

# So You Want To Be A Patient-Centered Medical Home?

**Considerable investment in time, resources and money is required for practices to make the transition to, and receive accreditation for, becoming a recognized patient-centered medical home. You need a partner. We can help.**

## STEP ONE: **Where are you now?**

Through interviews and on-site evaluations with the practice, the Verden team systematically analyzes the practice’s current policies and procedures to determine how practice operations currently mesh with the basic tenets of a PCMH. Our consultants base this assessment directly on the NCQA standards that must be met for recognition, using the actual NCQA survey standards for evaluation. Our evaluators also focus on the general tone of the practice, determining if adjustments may be needed to foster the creation of a patient-centric culture throughout the organization.

Once the evaluations have been completed, the Verden team will sit down with the practice to review any identified gaps and move forward with developing a plan of action for moving the practice towards meeting all standards for recognition. Some of the items that may need to be addressed include:

Staffing needs and education	Technology - current needs and efficient usage
Patient outreach, tracking and follow-up	Evidence based medicine and decision support
Care coordination- resource integration and care management	Scheduling and access

While a practice does not have to obtain NCQA recognition to function as a medical home, doing so greatly increases the credibility of the practice’s model and provides leveraging for reimbursement discussions at the Payer level.

Verden’s consultants know the NCQA recognition process well, which allows us to help practices through the confusing mire of terminology and required documentation, and to make the transition from status quo to high-performing medical home.

### STEP TWO: **Where Do You Need to Be?**

Once we've established where the gaps exist, we get to work determining how best to fill them. We work closely with the practice to implement a solid and implementable plan of action. We draft required protocols and train staff on how to work within them; implement scheduling changes; improve resource utilization through reallocation and job enhancements; and assist the practice with the total transformation. We also invest heavily in staff and patient education in order to create the needed dedication and commitment to the new model of care.

As technology deployment is generally needed in the transformation, The Verden Group will work with you to develop the structure you need to maximize the technology required to support PCMH standards, including:

- Disease registries and EBM compliance trackers
- Decision support programs and a recall/alert system
- Utilization of practice management system reporting capabilities
- Assist with implementation of selected EHR

Step two is often the longest step in the transformation process, as the practice adjusts to new ways of caring for patients, new staff roles and operating procedures, and technologies that can take time to acclimate to. Our goal is to assist the practice with the transformation to PCMH in a concise amount of time while ensuring the practice is on sure footing to guarantee success.

### STEP THREE: **How Are You Doing?**

Once any changes that may have been needed are implemented, Verden's consultants re-assess the practice, comparing the practice's policies and procedures once again against the NCQA standards to determine if any final adjustments must be made. This is vital, as NCQA recognition is a multi-levelled process, and recognition may be granted at one of three levels, and we will be seeking the highest for your practice.

This re-assessment is brief, as consultants will have been working closely with the practice during any needed changes. View this as the final assessment to ensure that accreditation can be granted once the application is filed.

## STEP FOUR: **Applying for Recognition**

At this point, the practice is ready to move forward and submit an application for accreditation to the NCQA. The Verden Group will complete the necessary application, including gathering the most important components, survey responses and required documentation, to prove that the criteria for recognition has been met by the practice.

While we await NCQA's review and decision, Verden consultants work with the practice on a marketing plan designed to achieve the following:

- Educate current patients on the medical home and their responsibility for care
- Community outreach to bring in new patients and to educate on the PCMH model
- Working with local specialist providers to educate them on how the new model of care in the practice works and to assure them of continued referrals

While **highly** unlikely at this point, should the NCQA reject the PCMH application and decline recognition, the Verden team will continue to work with the practice to determine what deficiencies need to be addressed and to correct these items in order to obtain that recognition. In addition, should the practice be recognized at a level lower than the practice desires, our team will assist the practice in obtaining the next level of recognition.

## STEP FIVE: **Getting Paid**

Once the practice obtains recognition, our efforts shift to ensuring that the investment in time and resources made by the practice can be adequately recouped! The Verden Group will leverage our considerable experience in contract negotiations and reimbursement to reach out to the practice's selected payers and position the practice in the right way to garner enhanced payment for the extra tasks and technology being deployed. Payment for medical home services are currently structured in the following ways:

- Fee-for-service plus per-member-per-month fees
- Fee-for-service plus per-member-per-month fees, population- and risk-adjusted
- Fee-for-service plus per-member-per-month plus pay-for-performance bonuses
- Fee-for-service plus bonus for service type (e.g. additional fee for well visits)

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## The Verden Group

Additionally, despite the fact that PCMH pilots are already well underway, federal resources remain for studying the model, and a thorough search of these resources will be undertaken on the practices behalf to take advantage of any available grants or funding.

As PCMH is already recognized as the new and desired standard of care, contract negotiations for a few of the Payers may not even need to be undertaken. Case in point, NY Medicaid's current PCMH initiative does not require any negotiations in order for practices to receive enhanced fees. As soon as a practice shows up on the NCQA's roles as a recognized PCMH, NY Medicaid automatically begins enhanced payments on selected codes within 30 days of notification from NCQA.

**From beginning to end, Verden is the partner that ensures you achieve the optimal value from your PCMH investment.**

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