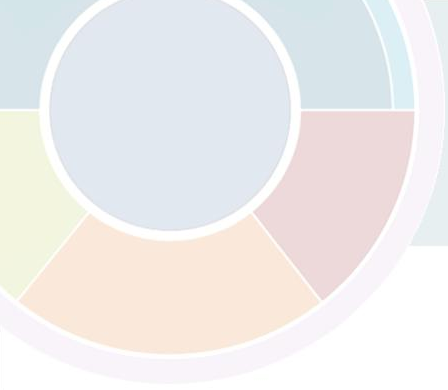


Supporting Our Hawaii Practices in the CPC+ Program

HMSA Provider Organization Collaborative
June 1, 2017

Mountain Pacific Quality Health Foundation
Christine Asato, Hawaii Region- Lead Practice Facilitator for CPC+
Mark Marabella, Patient & Family Engagement Lead



Section 1

Program Statistics and Overview

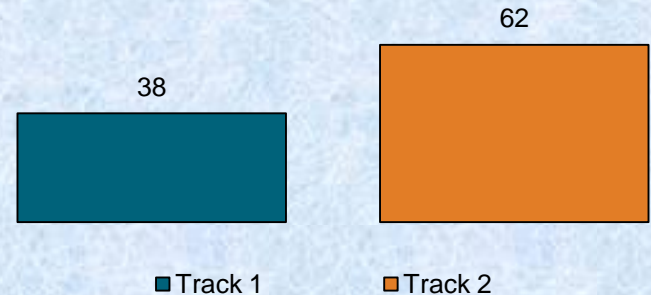
CPC+ Hawaii Region Statistics

Hawaii CPC+ Program Stats

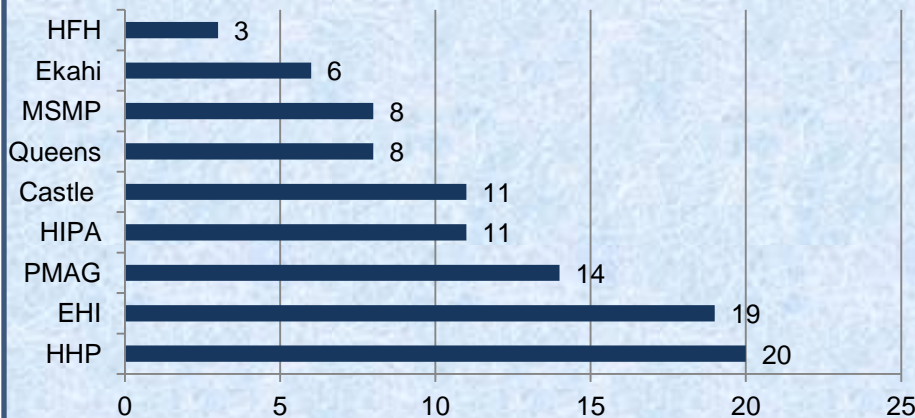


Total # of CPC+ Practices	100
Total # of CPC+ Practitioners	302
CPC+ Medicare Beneficiaries	39,289
Avg. Beneficiary per Practitioner	129

