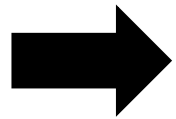
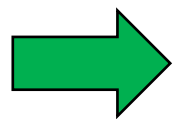


Introduction to Specialty Team Based Care



Animation



Animation Complete



Participation
from learners



Video

Agenda

Topic	Objectives
Introductions	
Chronic Care Model	<ul style="list-style-type: none">• Explain how a prepared, proactive team contributes to positive patient outcomes• Describe how the components of the Chronic Care Model support the practice team
Team Based Care and Care Coordination	<ul style="list-style-type: none">• Describe strategies to improve coordination across the care continuum• Describe effective processes of communication
Outcomes	<ul style="list-style-type: none">• Define two outcome measures that indicate the Specialty team-based care is successful
Break	
Care Management Process	<ul style="list-style-type: none">• Explain the care management process and actions which address the needs of high risk patients• Illustrate care management interventions to decrease ED utilizations and hospital admissions
Coding and Billing	<ul style="list-style-type: none">• Illustrate how to use care management codes for daily care team activities

MiCCSI Introduction to Specialty Team Based Care –Disclosures

- **MiCCSI Specialty Team-Based Care**
- **Criteria for successful completion-** In order to receive credit for this educational event, the attendee must register at MiCCSI.org, attend the full training session, complete and turn in an evaluation.
- **Presence or absence of conflict of interest for planners, presenters, faculty, authors and content reviewers.**
- There is no conflict of interest for anyone with the ability to control content of this activity.
- **Approval statement:**
- This nursing continuing professional development activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)

Welcome!

House Keeping



Virtual Etiquette

Video and Audio:

- Unless distracting, please turn video ON. This is crucial for building trust and engagement.
- Test your video and audio before the meeting begins.
- Try to look at the camera when talking (to mimic the feeling of in-person eye contact).
- When possible, try to use good camera quality and sound.
- Adjust your camera if it is too high or low.

Meeting:

- Please hold off eating during the meeting as it can be distracting.
- Try not to multitask too much or make sure you're muted.

Environment:

- Be aware of your backgrounds to not be distracting.
- Position yourself in the light.
- Find a quiet place to join or mute yourself as necessary.

Michigan Institute for Care Management and Transformation (MICMT)

Who We Are

Partnership between University of Michigan and BCBSM Physician Group Incentive Program (PGIP)

Goal of MICMT

To help **expand** the adoption of and access to **multidisciplinary care teams** providing **care management** to populations served by the physician community in order to **improve care coordination** and **outcomes** for patients with complex illness, emerging risk, and transitions of care.



Michigan Center for Clinical Systems Improvement (Mi-CCSI)

Who We Are

Regional Non-profit Quality Improvement Consortium

What We Do

Mi-CCSI works with stakeholders to:

- Facilitate training and implementation....
- Promote best practice sharing,
- Strengthen measurement and analysis

Mission

Mi-CCSI Partners to Better Care

We do so through...

- Evidence-based Trainings
- Sustainable Training Impact
- Collaborative and Customized Approaches
- Engaging Heart and Mind
- Enhanced Body Mind Spirit Patient Focus

Vision

Mi-CCSI leads healthcare transformation through collaboration

Specialty TBC

Curriculum developed in partnership with:

Marie Beisel, MICMT

Ruth Clark, Integrated Health Partners

Joan Kirk, Answer Health

Sheri Lee, BCBSM

Alicia Majcher, Michigan Medicine

Ewa Matuszewski, MedNetOne/PTI

Erika Perpich, Olympia Medical

Ashley Rosa, Bronson

Jackie Rosenblatt, GMP Network

Sue Vos, MiCCSI



Introductions: Poll

What is your role within
your organization?

Successful Completion of the Specialty Team Based Care (STBC) course includes:

1. Completion of the STBC course, **in-person or virtual**
2. Completion of the Michigan Institute for Care Management and Transformation (MICMT) STBC **post-test** and **evaluation**.
Achieve a **passing score** on the post-test of **80% or greater**
3. Completion of the MiCCSI (Mi-CCSI) evaluation

*If needed, you may retake the post-test

You will have (5) business days to complete the post-test.

Goal of Care Management

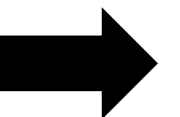


To achieve an optimal level of **wellness** and improve **coordination of care** while providing **cost effective, non-duplicative** services.

Aug 13, 2018, The Center for Health Care Strategies, Inc. (CHCS)

Objectives

- **Explain** how the prepared, proactive team contributes to positive patient outcomes.
- **Describe** how the components of the chronic Care Model support the practice team.



Brief History of Chronic Care Model

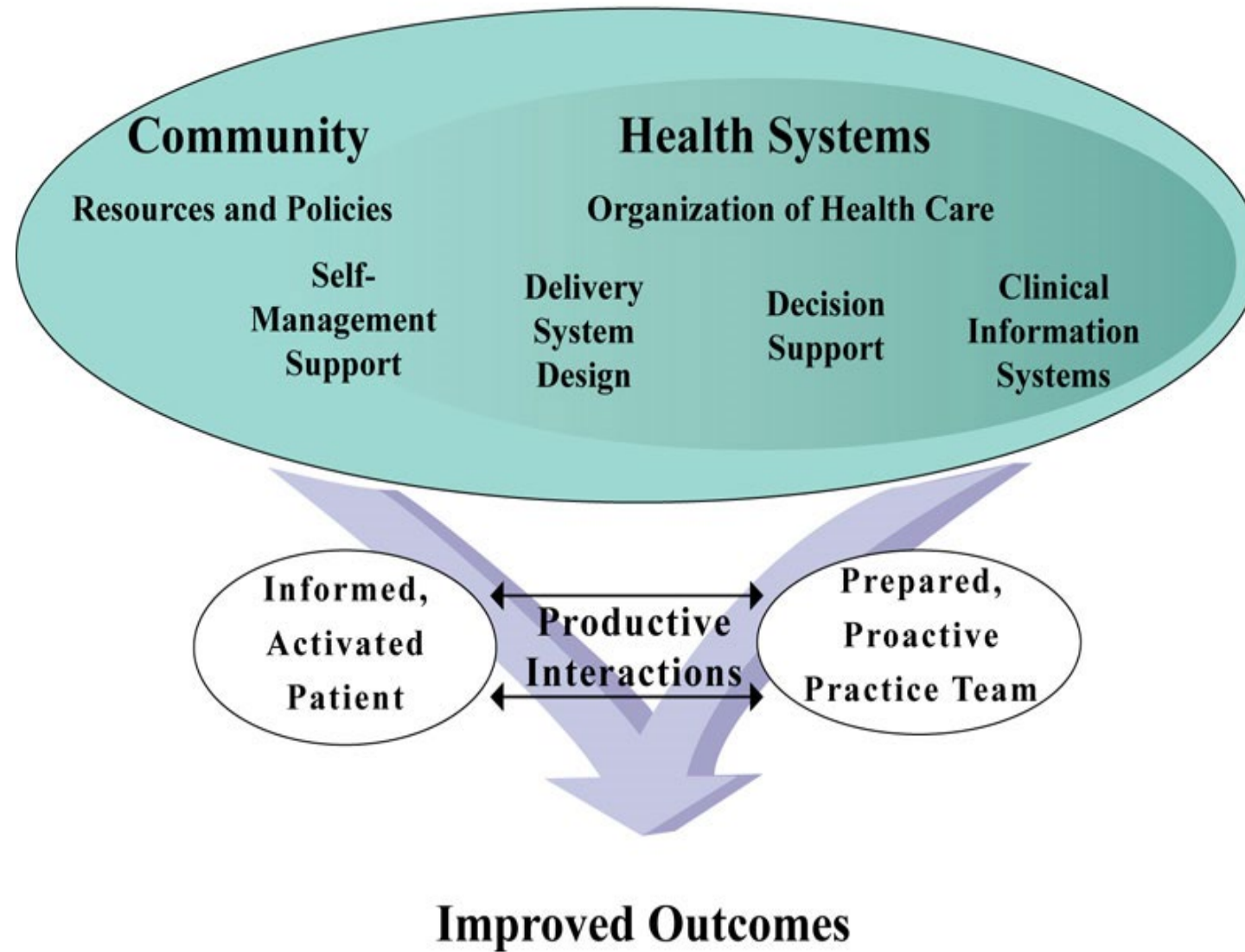
**MacColl
Institute for
Healthcare
Innovation**
synthesized
scientific
literature in
early 1990s.

**Robert Wood
Johnson
Foundation**
funded a 9-month
project that
resulted in an
early version of
the model.

Panel of experts
reviewed and
compared against
leading chronic
illness
management
programs in the
U.S.

**Current
Model was
published
in 1998.**

The Chronic Care Model

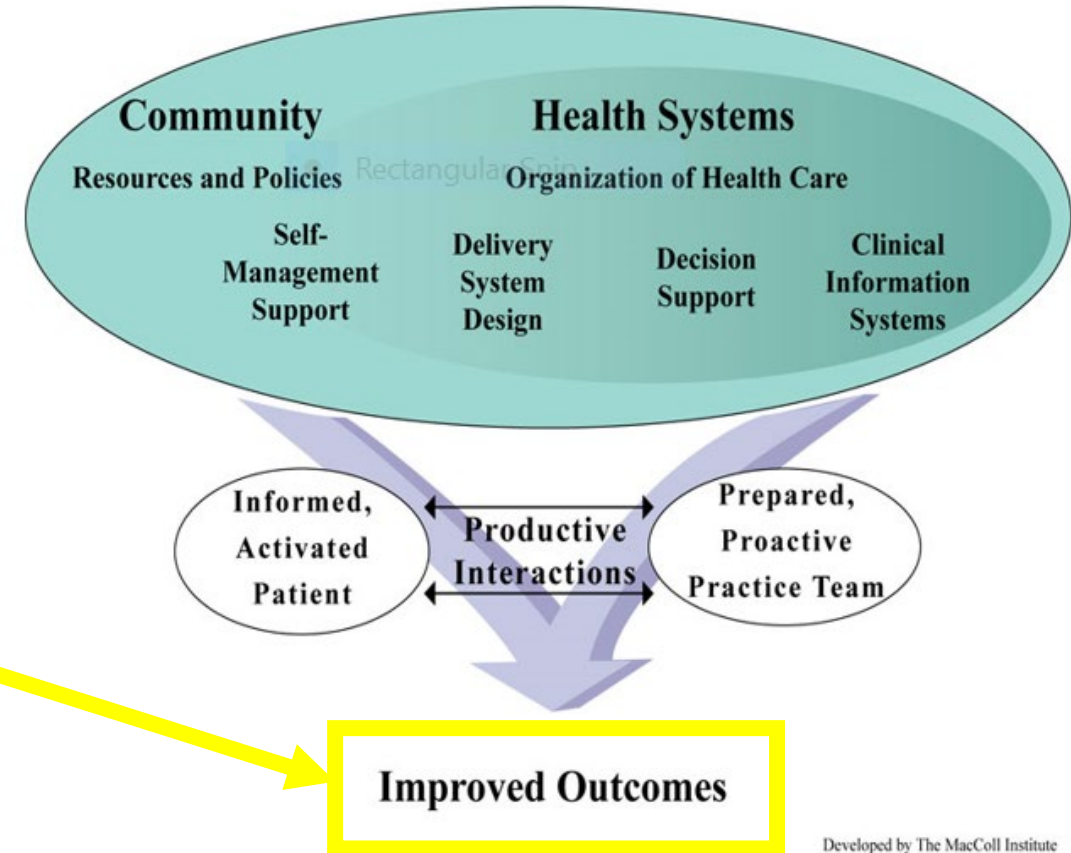


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Improved Outcomes

- Patient/caregiver is successful with self management of chronic condition(s) so that they do not end up having to utilize the emergency department or be hospitalized.
- Outcomes are the measures used to understand the impact and success of the team-based program.

The Chronic Care Model

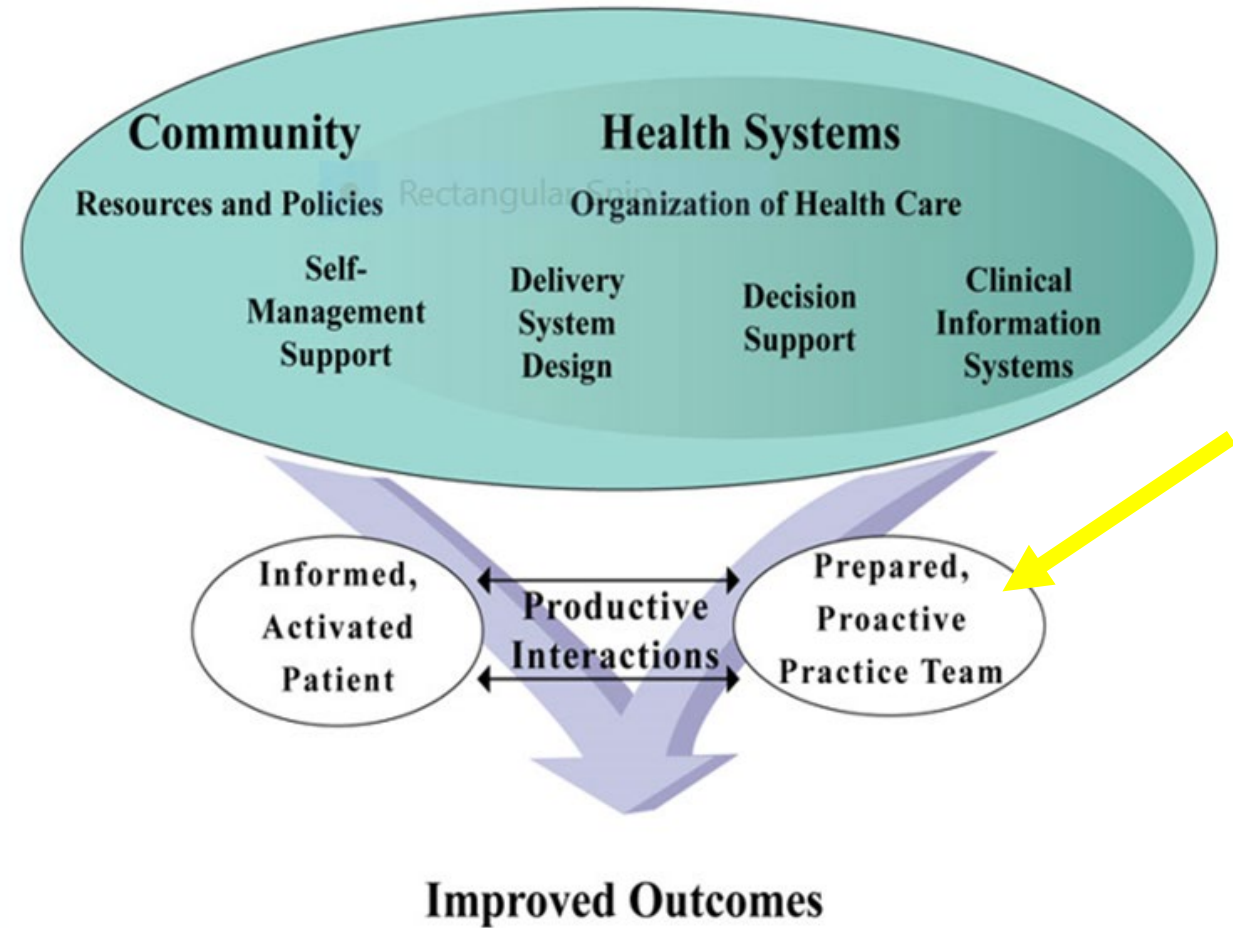


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Prepared, Proactive Practice Team

- Patient information at time of visit
- Care team members available for visit
- Necessary equipment available
- Decision support
- Adequate time to provide care
- Care plan v. self-management goal

