

2017 PGIP Fact Sheet

Provider Delivered Care Management – Specialty

Overview

The Provider Delivered Care Management model is rooted in the Blue Cross Blue Shield of Michigan Patient-Centered Medical Home program. It's care management delivered in the physician's office, provided by trained care managers in conjunction with the physician and clinical team. The PDCM program ensures patients receive effective and efficient care, leading to better outcomes and lower costs for patients.

In the PDCM – Specialty program, the care manager and clinical team provide their services directly in the specialist practice. Clinical teams focus on evidence-based interventions such as medication reconciliation, care transitions, in-person contact with patients whenever possible, as well as creating care plans.

Background

Provider Delivered Care Management originated with primary care physicians in 2012, and was expanded in November 2013 to include oncologists.

Starting July 1, 2017, the program will be expanded to include other specialty types in addition to oncologists, including cardiologists, pulmonologists, nephrologists, endocrinologists, and palliative care specialists.

Goals and objectives

To enable delivery of care management services in specialist practices, particularly for specialty types that interface frequently with primary care or deliver services for patients with chronic conditions that may warrant care management.

Incentive design

Provider Delivered Care Management – Specialty enables practices to deliver care management services and subsequently bill up to 12 unique care management codes for eligible Blue Cross members.

At this time, there will be no value-based reimbursement associated with the PDCM – Specialist program, but value-based reimbursement may be implemented in the future if a substantial number of eligible specialists actively engage and deliver services to a significant number of members with care management needs.

Participation criteria

Specialists must meet the criteria stated below:

1. PCMH-capability requirement: Specialist practice must have the following capabilities in use within six months of starting to bill the 12 PDCM codes:
 - a. Evidence-based guidelines used at point of care
 - b. Action plan and self-management goal-setting
 - c. Medication review and management
 - d. Identified candidates for care management
 - e. Systematic process to notify patients of availability of care management
 - f. Regular case reviews, updated complex care plans
2. Provider-Delivered Care Management Specialist training requirement:
 - a. Care manager delivering PDCM Specialist services must complete required training within 90 days of starting to bill codes
 - i. Care Management Resource Center online training
 - ii. Care Management Resource Center online billing training
3. A care plan should be created for every patient. The care plan can be a focused care plan or a comprehensive care plan developed as part of the comprehensive assessment.

Evaluation

An evaluation of the Provider-Delivered Care Management – Specialty program will be conducted by the Department of Clinical Epidemiology and Biostatistics at Blue Cross once the program begins.

Results

Program results are forthcoming, pending evaluation by the Blue Cross Department of Clinical Epidemiology and Biostatistics.

For additional information about this Initiative, contact:

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About Value Partnerships

Value Partnerships is a collection of clinically-oriented initiatives among Michigan physicians, hospitals, and Blue Cross that are improving clinical quality, reducing health complications, controlling cost trends, eliminating errors, and improving healthcare outcomes throughout Michigan.

About PGIP

PGIP encourages practitioners to more effectively manage patient populations and more robustly measure and monitor care quality. Over **40** physician organizations across the state of Michigan — representing nearly **20,000 primary care physicians and specialists** — are working together in PGIP to improve the delivery of healthcare for Michigan Blues members.. Patients throughout the state, regardless of payer, benefit from improved care processes developed in the PGIP provider community.

For additional information about PGIP:

Send an email to valuepartnerships@bcbsm.com.

Visit our website at www.valuepartnerships.com.

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