



Michigan Multistakeholder CPC+ Briefing February 2021

This briefing is authored by the Michigan Multipayer CPC+ Team (*and not by CMS*) and is made possible through support from our commercial payer partners, BCBSM and Priority Health as well as CMS to support CPC+ success in our state. To be added to the distribution list, email MichiganMultipayerCPCPlus@med.umich.edu with "Add Me to the MI CPC+ Newsletter Distribution" in the subject line. For additional multipayer information please visit <https://cpcplumichigan.org/>. To share your ideas and experiences, contact the CPC+ Michigan Convener, Diane Marriott (dbechel@umich.edu or 734 740 0511). Thank you!

Milbank Publication from Michigan Multipayer CPC+

Milbank published the blog post [What Makes High-Performing Primary Care Practices Work Well](#) co-authored by Dr. Jerome Finkel and Dr. Diane Marriott. The blog post shared key findings from the [high performing practice paper](#) produced by the Care Interventions Subcommittee, chaired by Dr. Jerome Finkel. It summarizes what precisely makes a difference in primary care by identifying specific interventions or practice characteristics that are associated with high-performing practices.

Primary Care First Model Cohort 2 Eligibility Changes Announced

The Centers for Medicare and Medicaid Services (CMS) is pleased to announce that the Request for Applications (RFA) for Cohort 2 of the Primary Care First (PCF) Model will be open to all primary care practices in the 26 PCF regions, regardless of their prior participation in the Comprehensive Primary Care Plus (CPC+) Model. Initially, PCF Cohort 2 was intended for advanced primary care practices currently participating in the CPC+ Model. However, the COVID-19 public health emergency has amplified the urgent need for establishing, preserving and reinforcing primary care across beneficiary demographics and communities. By opening participation beyond CPC+ participants to include all primary care practices that meet PCF eligibility requirements, CMS aims to empower additional practices to further transform their delivery of care and provide value to their patients.

The PCF Model will test whether financial risk and performance based payments that reward primary care practitioners for easily understood, actionable outcomes will reduce total Medicare expenditures, preserve or enhance quality of care, and improve patient health outcomes. PCF will provide payment to practices through a simplified total monthly payment that allows clinicians to focus on caring for patients rather than their revenue cycle.

The PCF Model incentivizes primary care practitioners to reduce hospital utilization and total cost of care by offering the opportunity to earn significant performance-based payment adjustments based on their performance. The PCF model seeks to improve quality of care, specifically patients' experiences of care and key outcome-based clinical quality measures, including controlling high blood pressure, managing diabetes mellitus, and screening for colorectal cancer. PCF Cohort 2 will be tested for five years and is scheduled to begin in January 2022. The RFA and Practice Application for Cohort 2 will be released in the Spring of 2021. CMS will also seek proposals from prospective payer partners.

For more information on the PCF Model, including practice eligibility, and payment, please visit the [Primary Care First website](#).

Quick Tips Guide Sheet for Reporting 2020 Commercial CPC+ Revenue to CMS

CMS requires CPC+ practices to submit information on revenue received from each commercial payer for the 2020 calendar year by February 26, 2021, CMS.

As a helpful tool for CPC+ POs and practices in Michigan, a [Quick Tips Sheet for Reporting 2020 Commercial Revenue](#) has been developed to assist you.

The Quick Tips Sheet provides fuller information, but in brief in brief:

- The elements for you to include for each commercial payer's revenue received in 2020 (illustrated on page two of this guide) are: 1) the number of attributed CPC+ commercial members and how often payment is issued; 2) the amount of revenue (i.e., including care management G and CPT codes, incentives, Value-Based Reimbursement, etc.) that each practice received from each commercial payer for its CPC+ attributed members; 3) the percent of such payments that were tied to cost or quality performance; and 4) the amount of bonus you received in 2020 for an earlier (e.g., 2019, etc.) year that was related to CPC+ commercial revenue.
- In advance of this deadline, to ease the burden of reporting on practices, each Michigan participating CPC+ payer partner (BCBSM and Priority Health) will distribute reports to POs for each of their CPC+ practices for distribution to their practices as follows:
 - **BCBSM** distributed the practice-specific reports to POs on [January 27, 2021](#) that detail the revenue disbursed to each CPC+ practice for its attributed CPC+ BCBSM. The reports will use the latest and most complete data available. Thus, reports will cover a twelve-month period from January 2020 to December 2020 that should be reported as 2020 CPC+ revenue to CMS. If you have questions about these payments for your CPC+ members, please contact your PGIP Field Representative.
 - **Priority Health** will distribute practice-specific reports to ACNs (POs) that detail the revenue disbursed to each CPC+ practice for its attributed CPC+ Priority membership by [February 19, 2020](#). The reports will use the latest and most complete data available and are anticipated to cover the entire 2020 calendar year period.

Try Them Out! Michigan's High-Performing Practice Action Tools

The Care Interventions Subcommittee, chaired by Dr. Jerome Finkel, has produced a [study findings](#) summarizing the results of their study of the CPC+ practices in Michigan with top twentieth-percentile performance on ED and inpatient utilization, as well as systems recognized as national leaders in primary care transformation. Six behaviors were found to be common characteristics of all the high-performing practices. The Subcommittee developed Action Tools as resources to assist CPC+ practices in bringing each of the high-performing characteristics to life in all CPC+ practices in our state. We shared the first three Action Tools in the [January Newsbriefing](#). This month, we are rolling out Action Tools for the remaining three high-performing practice characteristics:

- Availability and responsiveness to patient needs as well as patient awareness of the availability mattered more than extended hours. Download action tool [here](#).
- Performance reporting integrated in regular team huddles or communication drives attention to and accountability for performance. Sharing provider-level performance regularly similarly motivated improvement among individual providers. Download action tool [here](#).
- High performing practices had a method for identifying patients that would benefit from interventions (e.g., care management, self-management programs; remote patient monitoring; etc.) All high-performers studied readily recited their "triggers" for intervention and care management. Download action tool [here](#).