The Chronic Care Model

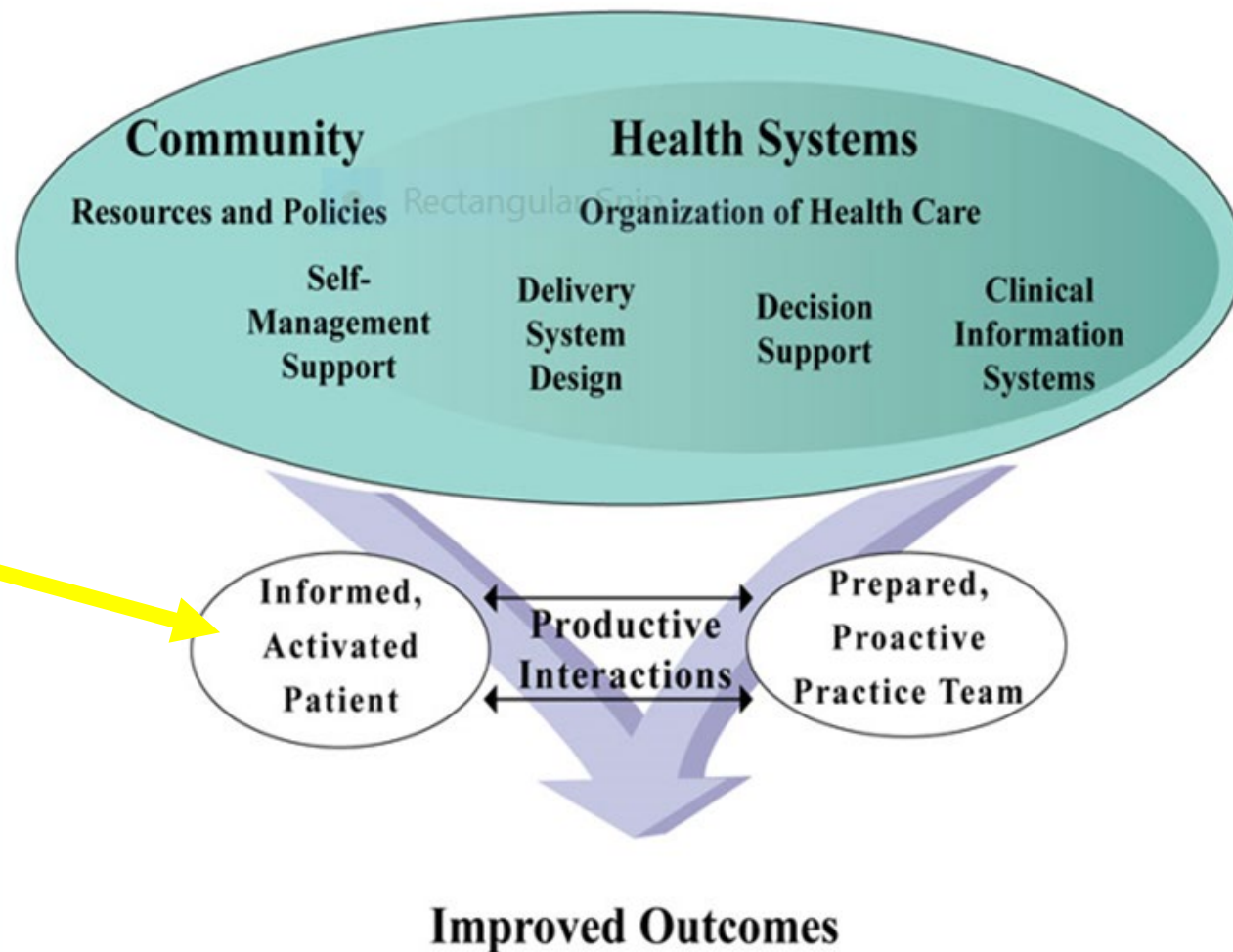


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The Chronic Care Model

Informed, Activated Patient

- Understands disease process
- Understands prognosis
- Includes family and caregivers in developing care plans
- Views the provider as a guide
- Manages daily care

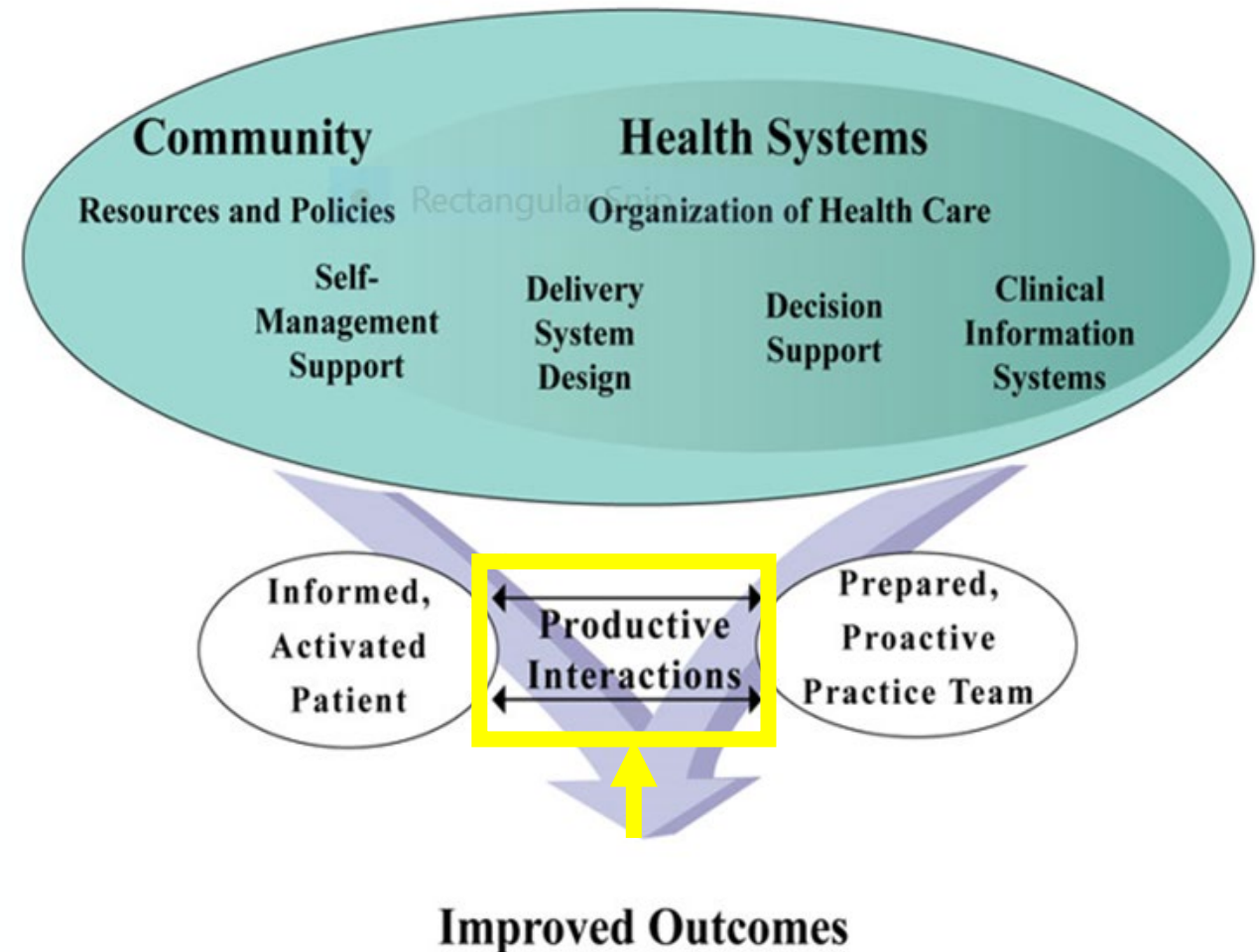


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Productive Interaction

- Assess self-management skills and confidence
- Assess clinical status
- Tailor clinical management by stepped protocol
- Collaborative goal setting and problem solving in a shared care plan
- Active, sustained follow-up with patient is scheduled

The Chronic Care Model

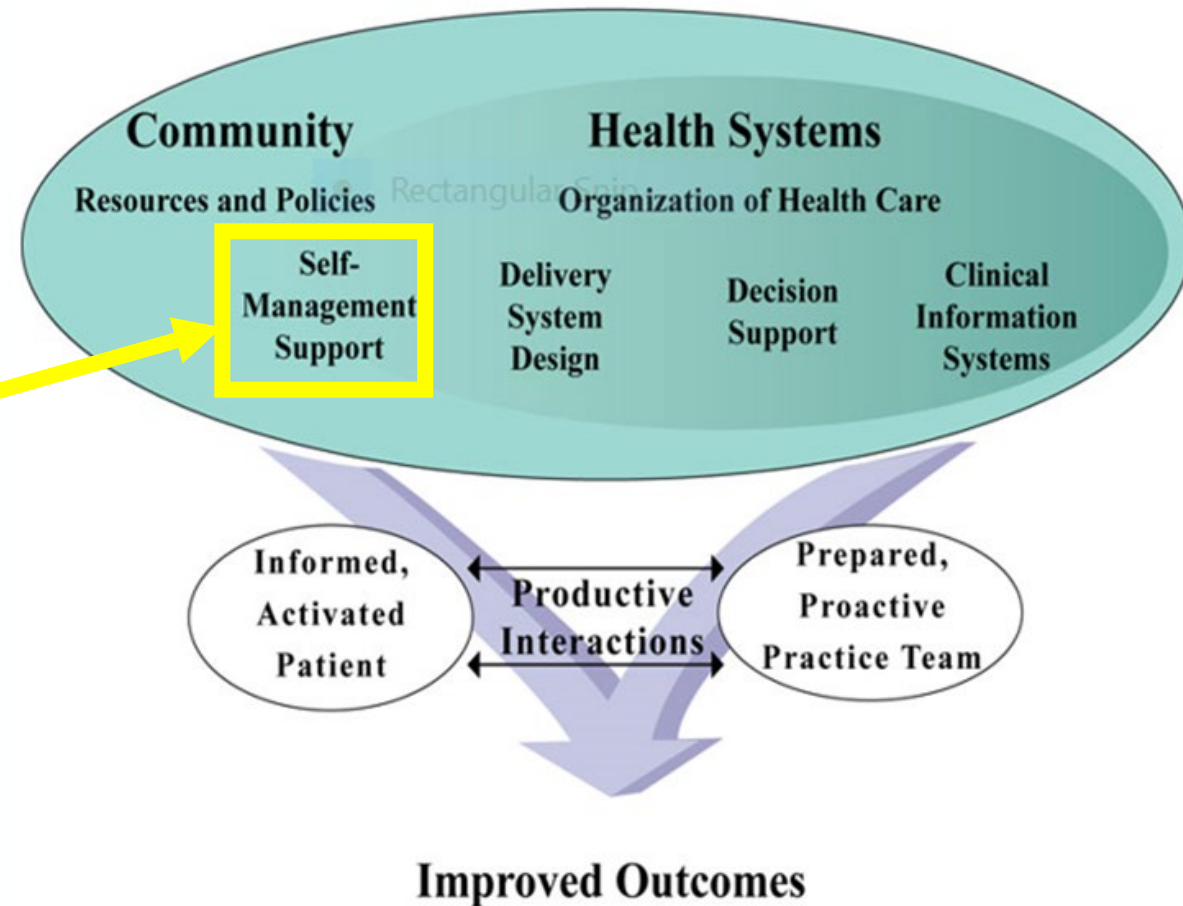


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Self-Management Support

- Emphasize patient's central role in care
- Effective self-management strategies include:
 - Assessment
 - Goal setting
 - Action planning
 - Problem solving
 - Follow-up
- Organize resources that provide patient support

The Chronic Care Model

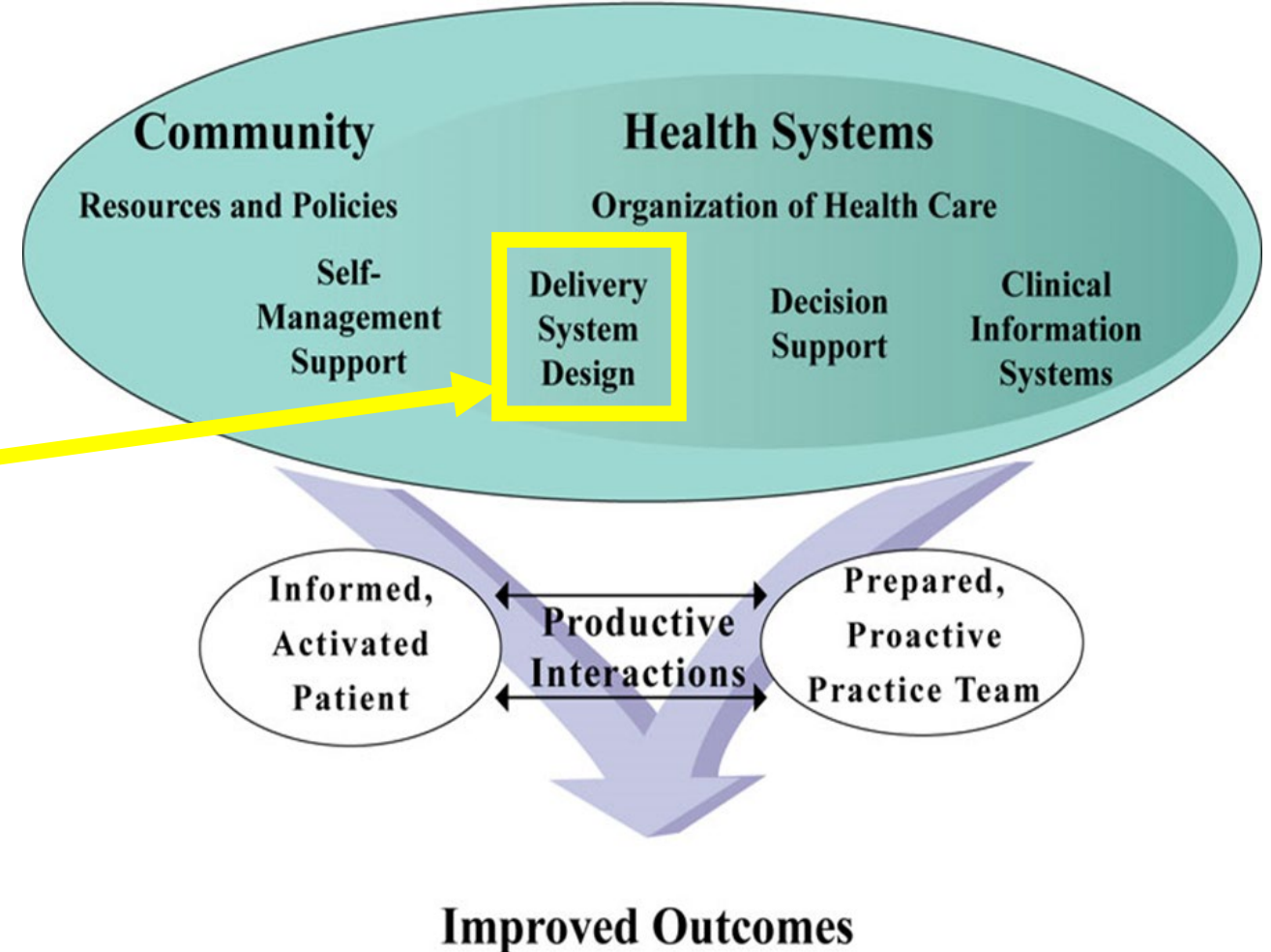


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Delivery System Design

- Define roles and responsibilities of team members
- Planned interactions support evidence based care
- Clinical case management services i.e., care managers
- Ensure regular follow-up appointments
- Give care patient understands and is culturally appropriate