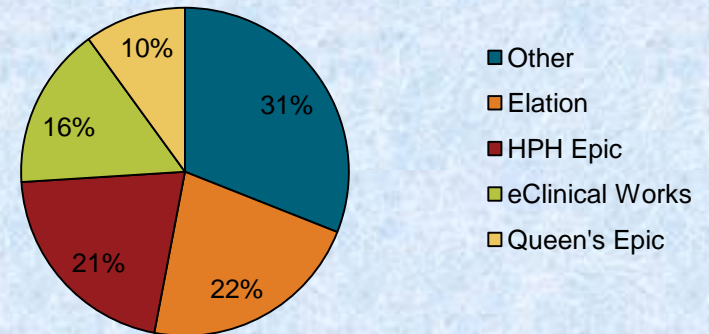
Track Breakdown



Number of CPC+ Practices by PO



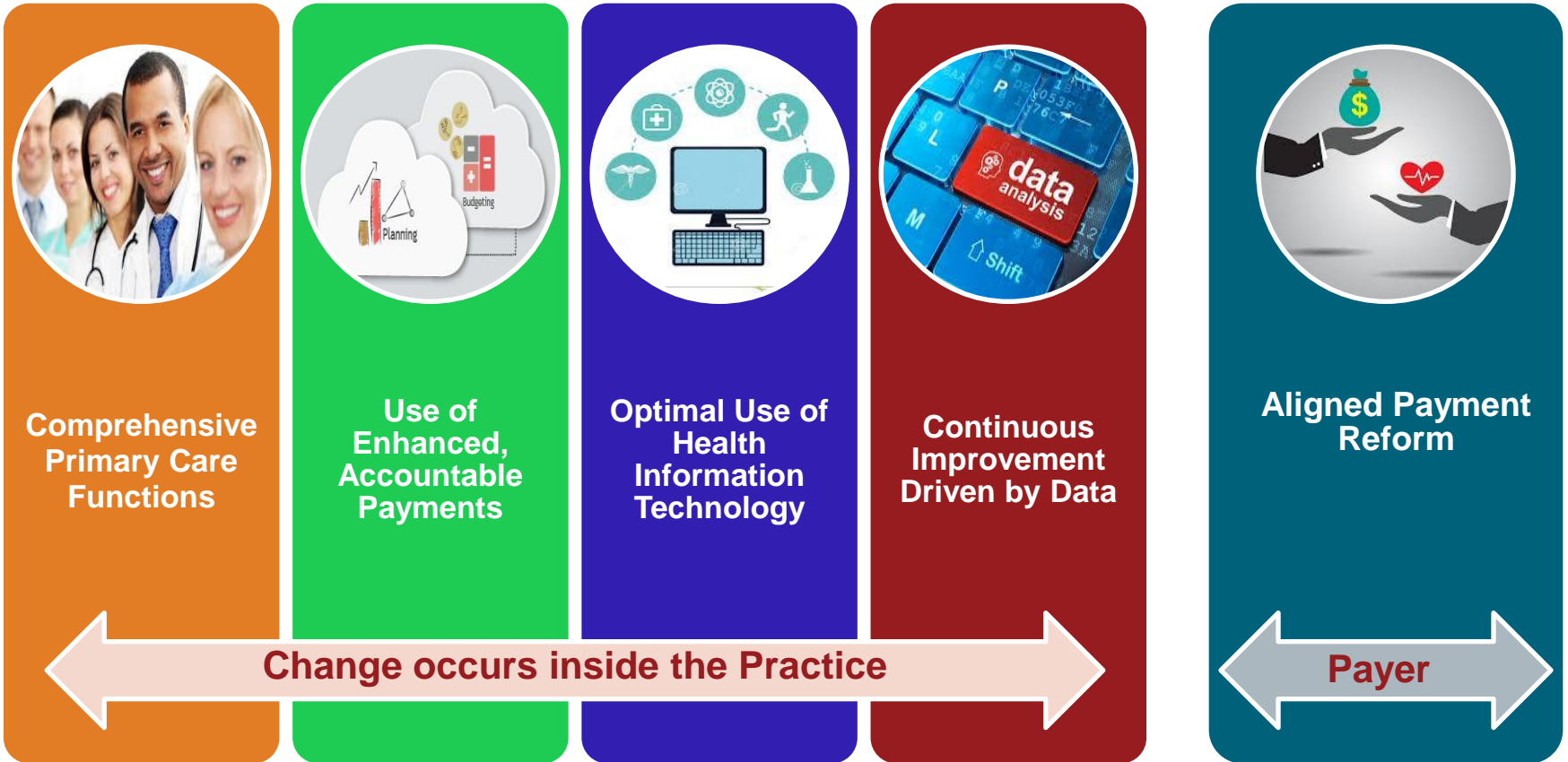
Breakdown of EHR Vendors for CPC+ Practices in Hawaii



Practice information current as of March 31, 2017. Subject to change.

