

# Health Home from the PMP Perspective

April 22, 2015



# Agenda



- I. Health Home Program Overview
- II. A Conversation with Dr. Thotakura
- III. Next Steps

# Health Home Program Overview

## Section 1





# Health Home Program Overview

A Medicaid State Plan Option to integrate and coordinate primary, acute, behavioral health and long-term services across the lifespan for beneficiaries with chronic conditions.

- Statewide
- Previously known as Patient Care Networks
- In 2012, AMA modified its Patient Care Networks program to exclusively focus on the Health Home eligible recipients in Patient 1st
- Primary Medical Providers\* receive expanded case management fees for patients with chronic conditions of \$8.50 PMPM

\*Excludes FQHCs / RHCs

# Care Coordination for Complex Patients

Health Homes provide quality-driven, cost effective, culturally appropriate, and person- and family-centered health home services for Patient 1st recipients with:

- Asthma
- Diabetes
- Cancer
- COPD
- HIV
- Mental Health Conditions
- Cardiovascular Disease
- Substance Use Disorders
- Transplants
- Sickle Cell
- Heart Disease
- Obesity
  - BMI  $\geq$  25
- Hepatitis C



# Health Home Program Services and Benefits

The Health Home program is set up to add an additional level of support to Patient 1<sup>st</sup> PMPs.

Service Type	Care Coordination	Transitional Care	Medication Management
Provided By	<ul style="list-style-type: none"> <li>Nurses</li> <li>Licensed Social Workers</li> </ul>	<ul style="list-style-type: none"> <li>Nurses</li> <li>Licensed Social Workers</li> </ul>	<ul style="list-style-type: none"> <li>Pharmacists</li> </ul>
Services to Include	<ul style="list-style-type: none"> <li>Completion of psychosocial assessments to determine needs of recipients</li> <li>Referral for needed resources including transportation, financial assistance, food, and support services</li> <li>Providing education regarding chronic illness and provided support in managing their care</li> </ul>	<ul style="list-style-type: none"> <li>Assist patients transitioning from one level of care to another</li> <li>Partnering with medical facilities to develop discharge plans</li> <li>Medication reconciliation</li> <li>Education and support services in managing chronic conditions</li> </ul>	<ul style="list-style-type: none"> <li>Medication reconciliation</li> <li>Education to recipients regarding medication management</li> </ul>

# Health Home Program Benefits to Providers



Embed care coordinators in the PMP's office



Integration of medical and behavioral health

- Behavioral Health Nurses link recipients to needed care



Network with regional providers



Shared learning and technical assistance

- Compare practice patterns for efficiencies and cost savings measures



Additional time

- Care coordinators free-up PMP office resources

# Health Home Program Benefits to Patients



Assistance transitioning from an inpatient setting back to the community



Assessment by a nurse or social worker to determine barriers to healthy living and develop a plan to assist in managing chronic conditions



Availability of a pharmacist to review medications and assist with medication regime



Referrals to needed community resources



Linkage to medical or behavioral health services



Education on chronic diseases or behavioral health condition

# A Conversation with Dr. Thotakura

## Section 2



# A Conversation with Dr. Rao Thotakura



- Medical Director, North Alabama Community Care
- Pediatric practice in Huntsville and Madison, AL since 1986
- Board Certified Pediatrician
- Member RCO Quality Assurance Committee

# A Conversation with Dr. Rao Thotakura



Rao Thotakura, MD

Medical Director  
North Alabama Community Care



Carolyn Miller, LCSW, PIP

Associate Director, Project  
Development and Quality  
Improvement

# Next Steps

## Section 3



# Contact Information: Probationary RCOs Contracted for the Health Home Program

- Providers may contact the Probationary RCOs in any region to participate in the Health Home Program.
  - More contacts can be found on Medicaid’s website

Region	Probationary RCOs	Contact Name	Phone #
A	Alabama Community Care – Region A	Dana Garrard	(256) 382-2366
	My Care Alabama	Stacy Copeland	(256) 713-9461
B	Alabama Care Plan	Michael Battle	(205) 558-7645
C	Alabama Community Care – Region C	Tina Stevenson	(205)553-4661
D	Care Network of Alabama	Kim Eason	(334) 528-5867
E	Gulf Coast Regional Care Organization	Sylvia Brown	(251) 380-8440



# Questions?

The Agency wants to support you – *how can we help?*



The screenshot shows the Alabama Medicaid Agency website. At the top left is the Medicaid logo with the text "Alabama Medicaid Agency" and "Medicaid". To the right is the slogan "Together for Quality" with a photo of a woman and child. A navigation menu includes: Home, Newsroom, Apply for Medicaid, Programs, Resources, Providers, Fraud/Abuse Prevention, Contact, Recipients, Reference. Below the menu is a search bar and two buttons: "For Recipients, Applicants, Sponsors" and "For Providers". A "News" section lists: "Public Notice for the State of Alabama Independent Living (SAIL) Waiver Transition Plan Requirement", "Public Comment Sought for Home and Community Based Service Waiver Statewide Transition Plan", and "Governor: Medicaid transformation making significant progress". Social media links for Facebook and RSS are present. At the bottom left are logos for "Regional Care Organizations" and "Gateway to Community Living". On the right side of the page, there is a large photo of a smiling nurse. Below it is a "Welcome" section with text: "Welcome to the Alabama Medicaid Agency! Medicaid is a state/federal program that pays for medical and long-term care services for low-income pregnant women, children, certain people on Medicare, individuals with disabilities and nursing home residents. These individuals must meet certain income and other requirements." Below this is a link for a "Wednesday Webinar: PMP Responsibilities Under Health Homes - Click here for login information!". At the bottom right of the page are logos for "My MEDICAID", "Patient 1st", "One Health Record", "HR INCENTIVE PROGRAM", and "Alabama VOTES".

# Please Remember...

Our goal is to have a seamless transition to the state wide expansion of the Health Home Program

## **Next Webinar:** *Reaching out to Community Agencies*

- Wednesday, May 20, 2015 at Noon (CT)

## **Contact Us:**

- Submit Questions to the: [RCOPortal@Medicaid.Alabama.gov](mailto:RCOPortal@Medicaid.Alabama.gov)
- PMP Assistance Center: 1-800-688-7989

[www.Medicaid.Alabama.gov](http://www.Medicaid.Alabama.gov) > Programs > Health Homes