

MassHealth Primary Care Clinician (PCC) Plan

Overview of Automated Reports

June 2018



MBHP
Massachusetts Behavioral Health Partnership
a Beacon Health Options company

Agenda

- **Overview of reports**
- **Actionable ways to utilize reports**
- **Report distribution**
- **Accessing reports**
- **Questions**

Overview and Actionable Ways to Utilize Reports



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New Reports

The PCC Plan and the Massachusetts Behavioral Health Partnership (MBHP) are pleased to introduce two new reports available to PCCs.

- High-Risk Report (June 2018)
- Top Five Behavioral Health Providers (October 2018)

PCC Plan High-Risk Report Overview

The report highlights PCC Plan Members on your panel who have a high medical or behavioral health illness burden (referred to as “high-risk”) and who therefore may benefit from MBHP’s Integrated Care Management Program (ICMP) or from additional outreach or coordination from you and others in your practice.

PCC Plan High-Risk Report Overview (cont.)

This report is derived from DST Health Solutions Care Analyzer[®] using the Johns Hopkins ***Adjusted Clinical Groups***[®] System.

Includes claims-based indicators sourced from medical, behavioral health, and pharmacy claims for a rolling 12-month retrospective period. Because the report is based on claims data, some services may not be reported due to a lapse of time between claims submission and payment.

PCCs with small numbers of PCC Plan Members on their panel may not have any Members that are on the report. In this situation those PCCs will not receive a report.

PCC Plan High-Risk Report Overview (cont.)

Copy of High Risk List Template June 2018 - Excel

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O |
|----|--------------|------------------|-------------------|--------|--------------------|-------------|--------------|---------------------|----------------|--------------|------------|------------------|-------------------|----------------|--------------|
| | Member ID | Member Last Name | Member First Name | DOB | Member Address | Member City | Member Phone | Chronic Cond. Count | ER Visit Count | MH Util: OPV | Risk Score | Provider Site ID | Provider Name | Date of Report | ICMP Engaged |
| 1 | | | | | | | | | | | | | | | |
| 2 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 9 | 2 | Y | 17.31 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | Y |
| 3 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 8 | 6 | Y | 17.31 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 4 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 20 | 4 | Y | 17.31 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 5 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 7 | 5 | | 17.31 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 6 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 16 | 11 | Y | 17.31 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 7 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 12 | 1 | Y | 15.80 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 8 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 10 | 6 | | 15.80 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 9 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 20 | 2 | Y | 15.80 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 10 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 12 | 2 | Y | 15.80 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 11 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 8 | 1 | Y | 15.80 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | Y |
| 12 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 2 | 5 | Y | 15.80 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 13 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 11 | 10 | | 15.80 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 14 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 13 | 0 | | 12.40 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 15 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 11 | 2 | | 12.40 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 16 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 6 | 3 | Y | 12.40 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 17 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 11 | 0 | | 12.40 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 18 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 15 | 5 | Y | 12.40 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 19 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 7 | 4 | Y | 12.40 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 20 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 4 | 1 | Y | 12.40 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 21 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 3 | 4 | Y | 8.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 22 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 8 | 3 | Y | 8.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 23 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 9 | 3 | | 8.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | Y |
| 24 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 9 | 0 | | 8.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 25 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 9 | 10 | Y | 8.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 26 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 7 | 1 | | 7.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 27 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 8 | 4 | Y | 7.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 28 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 4 | 3 | Y | 7.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 29 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 8 | 0 | | 7.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 30 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 15 | 26 | Y | 7.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 31 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 8 | 1 | Y | 7.74 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 32 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 7 | 1 | Y | 5.40 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |
| 33 | 100000000000 | Doe | John | 1/1/01 | 1000 Washington St | Boston | 617-555-5555 | 7 | 1 | Y | 5.40 | 110011111A | FAMILY DOCTORSLLC | Jun-18 | |

PCC Plan High-Risk Report Overview (cont.)

