Welcome to the June/July edition of Transformation Times.

We want our newsletter to be useful and informative. This month’s issue includes some important program updates, but also a recap of our recent learning collaborative session on diabetes care, and a few other resources around chronic disease self-management. If you have any questions or comments about the content, or ideas for future features in Transformation Times, please contact our editor, Emily Berry, at Emily.Berry@wellpoint.com

Coming in July
Changes to the Way You Access Reports

The summer months will bring a few enhancements to the way we share patient data with your practice. Some of these changes will require action on your part and will affect the way you access Enhanced Personal Health Care reports.

First, we are implementing a new, more secure process for viewing patient and practice-level performance data. Your practice will be required to register for secure access to your reports. Access will be controlled at a Tax ID level (and National Provider ID level when appropriate) to better control and track who is permitted to view patient and practice data.

Second, we are launching a new, web-based reporting suite that will offer a long list of enhancements to the reports we offer through Enhanced Personal Health Care today. This new system, Provider Care Management Solutions, or PCMS, will be available in late July or early August, depending on the state. PCMS offers a more interactive view of patient data than the static reports available today.

Both of these events represent some changes for the better, but we recognize that change can be disruptive. To ease the transition to PCMS and ensure all practices are able to successfully register for report access, we will offer a series of training opportunities for both registration and for using the new PCMS system over the coming weeks. These will include on-demand Web-based sessions and live call-in “office hours” when our team members will take your questions about both registration and about PCMS.

For now, please watch your email for weekly updates from your Network Director, and more information about these coming changes.
Learning Collaborative Recap

Diabetes Care

Key Essentials

Earlier this month, the Enhanced Personal Health Care team hosted a national webinar focused on the key essentials to address improving the quality of diabetes care in your practice.

Focusing patient-centered care interventions in support of diabetic patients can positively impact individual care as well as allow for the development of a structure to sustain management for diabetics at a population level.

Practices have a variety of tools and resources available to support their transformation to a patient-centered medical home, including Enhanced Personal Health Care clinical reports and Member Medical History Plus (MMH+), both of which can help identify high-risk patients and care opportunities, and give your practice access to medical and pharmacy claims history.

A patient registry is one of the best tools to identify patients diagnosed with both diabetes and pre-diabetes. Using this tool in conjunction with Enhanced Personal Health Care reports allows for practices to not only ensure that evidence-based care is being provided in a timely way, but it also offers data that can drive quality improvement activities for your entire diabetic population.

As your practice implements quality improvement activities, you will likely have an opportunity to consider current workflows and processes around diabetes management in regard to patient education, medication reconciliation, self-management support, care coordination and access to care to meet patient needs without over extending practice resources.

Through ongoing quality improvement activity, practices are able to have a sustainable method for evaluation around a comprehensive and holistic management of both individual patients as well as the practice population as a whole.

You can find information, tools and resources to support practice transformation in the Enhanced Personal Health Care Provider Toolkit as well as the American College of Physicians (ACP) Practice Advisor. If you have not yet registered for ACP Practice Advisor, please contact your patient-centered care consultant to be registered for free access.

Reminder

Requests for Documentation from Inovalon

Your practice may have recently been contacted by Inovalon, a vendor our health plans have engaged to help us comply with part of the Affordable Care Act. As part of this effort, we are updating member health documentation for members in the individual and small group markets who purchased our health insurance plans on and off the Exchange.

We have engaged Inovalon – an independent company that provides secure, clinical documentation services – to contact our members and conduct health assessments. The purpose of conducting these assessments is to collect clinical information regarding chronic disease diagnoses, medications, recent physician visits and hospital stays, and clinical history. As a result of the outreach efforts, our members may have questions about their health care options and may contact their physicians for appointments.

Please contact Inovalon toll free at 1-877-448-8125 if you have additional questions about their outreach process or submitting patient information.
Words Worth Knowing

A regular feature defining terms, words or concepts that can help practices succeed at delivering patient-centered primary care.

Self-Care

The ability of individuals, families and communities to promote health, prevent disease, and maintain health and to cope with illness and disability with or without the support of a health-care provider.

Source: World Health Organization
Massachusetts Notes

Spotlight: Provider Toolkit

At the heart of medical home transformation is a core set of elements that positions a primary care practice to maximize its return on effort investment. These returns are characterized by making progress in sustainable change that favorably impacts patient experience, quality outcomes, and total cost of care. Some of these “core elements” point to:

- Engaged practice leadership
- Embedded use of QI methodology, including incorporating data use to drive change
- Shifting the practice delivery paradigm to a team-based model where all team members have a role in providing efficient, patient-centered care that is appropriate to that team member’s level of training

Start with Milestone 1: Care Coordination – Resources, including toolkits and papers, to support the creation of internal infrastructure to coordinate care.

Don’t Forget to Connect: Adobe Connect

UniCare can now connect to you and your practice via Adobe Connect. While the Massachusetts UniCare Transformation Team is available to meet with you face-to-face, there are times when it makes sense for both parties to meet virtually. With Adobe Connect, participants can connect into the “classroom” via their computers to share computer screens. This has proven to be a great resource in assisting with the creation of care plans for members using the HotSpotter report and other clinical reports. We can help you with your access to Availity and MMH+, where you can share your screen and we can help you navigate. The opportunities are endless. If you were hesitating to get assistance from us because you were concerned about the distance we might be driving, please don’t. We can easily meet you at your computer!

You can contact Paulette Ricciardone at paulette.ricciardone@wellpoint.com or Ellen Burneika at ellenburneika@wellpoint.com. We look forward to meeting with you.

Mark Your Calendar!

Pediatric Learning Collaborative

Fear and the Impact on Immunization Rates
Tuesday, July 22, 2014, Noon - 1 p.m. ET

Our partners at the U.S. Centers for Disease Control and Prevention will address fear and parental hesitancy as they cover the most common reasons parents choose not to immunize their children, as well as tips for handling those sensitive conversations.

National Learning Collaboratives

Medication Management and the Pharmacist Role in your PCMH
Thursday, July 10, 2014, Noon – 1 p.m. ET

Care Coordination within Your Medical Neighborhood
Thursday, August 14, 2014, Noon – 1 p.m. ET

Massachusetts Links

- See the full calendar of Learning Collaboratives and register for your sessions. Registration Event Site
- Visit the library of recordings of past learning collaborative sessions. Recording Library
- Find your Welcome Packet and Provider Toolkit.
- Reach your Patient-Centered Primary Care Transformation Team at UniCarePrimaryCareProgram@wellpoint.com.

Transformation on Twitter!

Follow the National Diabetes Education Program @NDEP for news from this project of the National Institutes on Health and the Centers for Disease Control and Prevention, aimed at helping educate Americans about ways to prevent diabetes and helping those with diabetes reach and maintain optimum health.