The Chronic Care Model

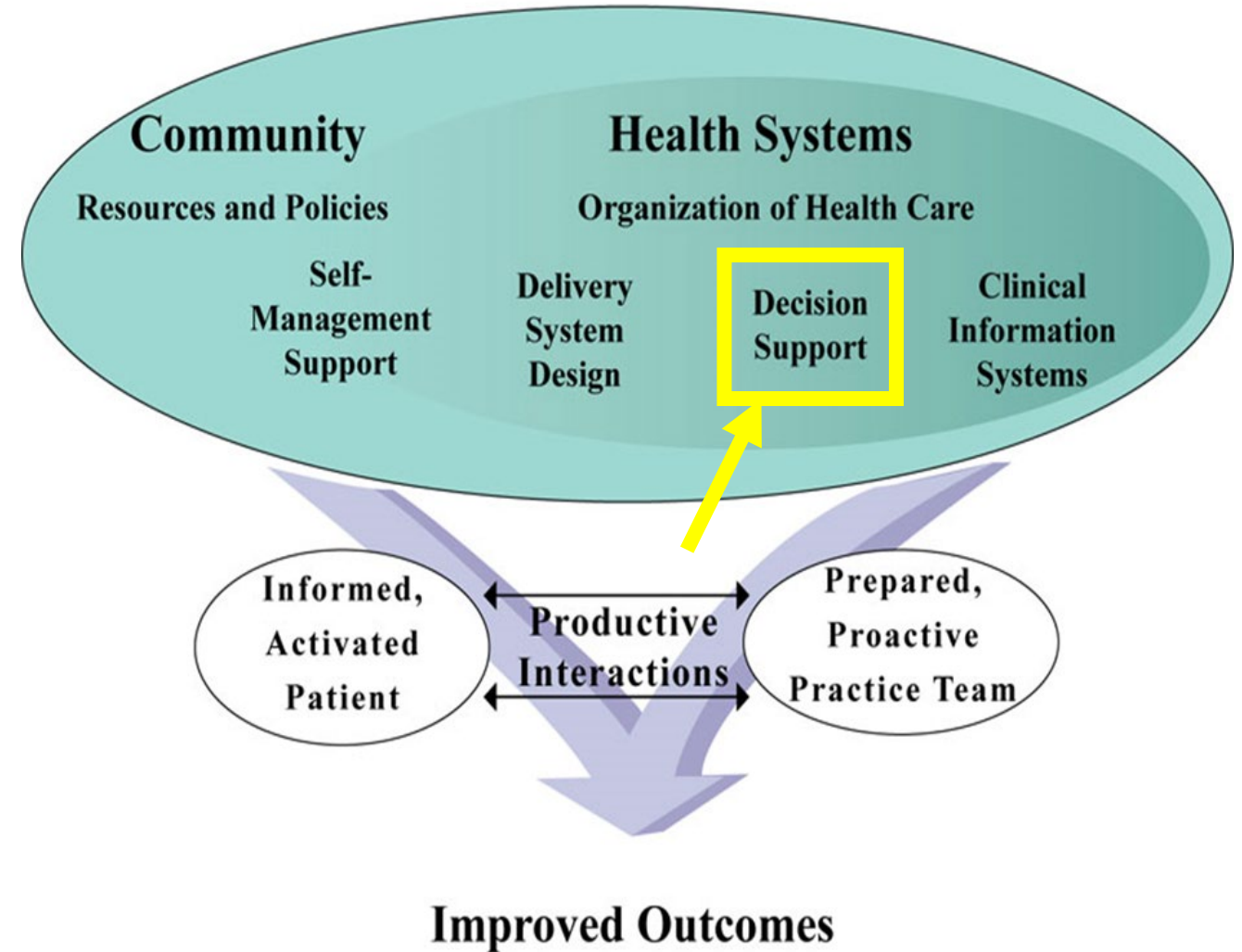


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Decision Support

- Incorporate evidence based guidelines into daily clinical practices
- Primary care and specialty providers collaborate to provide care
- Use provider education materials
- Share information about care guidelines

The Chronic Care Model

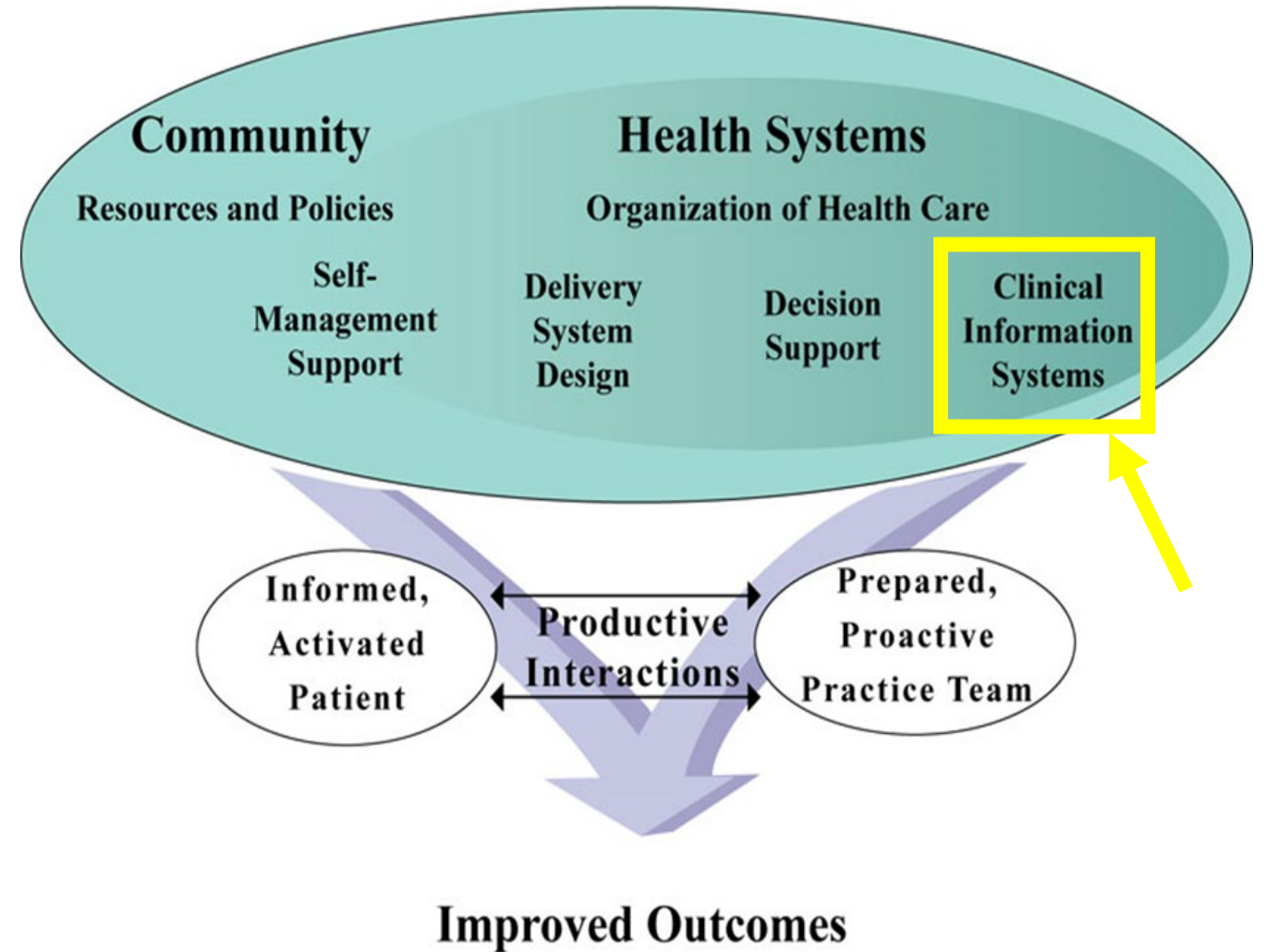


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Clinical Information Systems

- Provide reminders for patients and providers
- Identify patient populations for proactive care
- Enable individual patient care planning
- Share data with patients and other providers
- Monitor team and system performance

The Chronic Care Model

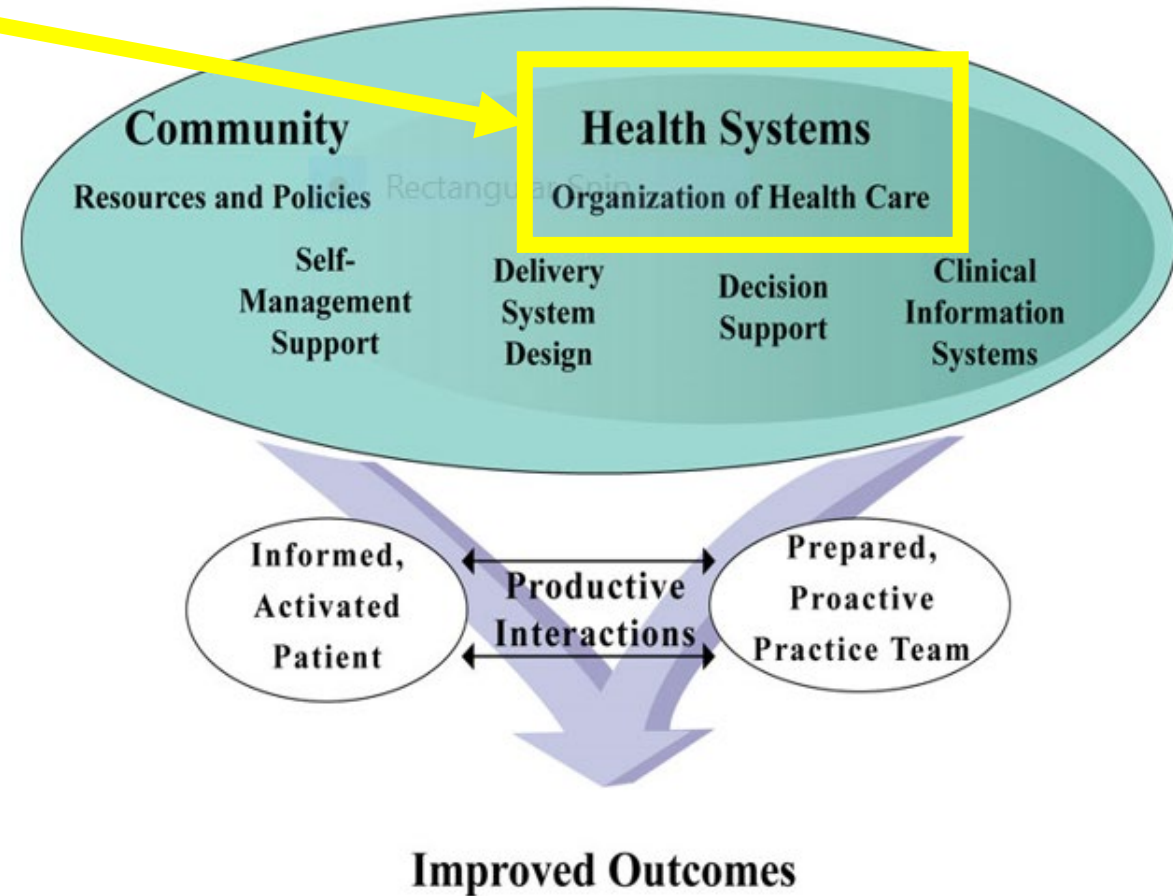


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Health Systems: Organization of Health Care

- Senior leaders and all levels visible support improvement
- Promote effective improvement approaches aimed at comprehensive system change
- Encourage open and systematic problem-solving management
- Provide quality of care incentives
- Develop care coordination agreements

The Chronic Care Model

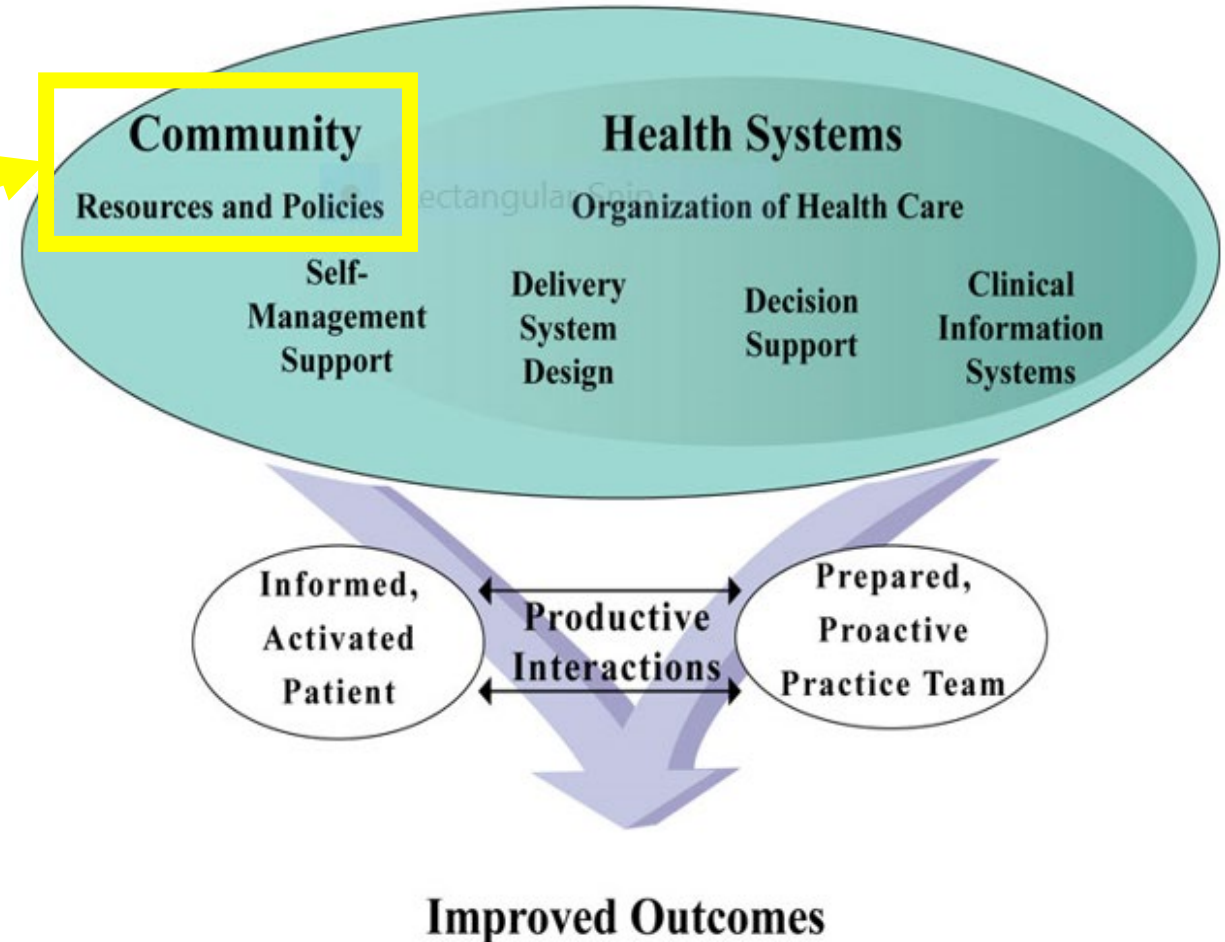


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Community: Resources and Policies

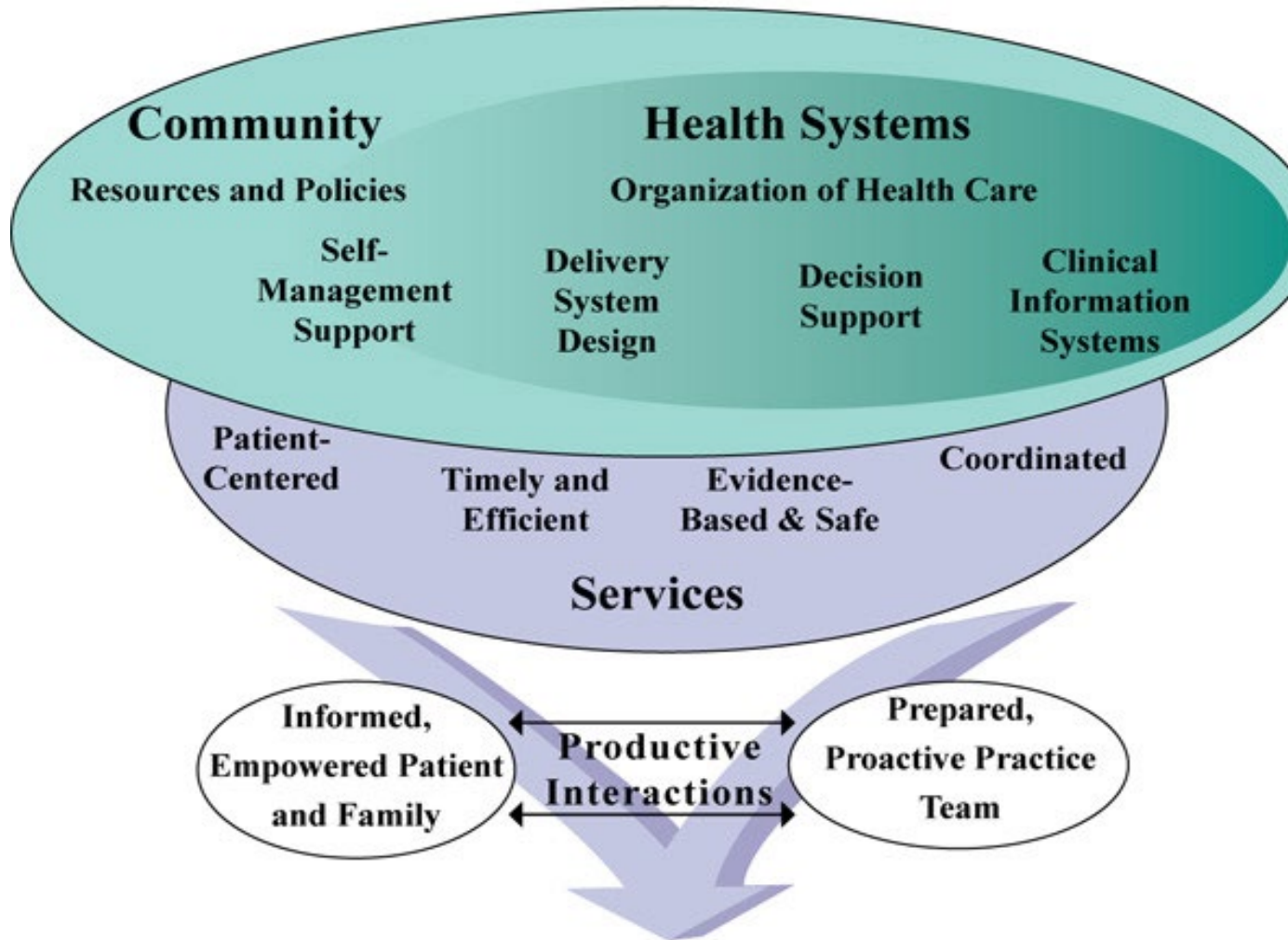
- Encourage patients to participate in effective community programs
- Partner with community organizations in supporting and/or developing programs
- Be an advocate for policy change

The Chronic Care Model



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The Care Model



Together the clinical and community organization Care Team Members support the patients.

