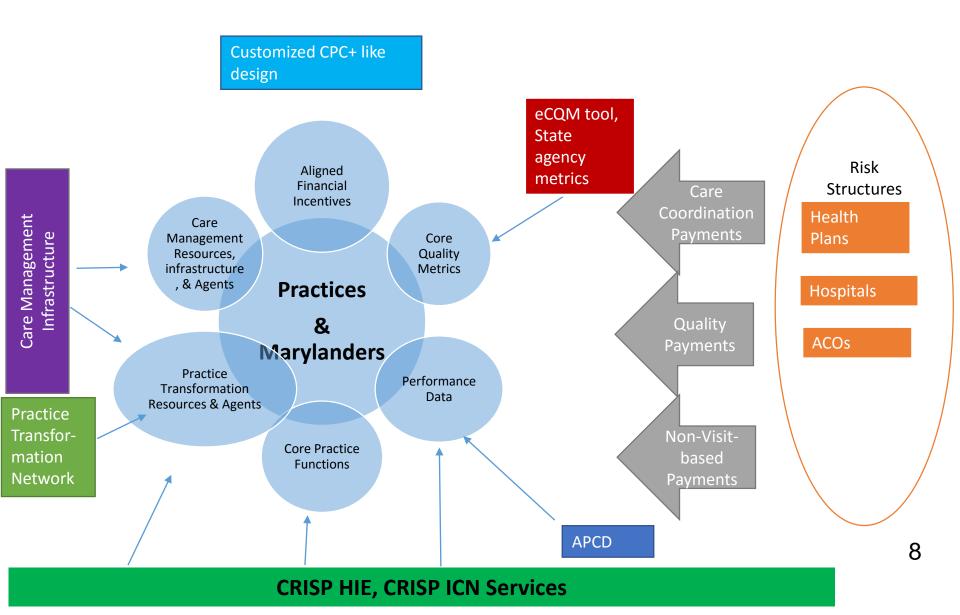
PRACTICE TRANSFORMATION

MARYLAND
DEPARTMENT OF HEALTH
& MENTAL HYGIENE

Regional Care Management Organization

Care Managers

Practice Transformers/Transformation Programs

Performance Data

Person-Centered Home/Practice

7

MARYLAND
DEPARTMENT OF HEALTH
& MENTAL HYGIENE

Practice Transformation Design

What/Who is Transforming the Practice?

Entities

- <u>Coordinating Entity</u> (CE) – serves as the financial and data management center for all Regional Care Management entities including
  - Administers payments from payers to regional entity and person-centered homes
  - Runs program analytics including risk identification and stratification
  - Connects with various programs/model
- <u>Regional entity</u> (e.g. an ACO, RP, or CIN)
  - Organizes, contracts, and deploys CM resources
  - Serves as transformation resource and Learning Network outlet
  - Provides access to medical and non-medical resources
  - Ensures continuity across providers and single CM for ease of experience for patient, utilizing CRISP and CE tools
- <u>CRISP</u> – state designated HIE that provides essential point of service information for care decisions, care coordination data, population health management data, and other key information and connections

Agents

- <u>Care Managers</u> - An individual with knowledge of community resources to address non-medical needs, whose efforts are integrated with pharmacists, therapists, specialists and primary care; a trusted advocate who shares important data via CRISP in order to keep patients safe as they navigate across settings of care and different health systems
- <u>Transformation agents and programs</u> - the individual and entity (contracted) that takes the lead on standard elements of transformation for practices, has staff and programs housed within the regional care management entities, and provides on-site technical assistance to practices
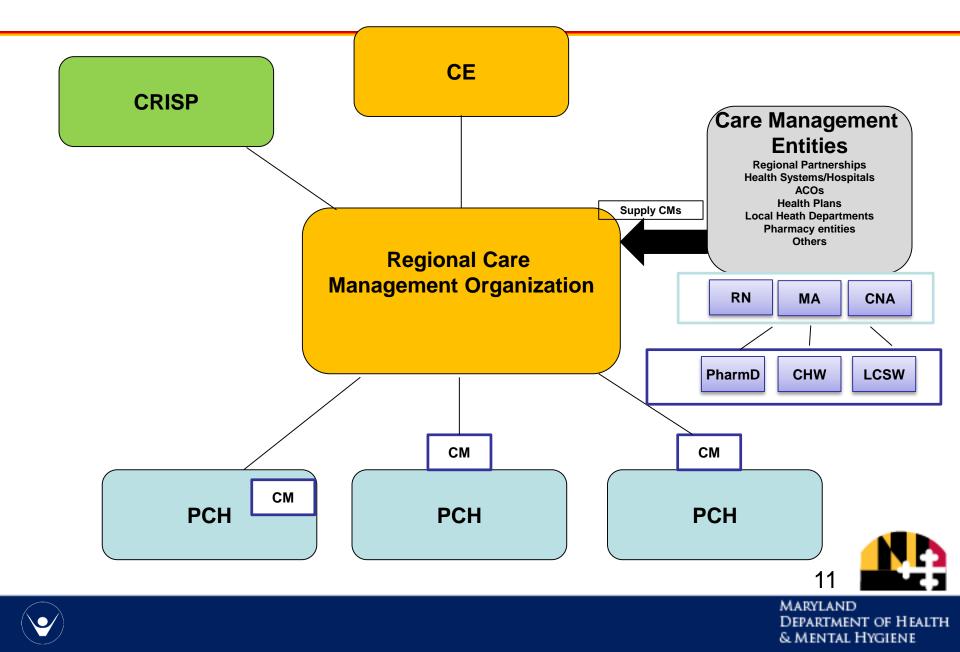
CARE MANAGEMENT INFRASTRUCTURE