Content of the report:

- Member's name, date of birth, address and phone number
- Chronic Condition Count: the number of unique medical and behavioral health chronic conditions with significant expected duration and resource requirements.
- Emergency Department (ED) Visit Count: the number of ED visits that did not lead to a subsequent acute care inpatient hospitalization
- Outpatient Mental Health Utilization: an indicator showing whether a Member had any outpatient and/or ED claims or encounters in conjunction with a principal mental health diagnosis.

PCC Plan High-Risk Report Overview (cont.)

Content of the report (cont.):

- **Current Risk Score:** an indicator of the cost expectation of an individual compared to the total population during the reporting period. *Example:* A Member with a Current Risk Score of 17.3 has a higher illness burden more likely to cost 17.3 times more than the population average. The report is sorted from highest to lowest Current Risk Score.
- **ICMP-Engaged PCC Plan Members:** PCC Plan Members who are currently engaged in MBHP's ICMP

Actionable Ways to Utilize the PCC Plan High-Risk Report

- Some PCC Plan Members on your report could benefit from utilizing Community Support Programs (CSPs). CSPs assist PCC Plan Members in obtaining services that will help them better address their complex needs. CSPs are available to all PCC Plan Members who meet medical necessity criteria.
- CSPs can assist Members in obtaining services by:
 - Providing service coordination and linkages to community services and behavioral health providers
 - Providing temporary assistance with transportation to medical appointments
 - Assisting with obtaining benefits, housing, and other basic needs
- [Additional CSP Information](#)

Actionable Ways to Utilize the PCC Plan High-Risk Report (cont.)

- Educating Members with high ED utilization on alternative options for non-emergent care, including urgent care centers, after-hour availability options and the use of the Emergency Services Program (ESP) for individuals experiencing a behavioral health crisis
- For information on the ESP, visit <https://www.masspartnership.com/provider/ESP.aspx>, contact MBHP's Clinical Access Line at 1-800-495-0086, or contact your PCC Plan Support Manager for assistance.

Actionable Ways to Utilize the PCC Plan High-Risk Report (cont.)

- The ICMP field can be used to identify those PCC Plan Members who are not engaged in MBHP's ICMP but who might benefit from the program.

Integrated Care Management Program (ICMP)

- MassHealth PCC Plan Members eligible
- Manage all ages – Birth to 65
- No-cost extension of PCC care team
- Member-centric and voluntary
- Access to MBHP Medical Director of Integration (Internist) and MBHP Psychiatrists as consultants
- MBHP Pharmacist as consultant

How ICMP Assists PCC Plan Members



ICMP Referrals

PCCS can refer these Members to ICMP by going to <https://www.masspartnership.com/provider/ICMP.aspx>.

The screenshot shows the website's navigation menu with the following items: Behavioral Health Providers, PCC Plan Providers, About, and Contact. A dropdown menu is open under 'PCC Plan Providers', listing: Getting Started, PCC Information, Behavioral Health Resources, Children's Behavioral Health Initiative, Find a Provider, Integrated Care Management Program (highlighted), MassHealth Info and Other Important Contacts, Resources, Events and Trainings, and Transformation and Integration of Care. A 'Refer a Member' link is also visible in a yellow box. The page includes a search bar, a 'Text Size A A A' option, and a 'FOR MEMBERS Member Survey Results' section with a 'Learn more >' link. Three main content areas are visible: 'Members and Families', 'PCC Plan Providers', and 'PCC Plan Providers'.

Top Five Behavioral Health Providers Report Overview

The report identifies the top five behavioral health providers of outpatient services used by PCC Plan Members in your panel. This information creates the opportunity to create and strengthen relationships with these providers, including working to improve communication, developing smoother referral pathways, and identifying opportunities to coordinate care more effectively.

Top Five Behavioral Health Providers Report Overview (cont.)

Content of the report:

- Provider name
- Number of Members seen by the listed provider
- Most frequently used Outpatient Behavioral Health Services

The report include claims-based indicators sourced from MBHP claims for a rolling 12-month retrospective period.