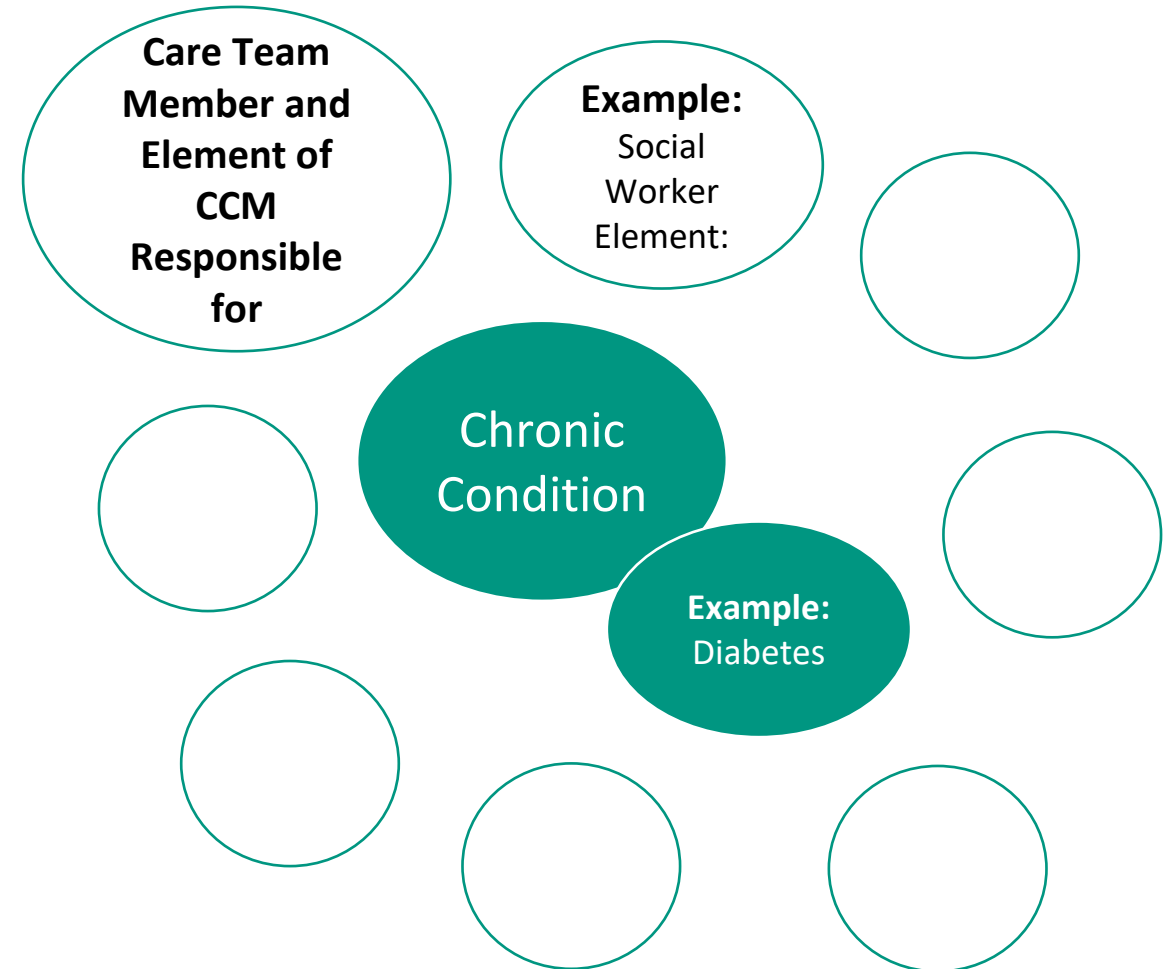
Effective Care Team Members apply communication skills with the other clinicians and team members within the office as well as the patient for improved outcomes.

<https://www.ahrq.gov/ncepcr/tools/pf-handbook/mod16.html#fig16.2>

Activity

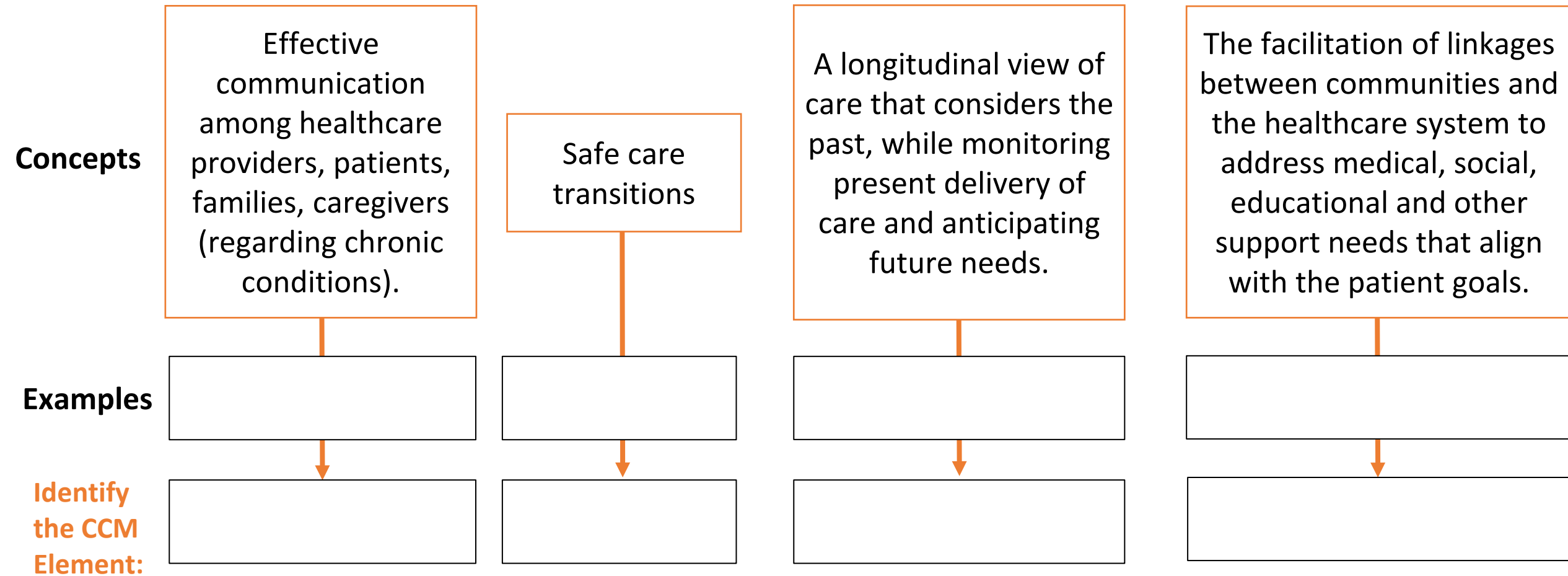
- Choose a **chronic condition** for the center bubble
- Use the surrounding bubbles to map out how **care team members** use different Chronic Care Model (CCM) elements to provide care to a patient with that chronic condition.
- **Possible Care Team Members:**
 - Physician
 - Specialist
 - Dietitian
 - Behavioral Health
 - Pharmacist
 - Nurse
 - Medical Assistant
 - Care Manager
 - Case Manager
 - Physician Assistant
 - Dentist
 - Administrative/support staff
 - Community health worker
 - Technician/technologist

Prepared, Proactive Practice Team



Care Coordination: A Multidimensional Concept

Activity: How are these Care Coordination concepts linked to the Chronic Care Model (CCM)?



Summary

- The prepared, proactive team contributes to positive patient outcomes
- Components of the Chronic Care Model support the practice team



Objectives

- Describe **strategies to improve** coordination across the care continuum
- Describe effective **processes of communication**



Communication IS the Foundation for Care Coordination

The Communication Process

Communication is a two-way process where:

- You send a message using your voice and nonverbal cues.
- The other person listens, interpreting and personalizing the message, and gives feedback verbally and nonverbally.
- Meanwhile, you are listening to the verbal feedback and attending to the nonverbal cues in order to gauge how your message was received and to understand the other person's response.



FEMA

Visual 1.10
Effective Communication (IS-242.b)

Communication IS the Foundation for Care Coordination

Barriers to Effective Listening

- Emotional responses.
- Hearing facts and not feelings.
- Hearing what is expected and not what is said.
- Not seeking clarification.
- Stereotyping.
- The halo effect.
- Resistance to change.



FEMA

Visual 1.13
Effective Communication (IS-242.b)

https://training.fema.gov/emiweb/is/is242b/instructor%20guide/ig_01.pdf

Active Listening

- 1 • Decide to listen and concentrate.
- 2 • Enter the speaker's situation.
- 3 • Observe.
- 4 • Listen without interruption.
- 5 • Confirm.
- 6 • Provide feedback.



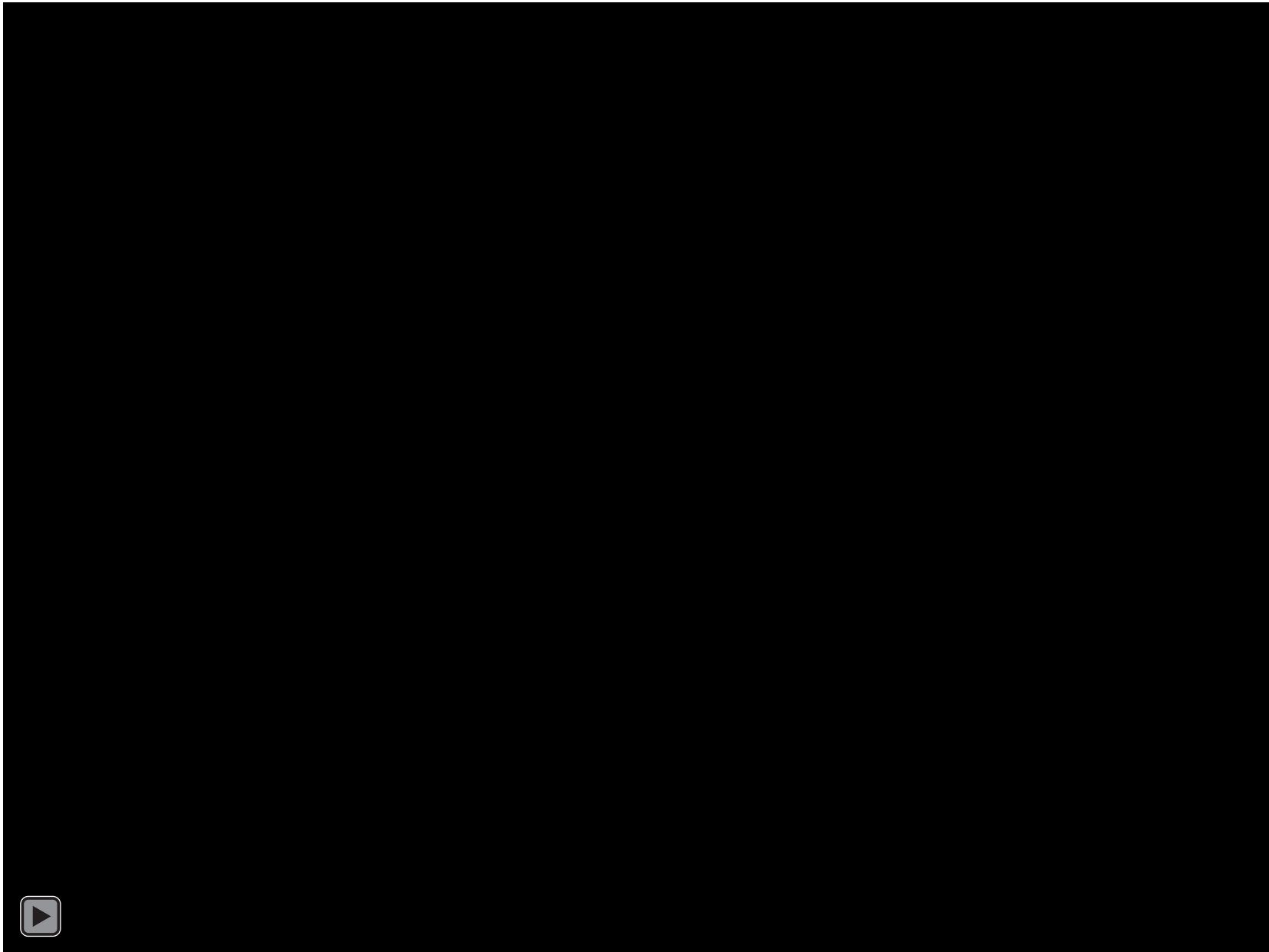
FEMA

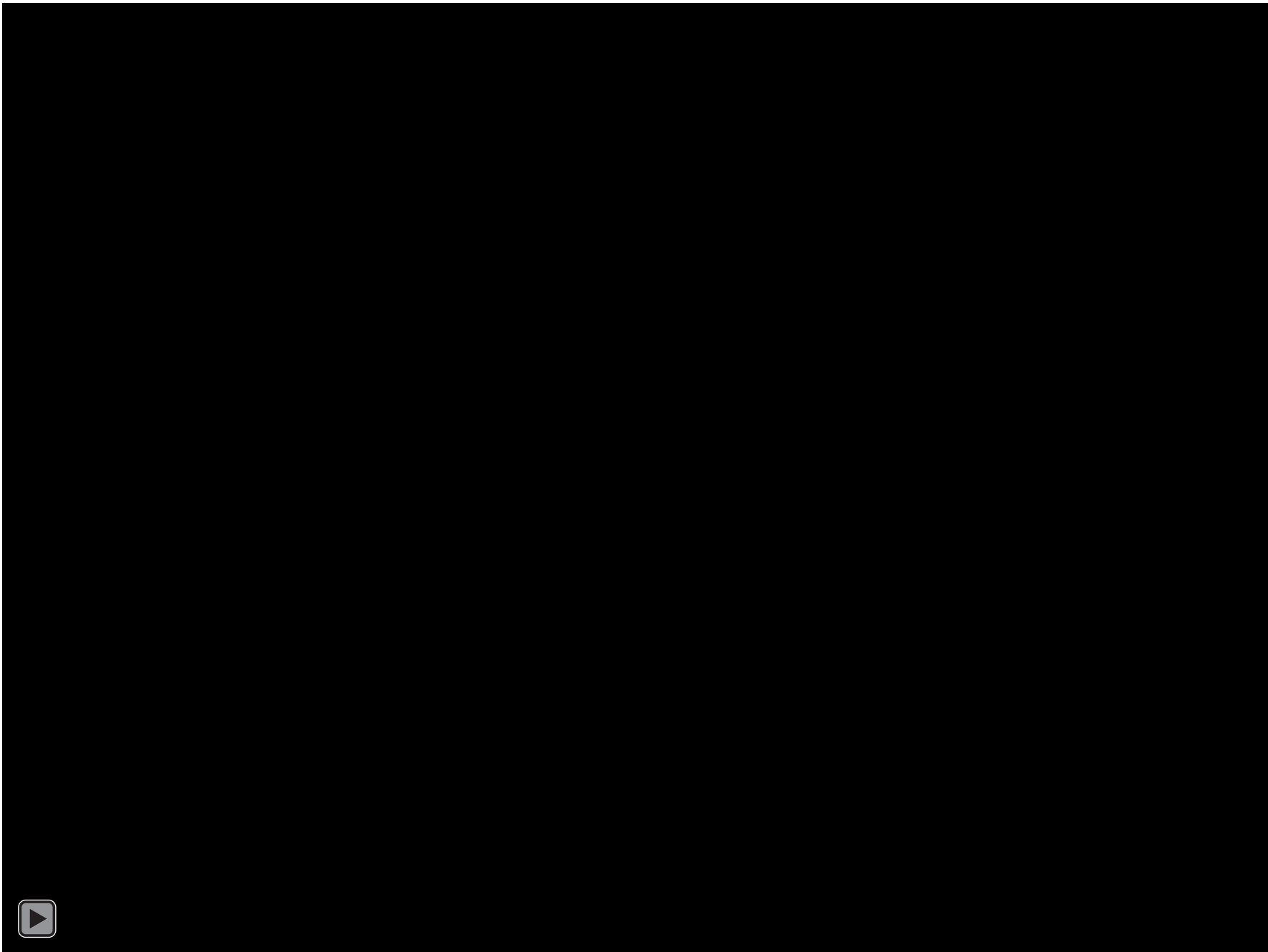
Visual 1.14
Effective Communication (IS-242.b)

https://training.fema.gov/emiweb/is/is242b/instructor%20guide/ig_01.pdf

Communicate Clearly?