MARYLAND
DEPARTMENT OF HEALTH
& MENTAL HYGIENE

Regional Care Management Organization at the Center

CE

CRISP

Care Management Entities
Regional Partnerships
Health Systems/Hospitals
ACOs
Health Plans
Local Heath Departments
Pharmacy entities
Others

Supply CMs

Regional Care Management Organization

RN   MA   CNA

PharmD   CHW   LCSW

CM

CM

PCH   CM

PCH

PCH

11

MARYLAND
DEPARTMENT OF HEALTH
& MENTAL HYGIENE

Regional Care Management Organization provides the following services:

1. Resource Deployment and Contracting

   a) Coordination of primary CM resources – embedded and non-embedded (RN, MA, etc)

   b) Second level of CM resources – non traditional care management resources (PharmD, CHW, etc) based on demand by primary care managers through a referral process

2. Practice transformation training and network

3. Direct delivery of services in the community, e.g., non-office based primary care for high utilizers using CRISP hot-spotting tools??

   a) Align with HSCRC Care Coordination Infrastructure funding for Regional Partnerships and health systems to provide community based care coordination and population health

4. Real-time portal for provider of resource offerings

5. Interface with CRISP and Coordination Entity for timely data
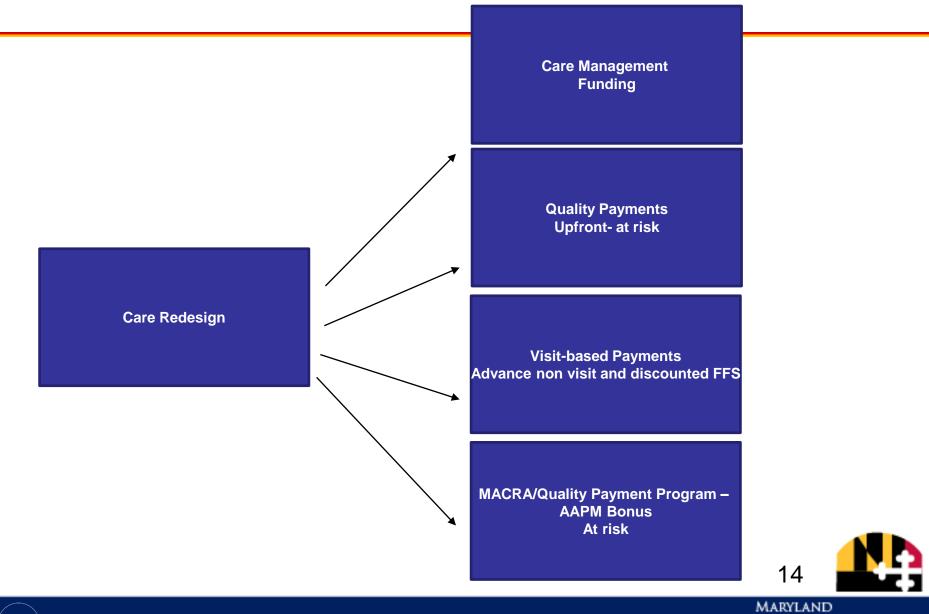
12

PAYMENT FLOWS

MARYLAND
DEPARTMENT OF HEALTH
& MENTAL HYGIENE

Funding the Primary Care Model

Care Redesign

Care Management Funding

**Quality Payments
Upfront- at risk**

**Visit-based Payments
Advance non visit and discounted FFS**

**MACRA/Quality Payment Program –
AAPM Bonus
At risk**

14

MARYLAND
DEPARTMENT OF HEALTH
& MENTAL HYGIENE