



Health Care
HOMIE

CareSource's Patient-Centered Medical Home

July 2010

What is a Patient Centered Medical Home

An approach to providing comprehensive primary care... that facilitates partnerships between individual patients, and their personal physicians, and when appropriate, the patient' s family

Source: American Academy of Family Physicians

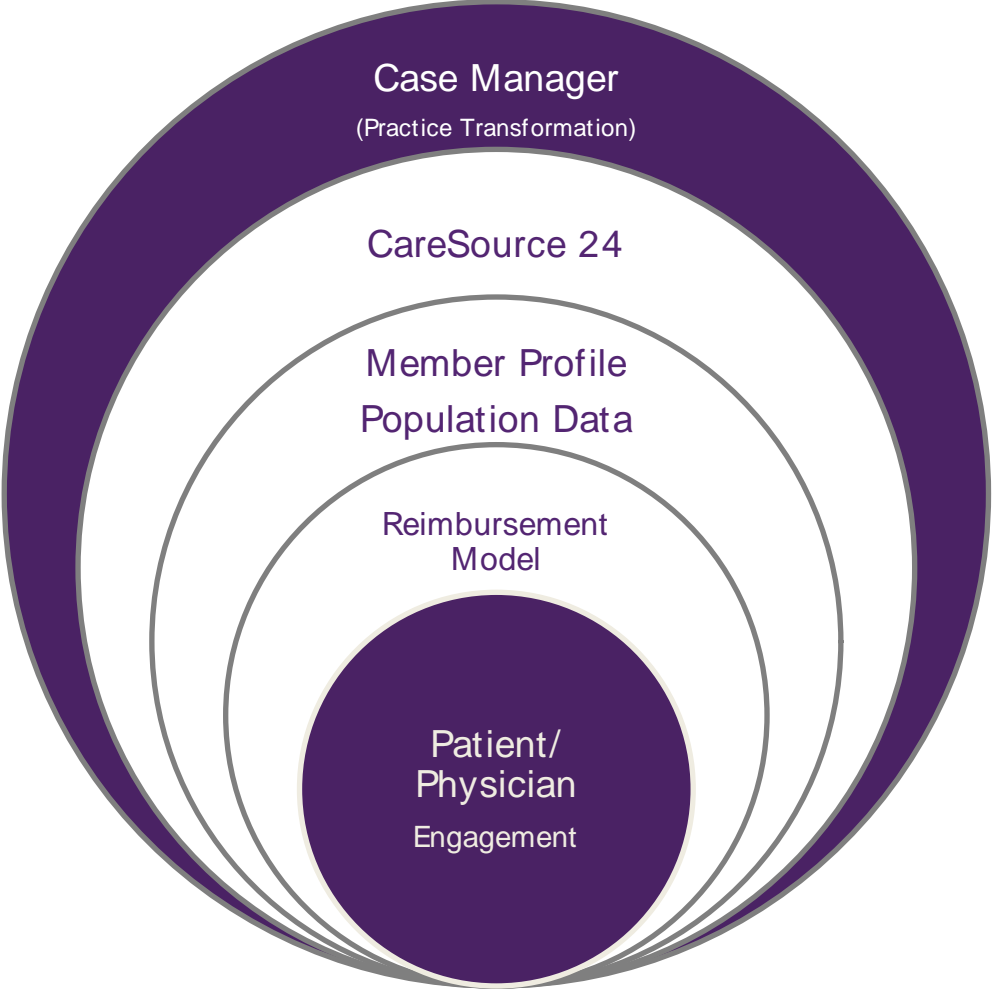


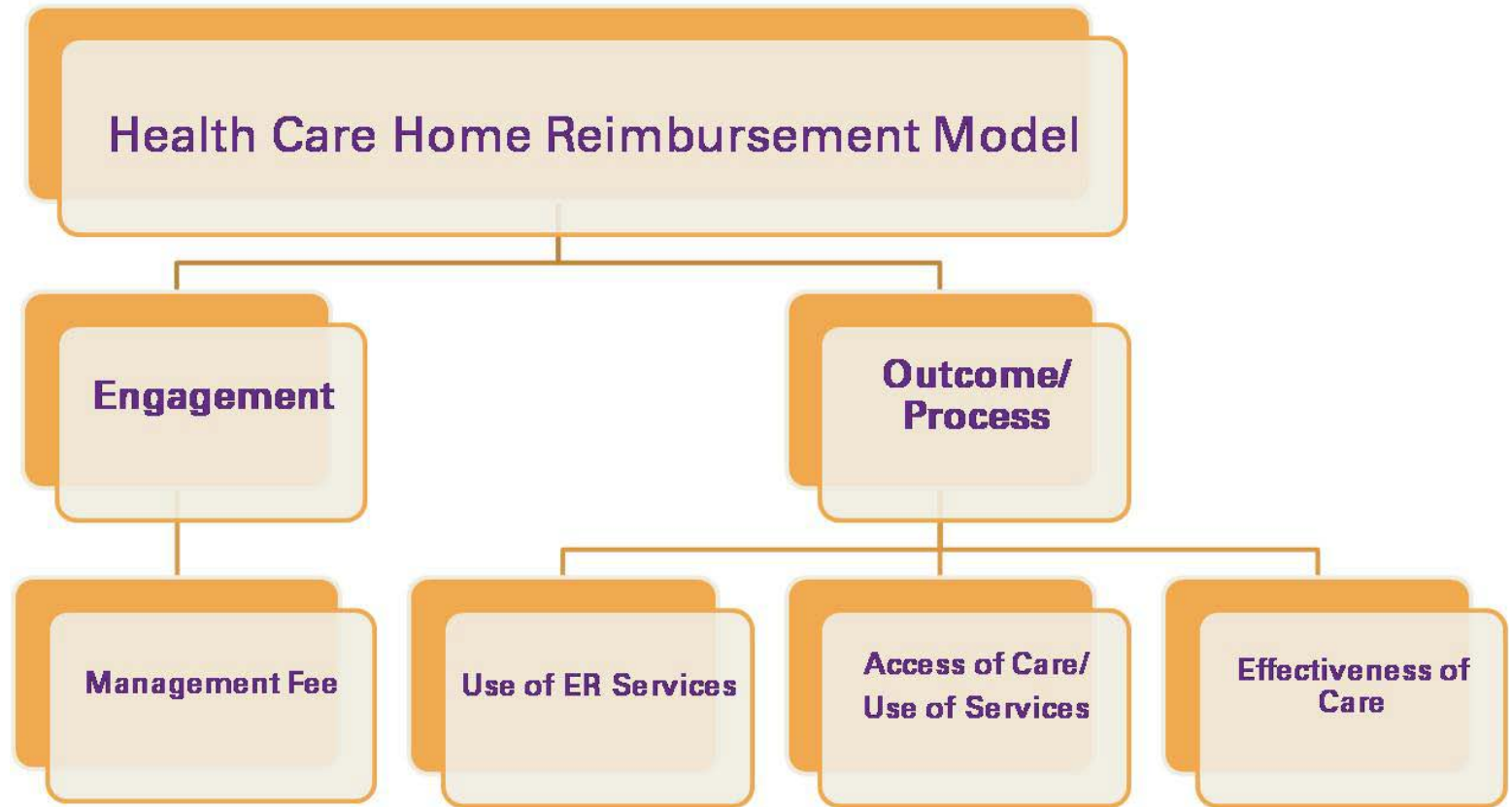
Benefits of the Health Care Home Model

Members state the biggest barrier to their care is access.

- The HCH provides members should have access to a medical home where health care services are accessible, family-centered, continuous, comprehensive, coordinated, compassionate, and culturally competent.
- The model promotes to optimize member care by integrating the PCP , member and CareSource
- The HCH is a holistic member-centric team approach compromised of the Health Care Services team, the member, and trusted friends and family members.