Communicate Clearly?



Tool: SBAR

Making Reports and Requesting Action

Reliability Skill: Communicate Clearly

An outline for planning and communicating information about a patient, condition or **any** other issue or problem. It gets to the point!

Situation:	What is the immediate problem? The headline
Background:	What is the relevant history related to the situation?
Assessment:	What is your view of the situation and your perception of the urgency of the action needed?
Recommendation:	What is your request or recommendation?

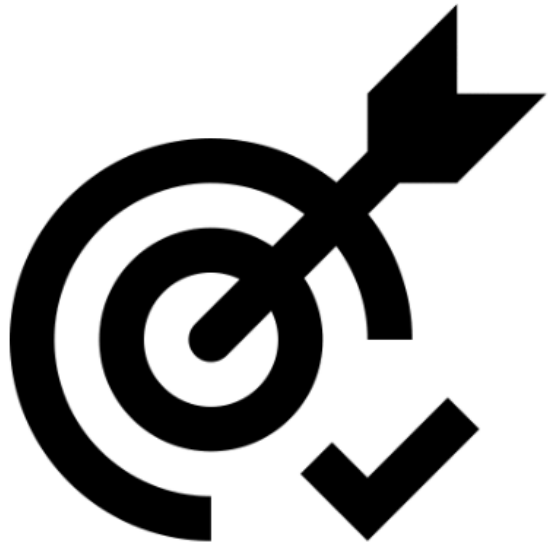
Team Based Care

“The high-performing team is now widely recognized as an essential tool for constructing a more patient centered, coordinated, and effective system of health care delivery.”

(Mitchell et al., 2012)



Care Coordination



“**Effective Care Coordination** supports achieving the **Quadruple Aim**: improving the care experience for individuals, improving individual health, improving the work life of health care providers, and reducing costs.”

Bodenheimer & Sinsky, 2014

Activity

Where have you seen good care coordination with a patient's Specialist(s) and Primary Care ?
What made it good?



Who is on the Patient's Health Care Team?

Specialists Practice Team

Patient/Caregiver

PCP Practice Team

Community Resource

Hospitalist

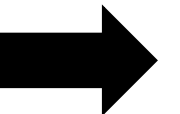
Hospital Discharge Care Manager

Home Care Agency

Health Plan Care Manager



Key: Specialist and PCP team
– it is about communication
and relationships!



Activity

- Based on the patient your practice serves, what medical healthcare agencies do you coordinate with?
- Where is the opportunity?



Care Coordination: Linkages with Community Resources

Patient education
(programs offered in community)



Patient transportation



Affording medication



Caregiver support



Activity

Which community resources do you anticipate developing a relationship with?

Examples of Care Team Coordination

Share the Care

PCP and Specialist share patient care.



Consult

PCP refers patient to Specialist for consult. PCP carries out the treatment plan.



Handoff

PCP sends request, Specialist sees patient and oversees the patient's care.



The Team: Specialist and PCP Partnership to Address Utilization



- Care management/coordination
- Consults or referrals (palliative care, pulmonary rehab)
- Patient and caregiver education
- Medication Reconciliation
- Standardizing discharge processes and workflow
- Post discharge follow-up

Activity: Use SBAR Individually

Prepare an SBAR for one scenario

Situation:	What is the immediate problem? The headline
Background:	What is the relevant history related to the situation?
Assessment:	What is your view of the situation and your perception of the urgency of the action needed?
Recommendation:	What is your request or recommendation?

Scenario One: A patient has been discharged from a rehabilitation center and is taking Coumadin, which was prescribed by the PCP. The Coumadin was continued during an inpatient acute hospital stay and at the rehab unit.

The patient calls the Nephrology CM, who is part of the specialist Nephrologist that the patient has been seeing for the last 12 months. He is due for a blood draw over the weekend and doesn't know where to go. The patient is homebound. He is due for this lab test in 2 days. The CM Nephrology notes the Nephrologist did not prescribe the coumadin. The Nephrologist asks the CM to check with the PCP.

You decide a next step is to follow up with the PCP office. It is Friday afternoon.

Create your SBAR to discuss with the PCP team member.



Summary

- Strategies to improve coordination across the care continuum
- Effective processes of communication



Resources

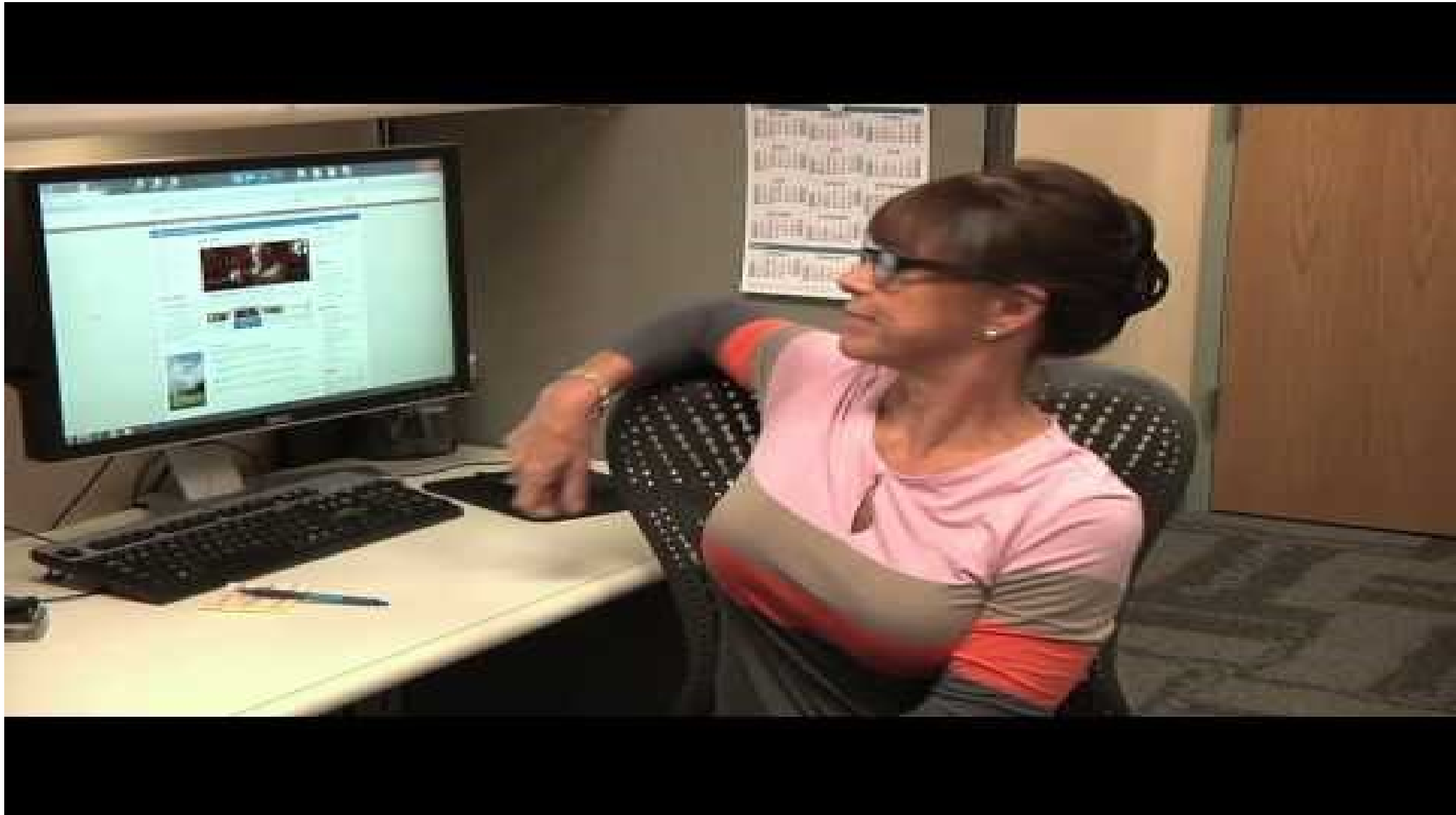
- [SBAR toolkit - Institute for Healthcare Improvement](#)
- Narayan, M. C. (2013). Using SBAR Communications in Efforts to Prevent Patient Rehospitalizations. *Home Healthcare Nurse*, 31(9), 504–515.
<https://doi.org/10.1097/nhh.0b013e3182a87711>



Break



Deskercise



Objective

- Identify two outcome measures that indicate the Specialty team-based care is successful.



What are Outcomes Measures?

Outcomes measures are **the reason why** we implement a program.



... they are what payers and organizational leadership can use to **determine** whether or not our **programs are successful**.

Why



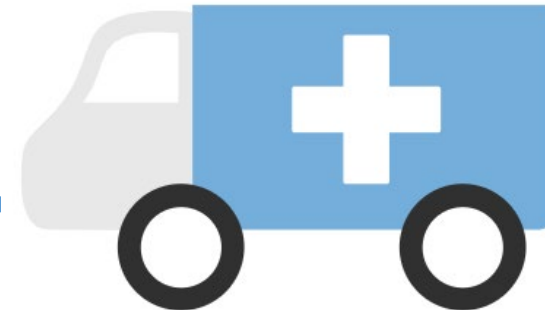
STBC Outcomes Measures

While there are many potential measures that could be used (patient satisfaction, quality of care, etc.), **the measures for the BCBSM pilot that will determine program success are:**

Inpatient Utilization



Emergency Department Utilization



Metric Definitions

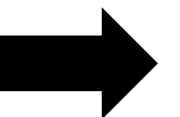
What does ED and IP utilization mean?

ED Utilization

The number of times per thousand that the patients attributed to your practice visited the emergency department.

IP Utilization

The number of times per thousand that the patients attributed to your practice were admitted / readmitted.



What is visits per thousand?

For both ED and IP utilization, the metrics are usually calculated as “**visits per thousand**”, which allows for comparison across different size populations.



What does this mean?

If a hospital or ED admits/sees 500 patients from a total attributed population of 800 people, the number of admits per thousand is 625 (500 x 1,000 divided by 800 = 625)

Activity – Thinking about unnecessary ED or Inpatient Admissions

Step 1: Individually

Please take about 30 seconds to think **about a loved one or patient** who had a **difficult experience** with lots of trips to the ED or hospital.

Step 2: Individually

Now, please take 30 seconds to think about how **this role could have changed that experience.**

Step 3: Group sharing

Could at least 2 people share the patient/loved one experience and how they think this role could have helped them?



Tracking Performance

Step 1: Know **who** you're responsible for keeping out of the ED and hospital!

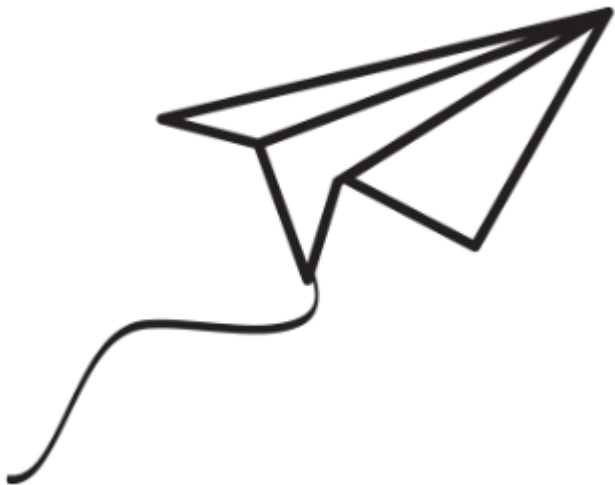


Work with your **practice administrative** and **clinical leadership** to identify which population of **patients** you should be **focusing on and tracking.**

Activity

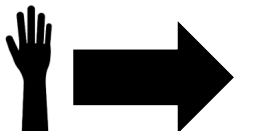
Think on your own for a minute

- What population would be considered the highest risk of emergency department and inpatient utilization in your clinics?
- Is there someone who might be able to identify this subset of patients?
- Are there registries in place for the specialty practice?



Group discussion

- Describe your patient populations and the type of tracking that is in place.



Impacting Performance: Clinical

While ED and IP utilization are **outcomes measures**, lots of different factors play into whether or not your patient population has **high utilization**:

Medication Adherence

Multiple diagnoses

Clinical guidelines

Symptom Management

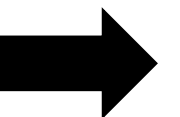


Treating to target

Quality Metrics

Health Literacy

Social Needs



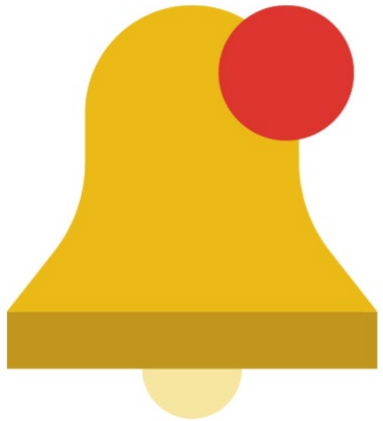
Defining High Risk for the Specialty Practice



What criteria will be used to define and identify patients that are high risk in the clinics you will be servicing?

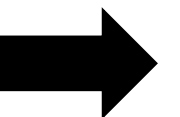
Tracking Performance

Step 2: Get notifications or find out when high risk patients ...



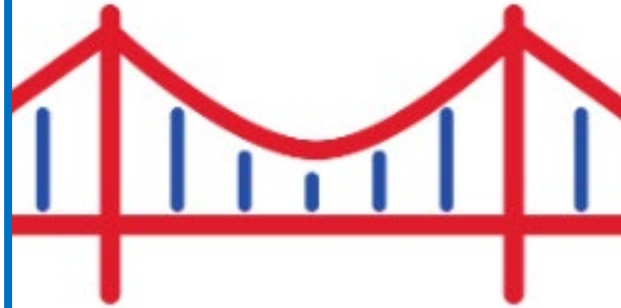
- come into the clinic
- **visited** the ED
- were **admitted** to the hospital

Again, clinic leadership and PO leadership can be helpful!



Impacting Performance: Communication and Care Coordination

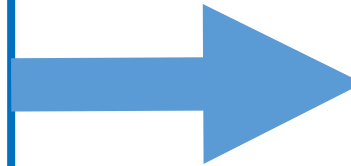
Communication
among team
members is key to
**achieving the
outcomes.**



Coordination with primary care is
critical to helping patients/care
givers understand why and how to
self manage and who to call with
concerns and needs.

Impacting Performance: See Enough Patients!

Seeing patients is the way to impact your outcomes!
Seeing enough patients can be the difference between meeting outcomes goals and falling short.




We suggest at least **4 patients in a half day** in order to see an outcomes impact.

Tracking Performance



Step 3: Trend performance



If you can't track utilization, work with your leadership and PO to identify what you *can* track.

As a care team member, you should find out how your practice/PO tracks admissions - and if there's a dashboard you can view.

Tracking ED and IP Utilization Tools

- If your practice uses a **patient ED and IP utilization tracking tool**, please describe.
- If you have heard of **other practices using a tool to track outcomes**, please describe.

Patient name/identifier	Emergency room visit date	Hospital admission date	30 day Readmission date	Diagnosis	Access to Discharge Summary Y/N
Sally Smith	2.25.20			Dehydration, nausea	no
Joseph Allen		2.26.20		HF	yes

Example: ED and IP utilization tracking tool



Summary

The outcomes measures for team-based care are:

ED Utilization

IP Utilization

In order to have the best chance of success:

Identify your population

Track your population

Trend your performance





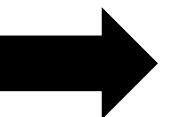
Questions?

Objectives

Explain the care management process and actions which address the needs of high risk patients.

Illustrate care management interventions to decrease ED utilizations and hospital admissions.

Describe a process for Specialty practice team members to coordinate care with a Primary care practice.