Here are some ideas for putting the Action Tools to use in your practice:

- Introduce one per week in your staff meetings and discuss it as a team. How could the Action Tool improve patient care? Is there a tweak you can make to your existing processes and policies that might improve performance?
- Use the MDC Dashboard to look at your level of ED visit and acute admissions utilization at the practice level and the PO level. These can be found in the dashboard under the “Comparisons MO (Managing Organization)” and “Comparisons Practice” tabs. How does your ED and inpatient utilization compared to other CPC+ Michigan practices? Think about how the Action Tool might assist in improving your performance compared to your peers.
- Ask for a volunteer or assign one team member to compare the suggestions in each Action Tool to existing processes and policies at your practice and report back to the team on their findings and recommendations
- Let us know if the Action Tool(s) were helpful to you, or if you have suggestions to share with other practices. We are happy to include your ideas in the February edition of the NewsBriefing.

2021 Social Determinants of Health (SDoH) Commercial Payer Incentive Program Update

The CPC+ commercial payers (Priority and BCBSM) understand that social determinants of health (SDoH) needs are an important to understand and work to address to allow for optimal patient care and health status. Priority launched its SDoH incentive program (as detailed in earlier Newsbriefings) on 1/1/21. BCBSM is continuing assessment and will hold on rolling out the program. In addition, we are working in partnership with the plans, CMS, community-based organization SDoH platforms, MiHIN and other state stakeholders the longer-term strategy and are appreciative of your thoughts and guidance as we pursue the next steps together on SDoH.

CPC+ Third Annual Report by Mathematica is Available

Third Annual Report to CMS covers the first three years of CPC+ for the 2,905 practices in regions that began CPC+ in 2017. The report examines (1) engagement in CPC+ by payer partners and health IT vendors and participation by practices; (2) the supports practices received; (3) how practices implemented CPC+ and changed the way they delivered health care; and (4) the impacts of CPC+ on cost, service use, limited claims-based quality-of-care outcomes, and patient experience for attributed Medicare fee-for-service beneficiaries three years into the five-year model. An overview of findings from the Third Annual Report is available in the two page [Findings At a Glance](#). The full publication can be downloaded [here](#). Here are top-level findings:

- CPC+ continued to provide practices with substantial support including enhanced and alternative payments, data feedback, learning activities, and health information technology vendor supports.
- CPC+ practices built on their progress from the first two years to make important changes in care, including providing care management to high-risk patients and integrating behavioral health care into their practices.
- There were a few small favorable effects on some measures of service use, quality of care, and patient experience for Medicare fee-for-service (FFS) beneficiaries.
- When including CMS’s enhanced payments to CPC+ practices, CPC+ increased CMS’s expenditures for Medicare beneficiaries.

Free Patient Experience Episode on Fostering Meaningful Communication Among Patients and Caregivers

In times of chaos, communication is vital for patient and provider safety. HIMSS and Cleveland Clinic will host the webinar “Fostering Meaningful Communication Among Patients and Caregivers” on Thursday, February 11, 2021, 11:30 am – 1:00

pm EST. The webinar will cover topics such as how communication has changed between care team members to ensure nothing falls through the cracks and what the hallmarks of effective provider-patient communication are and what best practices clinicians must adopt to communicate effectively as organizations transition to virtual care. Registration is free [here](#).

Michigan Data Collaborative CPC+ Dashboard

CPC+ Dashboard Schedule Update

Release 4.0 of the CPC+ Dashboard is scheduled for Monday, March 29th. The planned release will include data from all three payers, BCBSM, CMS Medicare, and Priority Health and the reporting period will cover August 2019 through September 2020.

If you would like access and have not yet completed the Data Use Agreement(DUA) or the User Account Request to allow access to the CPC+ Dashboards for your organization, please contact the Michigan Data Collaborative and we will work with you to complete.

Additional information, such as an Online Tutorial, Release Announcements, Release Notes, User Guide, and CPC+ Measures Technical Guide can all be found on both the CPC+ Support page of the [MDC Website](#) and the User Guide & Technical Guide tabs of the Dashboard itself.

If you have any questions or suggestions regarding the dashboard, please contact MDC at MichiganDataCollaborative@med.umich.edu.

Michigan Institute for Care Management and Transformation – Training and Webinar Announcement

A list of upcoming training sessions, including live webinars, can be found in the News and Events section of MICMT's website: <https://micmt-cares.org/events>. For an at a glance view, please find the event calendars and event flyers in the "News" section [here](#).

Please do not hesitate to reach out with any questions or concerns: micmt-requests@med.umich.edu

Contact Us! How Can We Help? Supporting CPC+ POs and Practices in Michigan

The joint commercial CPC+ payers in Michigan are working together to support multipayer alignment with the University of Michigan. We advocate with CMS to emphasize the important role that POs play in supporting CPC+ and work with them as partners in the Michigan CPC+ community, work with all participating payers in Michigan to create consistency in payer policy and approach wherever possible, and work to remove roadblocks that practices and POs face in CPC+ implementation and operations. We are interested in learning about your successes, challenges and questions. **Please contact the CPC+ Michigan Regional Convener, Diane Marriott (dbechel@umich.edu or 734 740 0511) at any time to share your ideas and experiences.**