



Year End Countdown

So...you have less than one month to complete your projects for PCMH nomination and closing gaps in care. Where do you focus? Here are some tips to get you to the finish line.

Quality Measures:

- Pull your patient gaps list from Carespective™ &/or Health e-Blue (HeB).
- Identify those patients with gaps that need an appointment and schedule them before the end of the year, allowing enough time to reschedule for cancellations. Add a note in the schedule so staff know to not allow the patient to cancel.
- From the above list identify patients that can be scheduled for a nurse visit if they need labs done, BP rechecks, etc.
- Identify measures that need Health e-Blue entry such as counseling for nutrition or blood pressure control, and enter in HeB.
- From the Carespective™ list identify measures that need follow-up calls for services not completed or done elsewhere, such as colorectal cancer screening, mammograms, eye exams, etc., both to facilities and patients. Encourage patients to complete services and provide education on importance where appropriate. Assist patients in scheduling services before the end of the year.
- If patients don't wish to schedule a colonoscopy in December, use FOBT or Cologuard® to meet the measure.
- Contact patients on maintenance meds with a refill that ends before the year-end so they don't run out during the holidays.

PCMH:

- During down time, have staff review the chronic care model & PCMH PPTs (available on Carespective™).
- In staff meetings, review your policies for test tracking, referrals, & community resources, and make updates as needed. Conduct a game by matching services to community organizations. Staff training sign-in sheets can be found in Carespective™.
- Create a health education bulletin board in the break room or nurse station and assign staff to update it monthly or quarterly.

If you need assistance on how to pull reports from Carespective™ and/or HeB to close gaps, please contact your practice consultant.

Dates to Remember

Please alert your practice coach **ASAP** or by **Monday, December 16** if you have any physicians starting in a practice, retiring, moving, leaving the state, etc., so their info can be incorporated into the BCBSM database before year end. This includes any address or phone number changes. The Winter Snapshot is used for PCMH designation, final quality, Cost of Care, and payments for 2019.

The deadline for entering 2019 treatment opportunities (aka gaps in care) data in Health e-Blue for BCN, BCBSM Commercial and Medicare Advantage is **Midnight, January 25, 2020**. Submission of supplemental data files is **February 7, 2020**. Data entered after those dates will not count for 2019 incentives.

All MAG and CIPA offices will be closed on the following days. Wishing you and your families the very best of the holiday season.

Tuesday, December 24

Wednesday, December 25

Wednesday, January 1, 2020

Save The Date for the First webinar of 2020! Thursday, January 16, CIPA kicks off a new year of webinars to help your staff stay up to date on PGIP and PCMH. The topic will be "BCBSM PCMH and PCMH-N Interpretive Guidelines Updates". There are new capabilities, including 10 more Core/Mandatory, deleted capabilities and changes to existing capabilities. Mark your calendars now as you won't want to miss this one! Watch your emails for the flyer and to register. Time is 12 noon – 1 p.m.