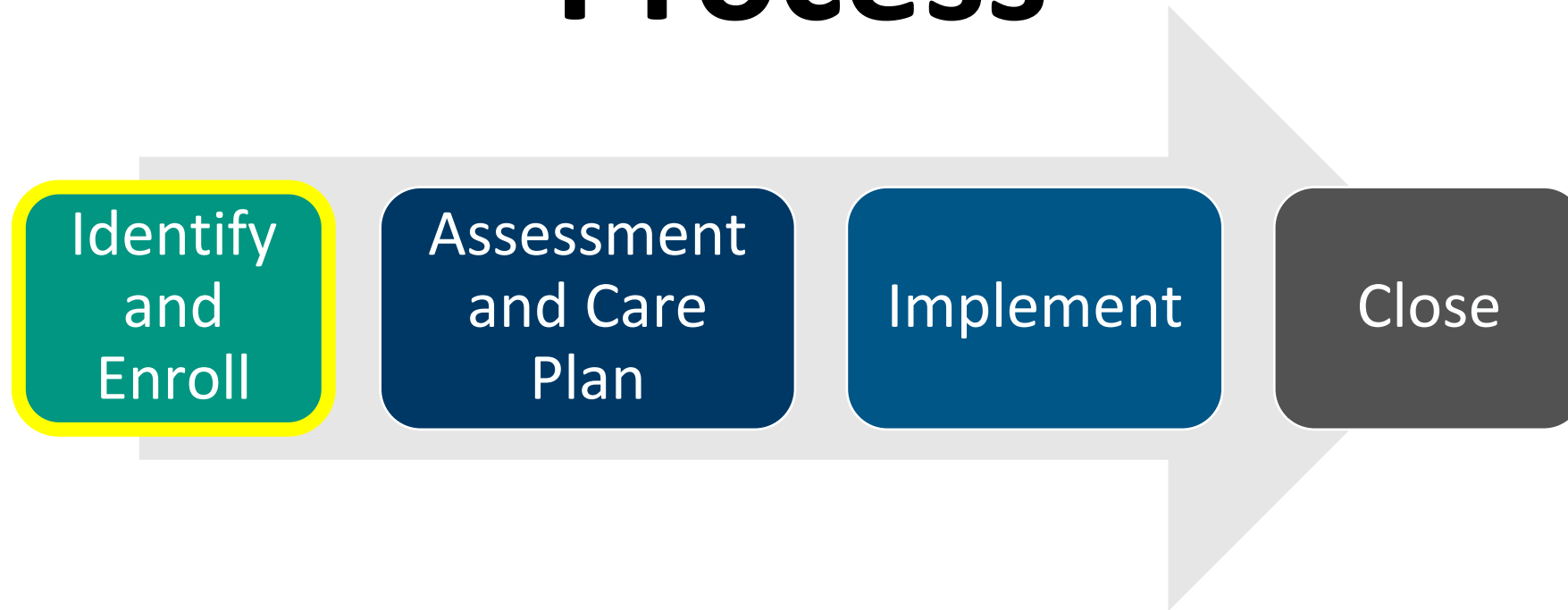
Goal of Care Management



To achieve an optimal level of **wellness** and improve **coordination of care** while providing **cost effective, non-duplicative** services.

Aug 13, 2018, The Center for Health Care Strategies, Inc. (CHCS)

Care Management Process



Identifying Patients for Care Management

Work with your practice team and physician to identify high risk patients.

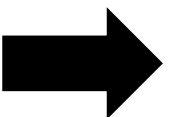
Clinical Guidelines

Top Outcome Measures:

Lower ED Utilization

Lower Inpatient Utilization

“It is not the number of diagnoses that determines the need for care coordination, but the complexity of health problems, complexity of social situations and complexity manifested by frequent use of healthcare services.”



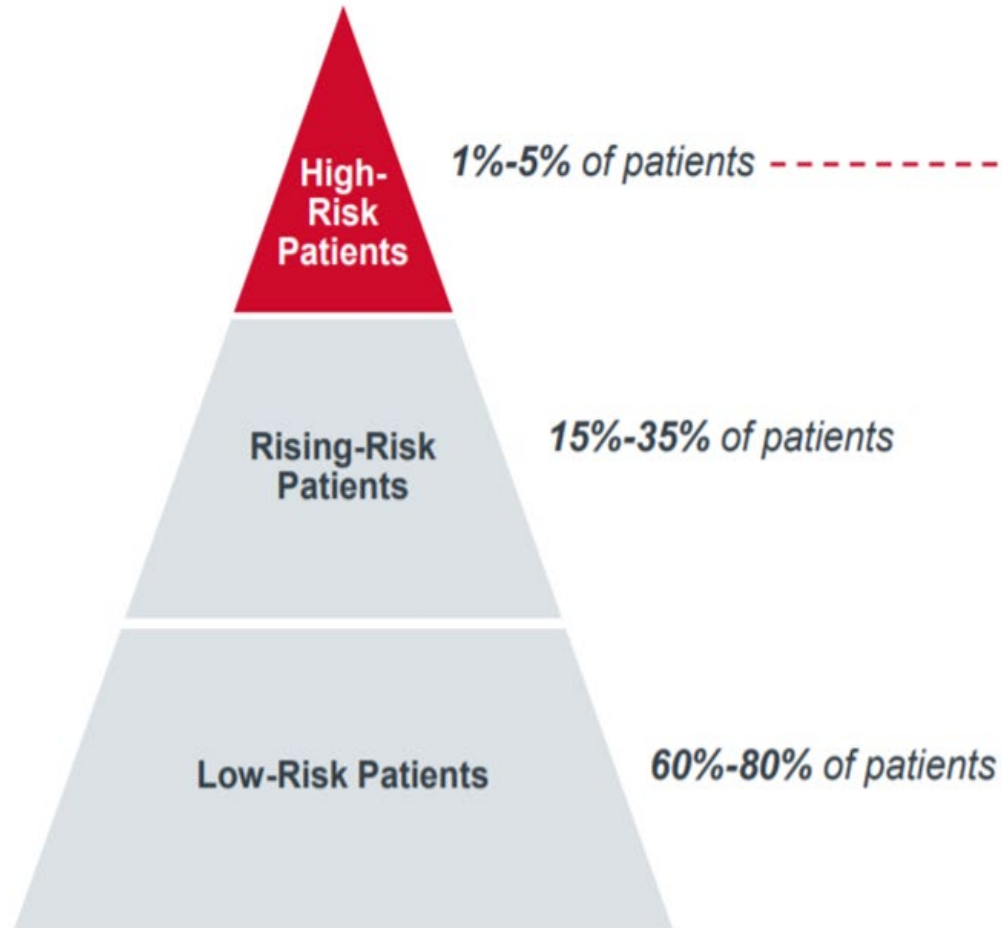
Risk Stratification

Risk stratification is ideally an intentional, planned and proactive process carried out at the practice level to effectively target clinic services to patients.



High Risk: the Initial Focus!

Patient Population Pyramid



Common Characteristics of High-Risk Patients

- 1 Three or more chronic conditions
- 2 At least one severe condition
- 3 In need of constant, individualised management

SOURCE: "Mind the Gap", The Advisory Board Company.

<https://www.advisory.com/-/media/Advisory-com/Research/PHA/Research-Study/2017/Mind-the-Gap-Managing-the-Rising-Risk-Patient-Population.pdf>

Identify High Risk Patients

Identify the population of patients to work with: predicting risk in *specific* patients to reduce hospital admission or recurrent, unnecessary ED visits.

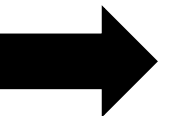
- Physician identification
- ADT alerts
- Medical record review – how many admission and/or ED visits in past 6 months? In the past year?
- Risk score
- Care Sensitivity

Discussion: Who is the high risk patient population in your practice?



Proactive Outreach and the Provider Discussion

- The provider often has knowledge of patient's circumstances - psychosocial, readiness for change.
 - Provider input saves time!
- The provider can help you identify a group of people who he/she considers important for outreach, and write a standing order - this allows you to provide outreach proactively!
- Setting up a regular time for discussion of patients is not only helpful, but billable (more to come later).



If you can't enroll the patient, who else can provide support?

If you can't support the patient because of insurance, they don't meet the qualifications of high risk, or any other reason, the best option for the patient is a referral to a community resource that *can* support them. Often, payers have centralized care teams that can also provide support.

- For **Blue Cross Health and Wellness**: call 800-775-2583

- For Coordinated Care Program **Blue Cross and BCN**: call 1-800-845-5982
- For Coordinated Care Program **Blue Cross Complete**: call 888-288-1722

Priority Health Outpatient Care Management Contacts

LOB	Name	Role	Phone #	Email
ACA Individual	Bethany Swartz	Manager	616-575-7338	Bethany.Swartz@priorityhealth.com
	Julie Reynolds	CM/Referral Lead	616-464-0438	Julie.R@priorityhealth.com
Commercial	Debbie Collins	Manager	616-464-8132	Deb.C@priorityhealth.com
	Maria Knoppers	Supervisor	616-464-8415	Maria.K@priorityhealth.com
Medicaid	Bethany Swartz	Manager	616-575-7338	Bethany.Swartz@priorityhealth.com
	Nichol Scholten	Supervisor	616-355-3261	Nichol.S@priorityhealth.com
	April Sydow	Supervisor	616-464-8186	April.S@priorityhealth.com
Medicare	Stacey Ottaway	Supervisor	616-575-5833	Stacey.O@priorityhealth.com
	Susan Molenaar	Supervisor	616-355-3247	Susan.M@priorityhealth.org
Behavioral Health	For urgent/emergent concerns related to Behavioral Health, contact the PH Behavioral Health Dept. at 1-800-673-8043			
Home Health	For questions about Home Health Care call the Home Health Care Management Line at 616-464-9437			

How to Start the Conversation

Introducing care management to patient/caregiver

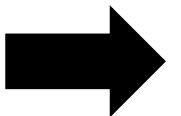


What is your elevator speech?

What are your concerns and what would you like to work on?



Asking patient/caregiver



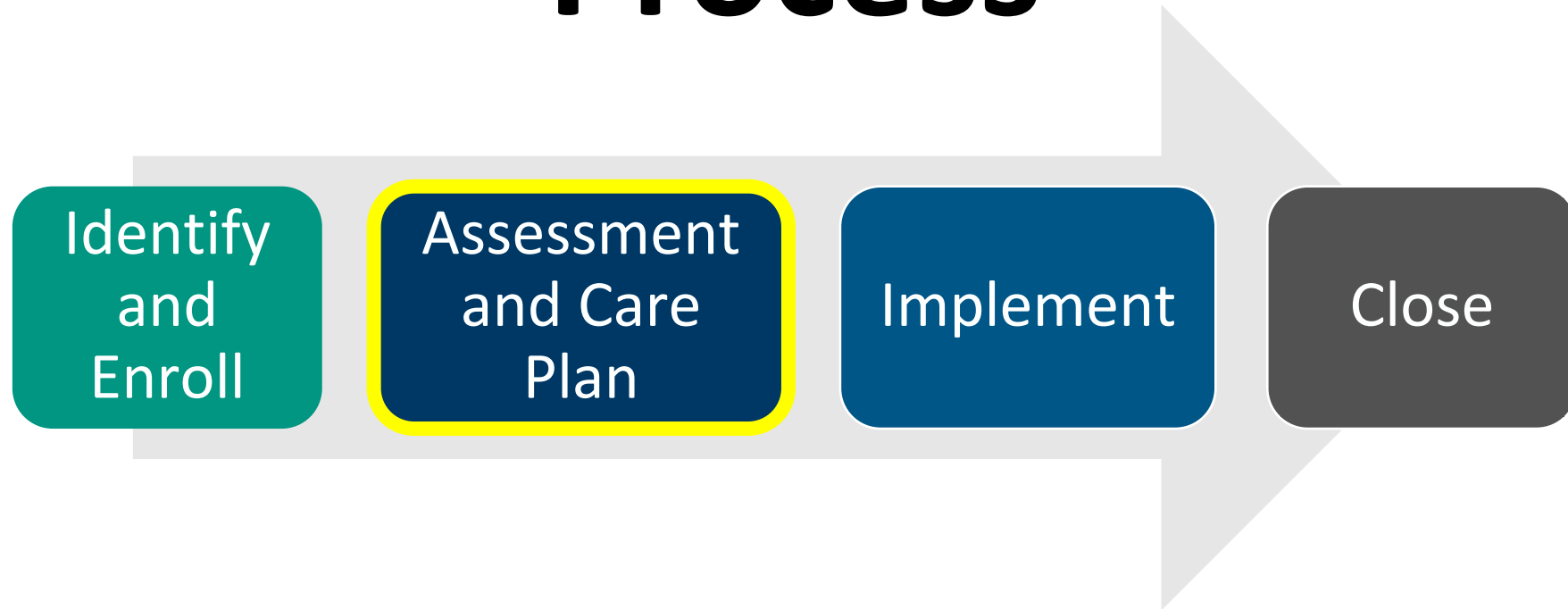
Patient Agreement to Care Management Services



What is **agreement**?

How do you **document agreement**?

Care Management Process



Assessment and Care Planning

Assessment provides patient context and supports development of the individualized Patient Care Plan and use of Action plans for symptom management.



Assessments and Screenings

Key Area of Focus	Screening tools / methods
Medical	<ul style="list-style-type: none">• Chronic conditions• Functional status• Utilization• Who else is on the care team? Is there a PCP care manager?
Behavioral	<ul style="list-style-type: none">• PHQ-9• GAD-7• Cognitive status
Social	<ul style="list-style-type: none">• Social Needs Assessment• Nutritional Status• What is the support level? Does the patient have a caregiver?
Patient ability / Desire	<ul style="list-style-type: none">• Discussion about ideal state / goals• Confidence in achieving goals
Patient / Caregiver Understanding	<ul style="list-style-type: none">• Teach-back processes

Care Plan:

For High Risk Patients Episodic vs. Longitudinal

Determine Care Management services to match needs of patient:

Episodic: Short-term, goal oriented

- Exacerbation of condition and has confidence/knowledge to self manage
- Social needs, short term and need can be addressed
- Lack of knowledge regarding accessing care (how to reach Specialist care team weekends and after hours)
- Elective surgery

Longitudinal:

High Risk, goal oriented

- Frequent use of healthcare services
- Combination of multiple comorbidities
- Complexity of health problems
- Complexity of treatment regimens
- Behavioral and social risks

Patient Plan and Goals: Shared Decision Making

The patient plan and goals:

Conversations with the *patient* to develop goals and interventions

Cover plan areas:

Symptom management: ex. stop light action plan;
when to call and who to call

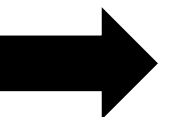
Medication management

Planned interventions

Community and other resources or referrals

Follow-up schedule, calls with CM Team members, planned visits

To guide care,
evaluate during
follow up and
refocus as needed -
basing changes on
patient desire and
ability.



Activity: Practice creating a Care Plan

1. **Enter into the comments:** What types of screenings does your practice use?
2. **Now, please enter into the comments:** What might you add to support your patients more holistically and create care plans that align with improving utilization?
3. **Discussion:** How might you use these assessments to help the patient create goals that would decrease their need for ED / IP use?



Communicate the Plan to the Care Team

1

Confirm with patient/caregiver: “Who is the person you work with the most at your PCP practice?”

2

Let the PCP know your Care Plan:

If patient has a PCP care team member (the person patient identifies), call PCP care team member to coordinate.

- Discuss how to work together to address patient’s health concerns
- Share assessment findings

“I work with Dr. Smith and he asked that I call/meet you. He mentioned your [] is something we could work on together to address your health concerns...”

Care Plan Summary

The care plan is collaboratively developed by the patient and care team to identify clinical plan and set mutual goals and actions for the patient.

Components include

- Symptom Management
- Medication Management
- Education and coaching to self-manage condition/health
- Planned interventions: tests, procedures
- Follow up schedule: planned visits, phone calls
- Coordination of care across settings: Primary care, Specialists, Community

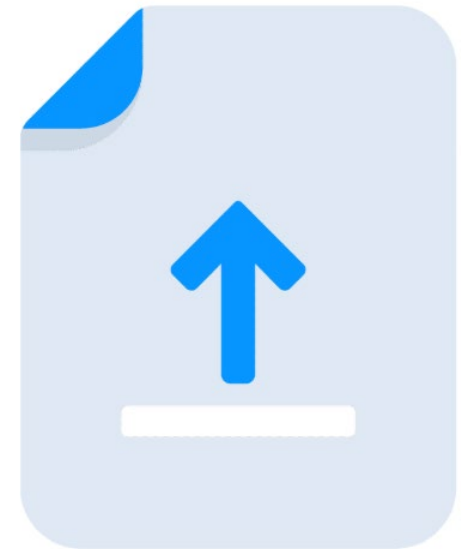
Care Management Process



Implementation and Follow Up

The follow-up plan is based on patient level of:

- Risk
- Safety issues
- Changes in condition or care (new diagnosis or medication)
- Treatment to target goals/trend
- Self-management abilities
- Support needed to accomplish their goals



Symptom Management

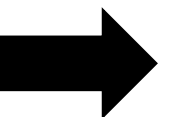
Stoplight Tools

- Used by patients to recognize and monitor their symptoms and collaborate with providers to recognize early systems and manage condition with office to prevent ED and hospital.
- Symptom to be aware of and actions to take at each level.