CareSource Health Care Home Model





Target Achieved Percentages

- Targets are HEDIS percentile with all calculations
Based upon only administrative data
- if \geq 90th percentile, then 100%
 - if \geq 75th percentile, then 70%
 - if \geq 50th percentile, then 35%

Practice Transformation

Practice Transformation is a key component of the CareSource Health Care Home Model

- Provider Patient Agreement
- Utilization of the Member Profile
- Follow up calls on all sick patient visits
- HEDIS outcomes
- Access to Care

Collaborative Efforts

- Case Managers
- CareSource 24
- Provider Operations
- Communications and Marketing

Results From Health Care Home Program

- Practice A
 - Workflow integration to identify and follow-up members seen after appointments for acute illnesses
 - Utilizing CPR Registry reports to outreach to members in need of PCP visits/testing/medication adjustment
 - Created brochure, which in addition to highlighting the HCH project, encourages all members to contact their PCP office .
- Practice B
 - Created a registry identifying all asthmatic patients. Each were mailed letters, asking them to call the office for an appointment.
 - Utilizing CPR reports to do additional outreaches for patients utilizing the ED
 - Practice had desire, but didn' t know where to begin (prior to implementing HCH).

Health Care Home Program

Results

- Practice C
 - Practice was already utilizing CareSource' s Member Profile. Determined to be a “ best practice” ;shared with other HCH providers
- From other practices
 - Expanded the 72 hour post-visit contact callbacks to patients outside of the HCH pilot
 - On-site presence allow s case manager to “ teach” office staff
 - Proactively identifying high-risk members and referring to case manager

Feeling like we are truly a partner.....working together to make sure members get the most appropriate care, at the most appropriate setting and in a timely manner.

The Future

Integration into other models

NCQA certification

Health Care Home Program team

Member Profile



Member Profile

MEMBER INFORMATION

Subscriber Nbr:	Program:	
Medicaid Nbr:	PCP Nbr:	
Family Link:	PCP Name:	
Effective Date:	Specialty:	
DOB:	Age:	PCP Phone:
Region:	Gender:	Seen PCP:

CASE MANAGEMENT

Case Nbr	Disease Type	CM Acuity	ACG Stratification
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CLINICAL PRACTICE MEASURES

Our goal in providing the Clinical Practice Report is to provide actionable preventive health service data for CareSource members. The information provided is intended to encourage practices to contact members for preventive visits, flag charts for needed services or to simply create awareness of the member's need for an intervention.

Legend

Green	Service Rendered
Yellow	Service Needed
Red	Service Past Due
Gray	Service N/A

Last Update: 05/07/2016

Well Baby							Diabetes				
# Visits	DCS	Well Care	Asthma	Breast Cancer	Cervical Cancer	Chlamydia	Lead	LDL-C	Eye Exam	A1C	Kidney Function
		4/29/2016		4/29/2016	7/21/2016						11/20/16

ADMISSIONS

Svc Date Range	Code	Diagnosis Description	Location
	584.9	Unspecified Acute Renal Failure	
	413.1	Prinzmetal Angina	
	414.01	Coronary Atherosclerosis Native Coronary Artery	

EMERGENCY ROOM VISITS

This section displays up to 5 of the most recent visits to an emergency room for the member during the last 6 months.

Svc Date	Code	Diagnosis Description	Location
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PHARMACY

Clinical Category	Narcotic	Count
Allergy/Immunology	N	
Cardiovascular	N	
No Description Available	N	
Psychosocial	N	
Skin	N	

This information, should it contain any diagnosis that indicates a member has any HIV/AIDS diagnosis, has been disclosed to you from confidential records protected from disclosure by state law. You shall make no further disclosure of this information without the specific, written, and informed release of the individual to whom it pertains or as otherwise permitted by state law. A general authorization for the release of medical or other information is not sufficient for the purpose of the release of HIV test results or diagnoses.

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