Top Five Behavioral Health Providers Report Overview (cont.)

Outpatient Mental Health Services included in the report:

- **Children's Behavioral Health Initiative (CBHI) services**
 - Family Support and Training
 - Intensive Care Coordination
 - In-Home Behavioral Services
 - In-Home Therapy
 - Therapeutic Mentoring

Top Five Behavioral Health Providers Report Overview (cont.)

Outpatient Mental Health Services included in the report (cont.)

- Diagnostic Evaluation
- Family/Couple Psychotherapy
- Family/Group Psychotherapy
- Group Treatment/Counseling
- Individual Treatment/Counseling
- Medication Visit
- Inpatient-Outpatient Bridge Visits

Actionable Ways to Utilize the Top Five Behavioral Health Providers Report

- Contact the behavioral health (BH) providers listed on the report to schedule a meet-and-greet and discuss how you can best work together to coordinate care for shared Members. If you need assistance with identifying a point person at the BH provider practice, please feel free to contact your PCC Plan Support Manager (SM) who will assist you.
- Identify with the BH providers any opportunities to best serve shared Members. For example, identify ways to expedite appointments for new or shared Members when urgent issues arise, or discuss opportunities in which the BH provider can better serve special populations common to your practice.

Actionable Ways to Utilize the Top Five Behavioral Health Providers Report (cont.)

- Ensure that you obtain Release of Information forms from Members who receive BH services outside of your practice, so that you are able to exchange pertinent information.
- You can obtain contact information for providers and behavioral health services in your area in the MBHP Regional Provider Reference Guide, which is located on the MBHP website at: <https://www.masspartnership.com/provider/RegionalProviderGuides.aspx>

Report Distribution and Accessing Reports



Report Distribution

The High-Risk and Top Five Behavioral Health Providers reports will be emailed quarterly using Zix secure email. The High-Risk report will be formatted in Excel and sent at the end of June. The Top Five Behavioral Health Providers report will be launched in October. Beginning in October you will receive both reports quarterly.

Accessing Reports



Welcome to the Beacon Health Options Secure Email Message Center

Email Address:

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New to secure email?

Register

Need more assistance?

Help

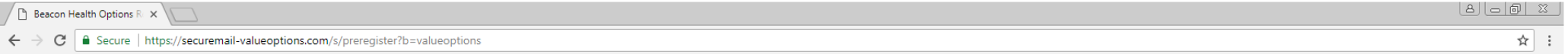
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Accessing Reports (cont.)



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Re-enter Password:

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- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character, such as: ~!@#\$\$%^&

Passwords cannot match email address.

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For assistance, please contact your normal Beacon Health Options support number.



Accessing Reports (cont.)

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Received: May 21, 2018 10:01 AM
Expires: May 21, 2019 10:01 AM
From: masshealthpccpmss@beaconhealthoptions.com
To:
Cc:
Subject: PCC Plan High Risk Report

Attachments: PCC Plan High Risk Report June 2018.xlsx, image001.jpg

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To prevent the unauthorized or inadvertent disclosure of sensitive company or personal health (PHI) information encrypted emails are only permitted to be replied/forwarded to Beacon Health Options' domains, Beaconhealthoptions.com, ValueOptions.com and Beaconhs.com

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Contact Information

- PCC Plan Support Managers (SMs) are available to answer any questions you have about these reports and to help connect you with BH providers. Please contact the PCC Plan SM in your region for assistance or additional information.

| Region | PCC Plan Support Manager | Phone | Email |
|--|--------------------------|--------------|--|
| Boston/Metro Boston, Northeast, Southeast | Kelly McMullin | 617-790-4106 | Kelly.Mcmullin@beaconhealthoptions.com |
| Central, West | Denise Murphy | 617-790-4002 | Denise.Murphy@beaconhealthoptions.com |

- PCC Plan Hotline – 1-800-495-0086, extension 45-5603

Questions



Thank You



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