Green: Goal

Yellow: Warning when to call provider/office

Red: Emergency symptoms



Patient Education: Proactive Action Plans

Emergency Room Utilization

GDAHC
GREATER DETROIT AREA HEALTH COUNCIL

I'm sick or hurt... Where do I go?

(Or, where do I take my child or parent?)

CALL OR SEE MY DOCTOR	<p>Need medical care and feel safe to wait a day.</p> <p>EXAMPLES ARE:</p> <ul style="list-style-type: none"> • Runny nose • Simple backache • Sore throat • Earache
GO TO URGENT CARE	<p>Need medical care today and feel safe to wait a few hours.</p> <p>EXAMPLES ARE:</p> <ul style="list-style-type: none"> • Tried but could not reach my doctor • Reached the doctor and told to go to an Urgent Care Center
GO TO EMERGENCY ROOM OR CALL 911	<p>Need medical care now and do not feel safe to wait.</p> <p>EXAMPLES ARE:</p> <ul style="list-style-type: none"> • Trouble breathing or chest pain • Fainting • Sudden numbness or weakness • Uncontrolled bleeding • Severe pain or serious injury

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www.gdahc.org / A non-profit health care coalition

Symptom Management

Self-Check Plan
for HF Management

RISE ABOVE
Heart Failure

Excellent – Keep Up the Good Work!

<input type="checkbox"/> No new or worsening shortness of breath	<input type="checkbox"/> Physical activity level is normal for you	<input type="checkbox"/> No new swelling, feet and legs look normal for you	<input type="checkbox"/> Weight check stable Weight: ____	<input type="checkbox"/> No sign of chest pain
--	--	---	--	--

GREAT! CONTINUE: Daily Weight Check Meds as Directed Low Sodium Eating Follow-up Visits

Pay Attention – Use Caution!

<input type="checkbox"/> Dry, hacking cough	<input type="checkbox"/> Worsening shortness of breath with activity	<input type="checkbox"/> Increased swelling of legs, feet, and ankles	<input type="checkbox"/> Sudden weight gain of more than 2-3 lbs in a 24 hour period (or 5 lbs in a week)	<input type="checkbox"/> Discomfort or swelling in the abdomen	<input type="checkbox"/> Trouble Sleeping
---	--	---	---	--	---

CHECK IN! Your symptoms may indicate: A need to contact your doctor or provider A need for a change in medications

Medical Alert – Warning!

<input type="checkbox"/> Frequent dry, hacking cough	<input type="checkbox"/> Shortness of breath at rest	<input type="checkbox"/> Increased discomfort or swelling in the lower body	<input type="checkbox"/> Sudden weight gain of more than 2-3 lbs in a 24 hour period (or 5 lbs in a week)	<input type="checkbox"/> New or worsening dizziness, confusion, sadness or depression	<input type="checkbox"/> Loss of appetite	<input type="checkbox"/> Increased trouble sleeping; cannot lie flat
--	--	---	---	---	---	--

WARNING! You need to be evaluated right away. Call your physician or call **911**

Definition of Transitions of Care (TOC)

A set of actions designed to ensure the coordination and continuity of health care as patients transfer from hospital to home.

...TOC services are provided after a patient is discharged from one of these inpatient settings

Inpatient acute care hospital

Hospital outpatient observation

Skilled nursing facility (SNF)

And other inpatient settings

Your Transition of Care Experience: Poll

Please rate your experience in working with patients to address Transition of Care.

Why is TOC Important?



20% of patients experience an adverse event (66% drug related).



“US health care spending **increased 4.6%** to reach \$3.6 trillion in 2018, a faster growth rate than the rate of 4.2% in 2017 but the same rate as in 2016.” (Health Affairs, January 2019)



20% of Medicare patients are readmitted within 30 days of discharge.

Analysis conducted by the Medicare Payment Advisory Committee (MedPAC) US data Reference: Schall M, Coleman E, Rutherford P, Taylor J. How-to Guide: Improving Transitions from the Hospital to the Clinical Office Practice to Reduce Avoidable Re-hospitalizations. Cambridge, MA: Institute for Healthcare Improvement; June 2013. Available at www.IHI.org.

<https://healthinsight.org/outpatient-clinicians/strengthening-primary-care/transitional-care-management> National Health Care Spending In 2017,” *Health Affairs*, January 2019

Goals for a Positive Transitions of Care

Patient receives the continuity of care they need to keep condition stable or recognize warning signs and actions to take

Health outcomes are consistent with patient's wishes

Avoid hospital readmission

Patient and family's experience and satisfaction with care received.

Providers have the information they need to understand and bridge care.

Nielsen GA, Bartely A, Coleman E, Resar R, Rutherford P, Souw D, Taylor J. *Transforming Care at the Bedside How-to Guide: Creating an Ideal Transition Home for Patients with Heart Failure*. Cambridge, MA: Institute for Healthcare Improvement; 2008. Available at <http://www.ihl.org>

TCM Element: KEY Identify who is LEAD: Specialist or PCP?

Call patient within 2 days of discharge

Unlicensed Team Member

- Obtain and Review discharge information
- Confirm LEAD: office visit scheduled with PCP or Specialist (7 business days complex, 14 business days moderate)
- LEAD: communicate with appropriate PCP/Specialist team members
- LEAD: Identify if patient has urgent needs prior to F2F visit: ex. SDOH, clinical needs – connect patient with appropriate PCP team member to address SDOH

Visit Prep (Same day as provider visit or prior to)

Licensed Team Member -LEAD

- Complete medication reconciliation
- Discuss patient's goals and concerns
- Provide relevant education
- Conduct screenings
- Coordinate Specialists, Primary care, community resources, other care plan needs.

TCM Visit

Provider- LEAD

- Address medical treatment plan
- Assess for complications
- Review need for and/or follow up on pending tests/treatments
- Interact/coordinate with Specialists
- Educate patient/caregiver
- Discuss patient's goals and concerns
- Discuss care team member support opportunities

Follow Up Support

Unlicensed / Licensed Team Member-LEAD

- Regularly check in with high risk / moderate risk patients to review care plan, self-management goals, and any patient concerns.
- Goal is to avoid readmission.

Bill

Office Staff - LEAD

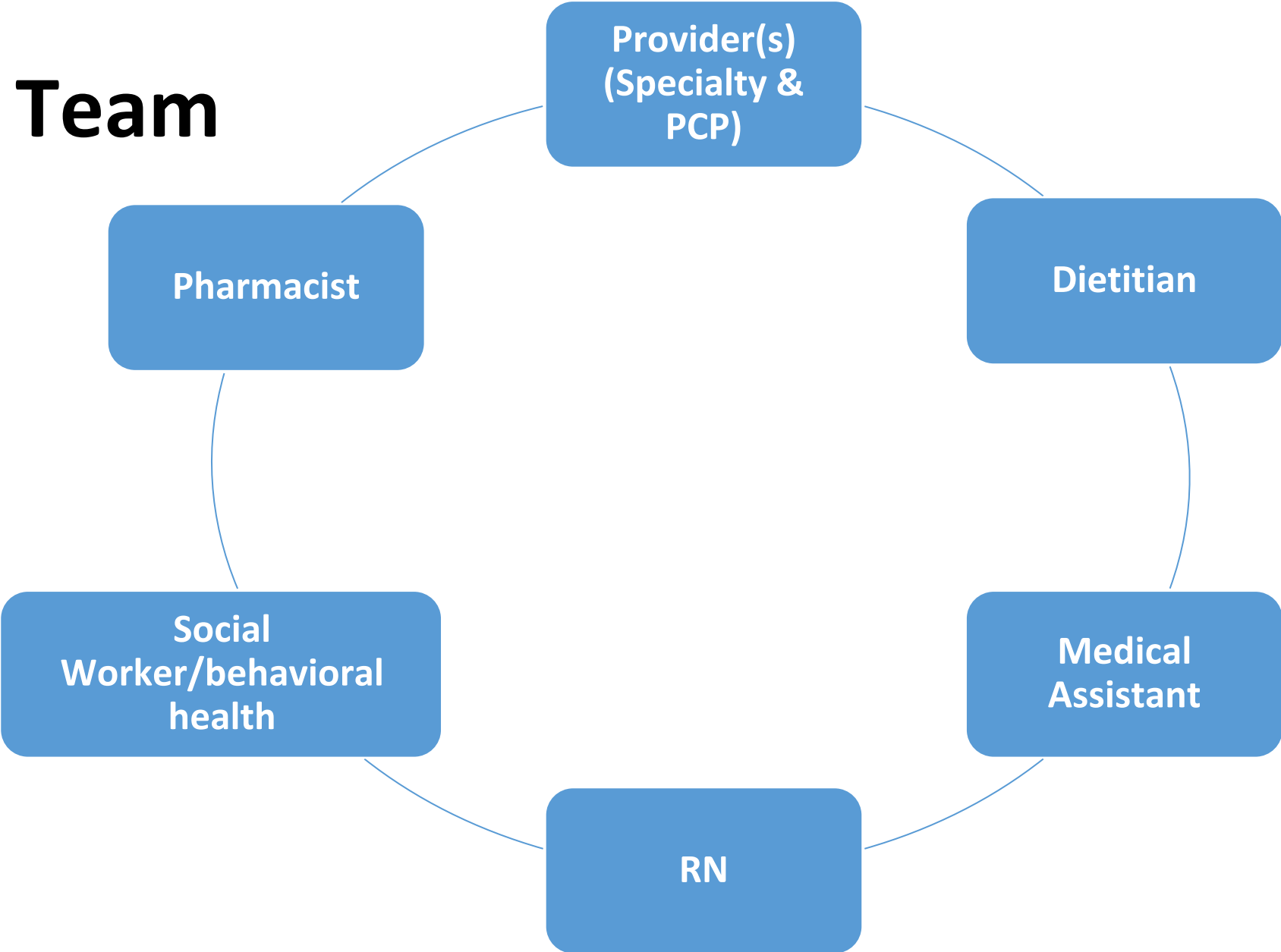
- Bill the TCM if the practice is assured that there have been no readmissions within 30 days.
- 99495 = Visit completed within 14 days.
- 99496 = Visit completed within 7 days.

TOC Case Study: Mary

- Mary is an 80 year old African American female with diagnoses of Heart Failure, Congestive Obstructive Pulmonary Disease, Diabetes Type II, and Hypertension. In the past 6 months, Mary had 3 ER visits and 2 Hospital admissions.
- Yesterday Mary was discharged from the hospital with a diagnosis of ketoacidosis.
- Mary is a widow and lives alone; her daughter lives nearby.
- After speaking with Mary and her daughter you gather:
 - Daughter notices her Mom is more and more isolated and has observed a decline in her Mom's memory.
 - Mary shares she is having difficulty affording medication and food.
 - Most days Mary has anxiety.
 - Takes 8 prescription medications daily.
 - Meals consist of canned and prepared food.
 - Understanding of self management for her chronic conditions is limited.

TOC Activity: Identify Mary's Team

Think about your
role and scope



Care Management Process



Case Close and Evaluation

Reasons for case close and discharged from care management services:

Patient /caregiver successful and confident with self management

Patient moves out of region/state

Patient is admitted to Skilled nursing facility, hospice care

Patient declines further services

Patient expires



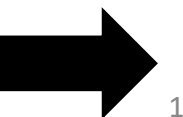
Patient Met Goals

Prepare for transition back to team monitoring

Prepare patient for ongoing self-management and relapse prevention*

Keep door open for support that may be needed in the future

***Note:** Patients with longitudinal needs will benefit from periodic follow up by the care management team.



Summary

The care management process describes the **method** care team members use to **collaborate with the patient and care team** to support improved patient self-management and outcomes.

Resources

- [MQIC Guidelines](#)
- <https://www.ahrq.gov/evidencenow/tools/standing-orders.html>
- https://www.cdc.gov/diabetes/prevention/pdf/postcurriculum_session11.pdf
- [Relapse Prevention Strategies](#)
- [Essential Steps of Shared Decision Making, AHRQ](#)
- Patient Engagement - a variety of resources - www.micmt-cares.org
- Tools
 - [Care Management Flyer](#)
 - [Care Management Introduction Phone Script](#)
 - Symptom Management Stoplight tool Emergency room visit decision - GDHAC Tool
 - Symptom Management Stoplight tool Heart Failure – Chronic conditions
 - Introducing Care Management – script follow up TOC call



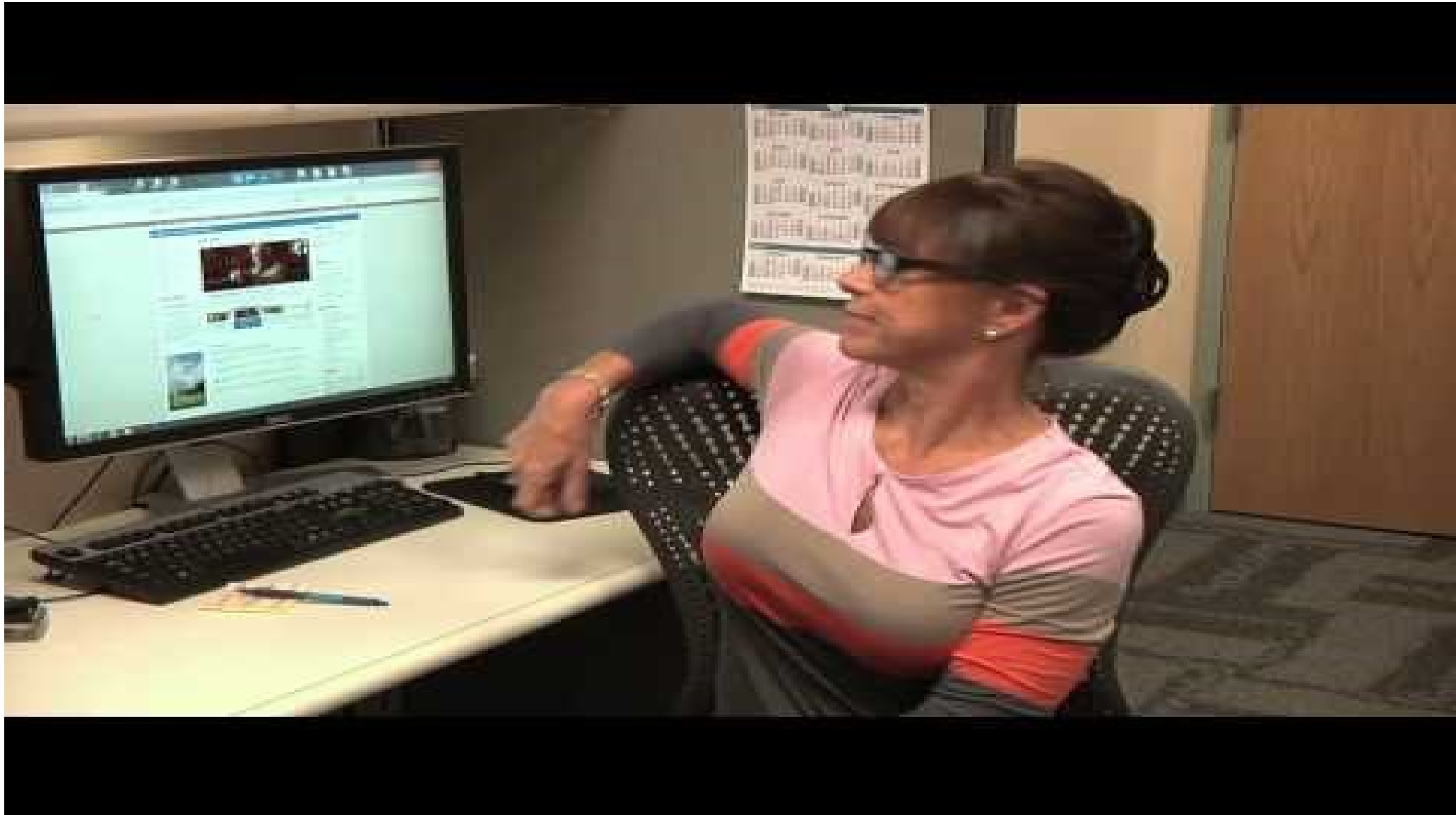
Questions?



Break

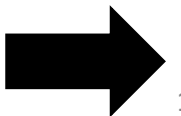


Deskercise



Objective

Illustrate how to use the Care Management codes in daily care team activities.



Different payers, Different rules!

Not all of the payers interpret/pay for these codes in the same way. As we discuss each code, please refer to the **Multi-Payer handout** for additional detail regarding how the two main payers (Priority Health and BCBSM) interpret these codes and who they pay to deliver service.

Billing resources are posted on MICMT website:
<https://micmt-cares.org/bcbsm-billing>

BCBSM

- BCBSM removed the distinction between lead care managers and qualified health professionals – now they simply have “physicians” and “care team members,” and those care team members are either licensed (e.g., social workers, nurses) or unlicensed (e.g., MAs, CHWs).
- The care team can be comprised of any health care or behavioral health professional the provider believes is qualified to serve on the care team.

Different payers, Different rules!

Priority Health

- QHPs include: RNs, certified NPs, PA-Cs, licensed Master social workers (LMSWs), psychologists (LLPs and PhDs.), certified diabetes educators (CDEs), Registered Dietitians, Masters'-trained nutritionists, clinical pharmacists and respiratory therapists.

Care Management Codes for Care Team Members

BCBSM		Priority	
Licensed	X	QHP	X
Unlicensed MA, CHW			

Face to Face w/ patient

G9001: Initiation of Care Management (Comprehensive Assessment)

G9002: Individual Face-to-Face Visit

Group Visits w/ patient

98961: Education and training for patient self-management for 2–4 patients; 30 minutes

98962: Education and training for patient self-management for 5–8 patients; 30 minutes

End of Life Counseling Advanced Directive

S0257: Counseling and discussion regarding advance directives or end of life care planning and decisions

Provider liability if patient does not have the Care Management Benefit.

G9001 Comprehensive Assessment Code

BCBSM		Priority	
Licensed	X	QHP	X
Unlicensed MA, CHW			

The **Comprehensive Assessment (G9001)** is a face to face meeting which results in a patient centered care plan that the care team and the patient agree upon and follow.

- The comprehensive assessment is a holistic approach and involves screenings (ex. SDOH, PQ 2), understanding and discussion of patient’s concerns/goals and the medical treatment plan.
- The care plan:
 - Guides the patient and caregiver towards **self-management**
 - Requires **monitoring and evaluation** of the effectiveness of the plan over time
 - **Adjust goals and interventions as needed**, until goals are met

G9001 Comprehensive Assessment Code

BCBSM		Priority	
Licensed	X	QHP	X
Unlicensed MA, CHW			

BCBSM

- Individual, face to face (or video for commercial)
- One per patient per day

Priority Health

- Individual, face to face
- May be billed once annually for patients with ongoing care management.

G9002 Face-to-Face

BCBSM		Priority	
Licensed	X	QHP	X
Unlicensed MA, CHW			

BCBSM (Commercial and Medicare Advantage):

Quantity Billing

- Individual, face to face or video
- If the total cumulative time with the patient adds up to:
 - 1 to 45 minutes, report a quantity of one; 46 to 75 minutes, report a quantity of two; 76 to 105 minutes, report a quantity of three; 106 to 135 minutes, report a quantity of four.

Priority Health (Commercial, Medicare Advantage, Medicaid):

No Quantity Billing

- In person visit with patient, may include caregiver involvement.
- Used for treatment plan, self management education, medication therapy, risk factors, unmet care, physical status, emotional status, community resources, readiness to change.

BCBSM: 2P Modifier for G9002- Payable when contact is made with patient to discuss the program and patient does not enroll in care management.

Face to Face or Video Codes

BCBSM		Priority	
Licensed	X	QHP	X
Unlicensed MA, CHW			

G9001 Comprehensive Assessment

- A face to face or video meeting
- Duration at least 30 minutes, that results in a care management plan that all care management team members and the patient will follow.
- This is a **holistic, encompassing** type of patient visit that helps define a significant change in how the patient approaches managing their health: new diagnosis, transition of care, addressing a symptom that requires a significant change to the previous care plan.

G9002 Patient Visit

- A face to face or video meeting that is focused on addressing a piece of the care management plan.
- This type of visit should additionally address patient goals and a follow up plan.

98961, 98962 Group Education Code

BCBSM		Priority	
Licensed	X	QHP	X
Unlicensed MA, CHW			

98961 Group Education

- 2-4 patients for 30 minutes
- Face to Face with patient or caregivers
- Quantity bill per 30 minutes

98962 Group Education

- 5-8 patients for 30 minutes
- Face to Face with patient or caregivers
- Quantity bill per 30 minutes



S0257 End of Life Counseling Advanced Directive Discussion Code

Individual face to face, video or telephone

BCBSM: one per patient per day

Priority: no quantity limits

BCBSM		Priority	
Licensed	X	QHP	X
Unlicensed MA, CHW			

S0257 End of Life Counseling Advance Directive Discussion Code

BCBSM		Priority	
Licensed	X	QHP	X
Unlicensed MA, CHW			

Discussion with patient/caregiver may include one of the following:

Share information and answering questions: “what is an advance directive?”, “what is advance care planning? what is Physician Orders for Life Sustaining Treatment (POLST)?

Patients wishes:

- Types of medical care preferred
- Comfort level that is preferred
- Identify a person to make decisions for the Patient if the Patient cannot speak for him or herself
- How the patient prefers to be treated
- What the patient wishes others to know

Individual face to face, video or telephone

- **BCBSM:** one per patient per day
- **Priority:** no quantity limits

Care Management Codes for: QHPs, Licensed, and Unlicensed

Telephone
with patient

98966: Telephone visit 5-10 minutes of medical discussion

98967: Telephone visit 11-20 minutes of medical discussion

98968: Telephone visit 21-30 minutes of medical discussion

Care
Coordination
(not with patient or
provider)

99487: First 31 to 75 minutes of clinical staff time directed by a physician or other qualified healthcare professional with no face-to-face visit, per calendar month

99489: Each additional 30 minutes after initial 75 minutes of clinical staff time directed by a physician or other qualified healthcare professional, per calendar month. (An add-on code that should be reported in conjunction with 99487)

Provider liability if patient does not have the Care Management Benefit for BCBSM.

98966, 98967, 98968 Phone Service Codes

BCBSM		Priority	
Licensed	X	QHP	x
Unlicensed MA, CHW	X		



Call with patient or caregiver to discuss care issues and progress towards goals.

98966 for 5-10 minutes

98967 for 11-20 minutes

98968 for 21-30 minutes

BCBSM: 2P Modifier for 98966, 98967, 99868 - Payable when contact is made with patient to discuss the program and patient does not enroll in care management.

99487, 99489 Care Coordination Codes

BCBSM		Priority	
Licensed	X	QHP	X
Unlicensed MA, CHW	X		

Call on behalf of the Patient to coordinate care.

- **99487** for first 31 to 75 minutes of clinical staff time working on behalf of the patient with someone other than the patient or provider.
 - Examples: coordinating DME for a patient; reaching out to a community resource to help support a SDOH need.
- **99489** for each additional 30 minutes after 75 minutes per calendar month.

Care Management Codes for Providers / Physicians

**Care Team Member and
Provider Discussion**

G9007: Coordinated care fee, scheduled team conference

**Physician discussion with
patient, other physicians,
extended care team members
not part of the care team.**

G9008: Physician Coordinated Care Oversight Services (Enrollment Fee)

**End of Life Counseling
Advanced Directive**

S0257: Counseling and discussion regarding advance directives or end of life care planning and decisions

Provider liability if patient does not have the Care Management Benefit.

Provider Code: G9007 Team Conference Code

- PCP and a care team member formally discuss a patient's care plan.
- Can be billed once per day per patient regardless of time spent.
- May be billed by a physician or APP.



Physician Code: G9008 Physician Coordinated Care Oversight Services (Enrollment Fee)

BCBSM – Physician only

- **No quantity limit.**
- May be conducted face to face, via video, or by telephone.
 - This does not include email exchange or EMR messaging.
- Communication with paramedic, patient, other health care professionals not part of the care team when consulting about patient who is engaged in care management.

Priority Health – Physician only

- **One time per practice.**
- Only be conducted face to face.
- Can only be billed when the physician has discussed the care plan with the patient and if the licensed care team member has had a face to face with the patient on or before the day of the physician's discussion with the patient.

Coding Examples

Specialist Team Based Care Management



Before we start...

- The following series of examples are intended to show a couple of common situations for using the billable codes. They are NOT comprehensive.
- Resources offered by BCBSM
 - Monthly Billing Q&A session
1st Thursday of every month at noon
 - Questions on specific situations
valuepartnerships@bcbsm.com

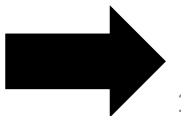
High Risk Patient

Identify the codes

- Oncology practice Care Manager (RN) reviews patient's recent screenings (SDOH, PHQ-9), problem list, medications, and ED/hospital utilization history. The patient is identified as High Risk:
 - Patient has transportation issues
 - Financial barriers including not being able to afford prescription medications to manage nausea/side effects of chemotherapy
 - Patient has been seen in the ED twice in the past 3 months and was admitted to the hospital each time due to dehydration and uncontrolled nausea
- Care Manager obtains referral from provider and meets with the patient.
- During the face to face visit, the patient agrees to care management. The Care Manager completes the comprehensive assessment and plan of care.
- Care Manager then discusses the care plan with the provider who agrees with the care plan.

GOAL: Reduce ED and hospital utilization

Code: G9007, G9001

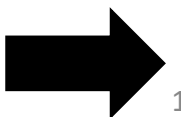


Face to Face Visit and Follow Up Plan

Note how this is
different from the
G9001!

- Patient has an appointment with the Pulmonologist regarding diagnosis of end stage COPD. During the appointment the provider discusses with the patient the benefits of care management.
- Provider and patient discuss a care plan building on the patient's goals.
- Patient agrees to participate in care management; provider introduces the patient to the Care Manager
- Care Manager meets with the patient and identifies patient
 - ✓ lacks understanding of COPD
 - ✓ reports increased difficulty with shortness of breath (SOB), coping, and feels discouraged about limited activities
- Care Manager initiates the care plan
 - ✓ discusses referral to home care agency to arrange for a respiratory therapist to teach breathing techniques, Care Manager conducts a medication review and provides education to ensure patient is safe with the current medication plan
- Provider and patient discuss and agree with the action plan
- Care Manager and patient agree to follow-up in one week via a phone visit

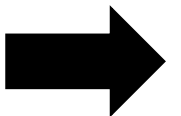
NOTE: PH also includes in person with patient and CM with CM/PCP direct involvement on a separate occasion.



Coordination of Care

Identify the code:
99487

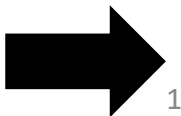
- Care Team Member contacts the home health agency to schedule in-home visits and conduct a safety assessment. Includes Respiratory Therapist and Occupational Therapist in home visits.
- In addition, a call was made to the DME provider to arrange for delivery of home O2.
- Time spent coordinating care was 35 minutes.



Multidisciplinary Team

Identify the code:
G9007

- Patient with diagnosis of diabetes, end stage COPD, HTN, completed a comprehensive assessment with the MSW care manager one week ago.
- A multidisciplinary team conference was held with the Clinical Pharmacist, MSW and Specialty Provider to discuss the initial plan of care with the team, which includes:
 - The MSW to schedule a virtual face to face visit with the patient regarding the lack of caregiver support and social isolation, which is linked with hospital admissions.
 - The Clinical Pharmacist to follow up with the patient on the ability to afford medications and the chronic diseases management also linked to frequent ED visits.
 - Both MSW and Clinical Pharmacist follow up with the team at their regular huddle.



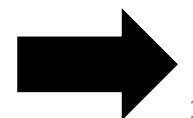
Advance Directives

End of Life

- Care Team Member conducts a 20 minute in person visit* meeting with a patient regarding their advance directives.
- During the visit, discussion occurs and written information about advance directives is shared.
- Care Team Member and Patient discussion includes:
 - How the patient prefers to be treated.
 - What the patient wishes others to know.
- Care Team Member and patient agree to follow up via a phone call in 2 weeks.

Identify the
code: S0257

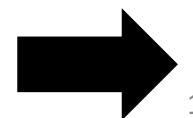
***Note: this code allows for phone visit, face to face visit or video and may be with the patient, caregiver, or family member.**



Reducing ED visits

Identify the code:
98966 BCBSM

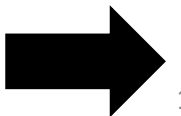
- Follow up each ED visit with a call to identify issues, coordinate follow up care, and encourage seeking care through the practice rather than the ED when appropriate. **Often, this can be performed by a Medical Assistant.**
- Medical Assistants, operating under a protocol, may call patients:
 - Example: MA asks if the ED physician recommended follow up care, coordinates the needed care, transfers to clinician for issues requiring immediate medical assessment or guidance, and encourages the patient to bring in all medications to office visit.
 - **Call takes between 5 and 10 minutes.**
- Proactive patient education examples:
 - Call Specialist related to disease focus needs/concerns: ex. Call Oncologist for chemotherapy side effects
 - Call PCP care team for mild cold symptoms, new onset
 - Suggest nearby urgent care, or ED for true emergency



Phone Service

Identify the code:
98967

- Pulmonologist Care Team Member speaks conducts a patient phone visit
- Care Team Member:
 - Discusses patient's COPD action plan with patient; reviews "in control", "worsening symptoms" and "exacerbation."
 - In reviewing patient with Pulmonologist, the CM understands: Pulmonologist introduced the benefits of having an advance directive at the last visit. Following up, CM asks the patient about interest in meeting with Specialist practice team member to discuss Advance Directive. Patient indicates interest and CM sends referral to Specialist team member.
 - Also reinforced when to call the office.
- CM and patient agree on follow up in one week via in person visit at the office.
- Phone visit = 20 minutes.



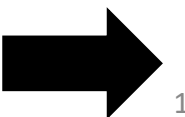
Group Education Visit

Identify the codes:
3 patients: 98961

6 patients: 98962, x2
quantity bill

Patient has a new diagnosis of Chronic Kidney Disease.

- Patient and caregiver indicate interest in Chronic Kidney Disease Group Education class.
- Patient attends with caregiver and with 3 other patients for 30 minutes.
- Patient attends a second class with 6 other patients for 60 minutes.

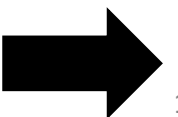


Medical Community

Identify the code:
G9008 BCBSM



- Primary Care Physician calls a Pulmonologist to discuss a joint treatment plan for a patient with diagnosis of severe Pulmonary Hypertension.



Summary

The Care Management codes in daily care team activities



Resources – Billing and Coding Care Management Services

BCBSM

- <https://micmt-cares.org/billing-resources>

Priority Health

- <https://www.priorityhealth.com/provider>

Centers for Medicare & Medicaid

- [Chronic Care Management](#)
- [Behavioral Health Integration](#)

Michigan Institute for Care Management and Transformation

- www.micmt-cares.org

BCBSM Monthly Billing Q & A

BLUE CROSS BLUE SHIELD OF MICHIGAN MONTHLY BILLING Q & A

Billing Resource Q&A Presentation Information »

Provider Delivered Care Management (PDCM) High Intensity Care Model (HICM)

On a monthly basis, Blue Cross Blue Shield of Michigan will conduct a question and answer session via WebEx relating to questions you may have after you've completed the online Billing/Coding course regarding these programs. They are scheduled for the first Thursday of each month from 12:00 – 1:00 for 2020. For a list of dates and access to the conference call [Click Here](#)

Topics: [Billing](#)

Resource Type: [Billing](#)

To access the dates for the BCBSM Q & A:
<https://micmt-cares.org/billing-resources>

Appendix: At a Glance Resources

- <https://micmt-cares.org/training/specialty-team-based>

Communication and Telehealth Visits

Medicare March 2020 Expansion of Telehealth Visit Reimbursement:

- Includes a range of providers, such as doctors, nurse practitioners, clinical psychologists, and licensed clinical social workers, who can offer a specific set of telehealth services.
- The specific set of services beneficiaries can get include evaluation and management visits (common office visits), mental health counseling, and preventive health screenings.
- This change broadens telehealth flexibility without regard to the beneficiary's diagnosis.

Note: Due to COVID-19, many Health Plans have activated telehealth visit coding and billing. Check with your manager for details.



Questions?

MICMT Team Mailbox: micmt-requests@med.umich.edu