CPC + Program Overview

Better Care, Smarter Spending, and Healthier People





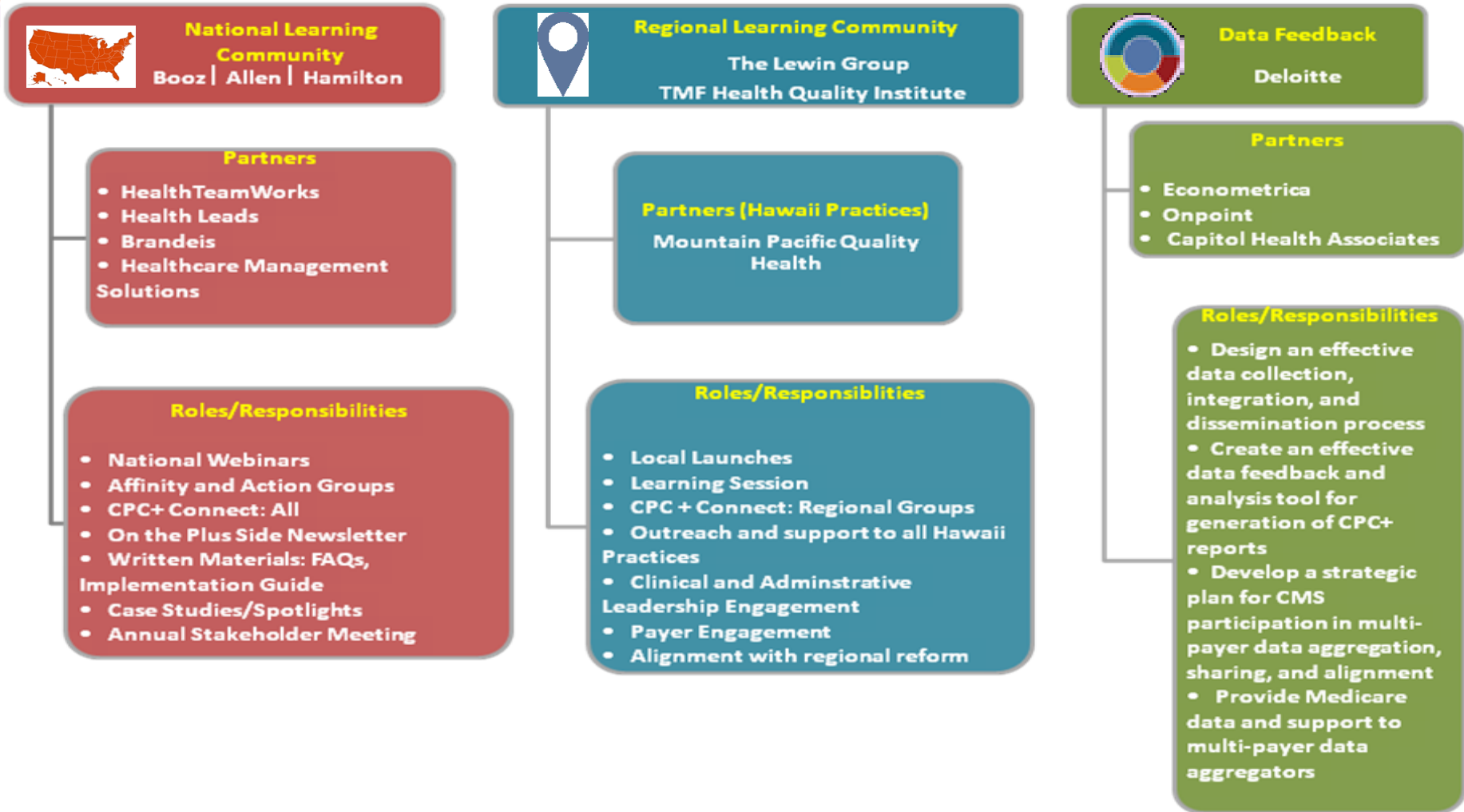
Discussion Topics

- Understanding the CPC+ support structure in Hawaii
- Finding ways to engage every practice
- Navigating the CPC+ Program in 2017
 - Laying the Foundation
 - Key Expectations
 - Avoiding Pitfalls

CPC+ Support Structure in Hawaii

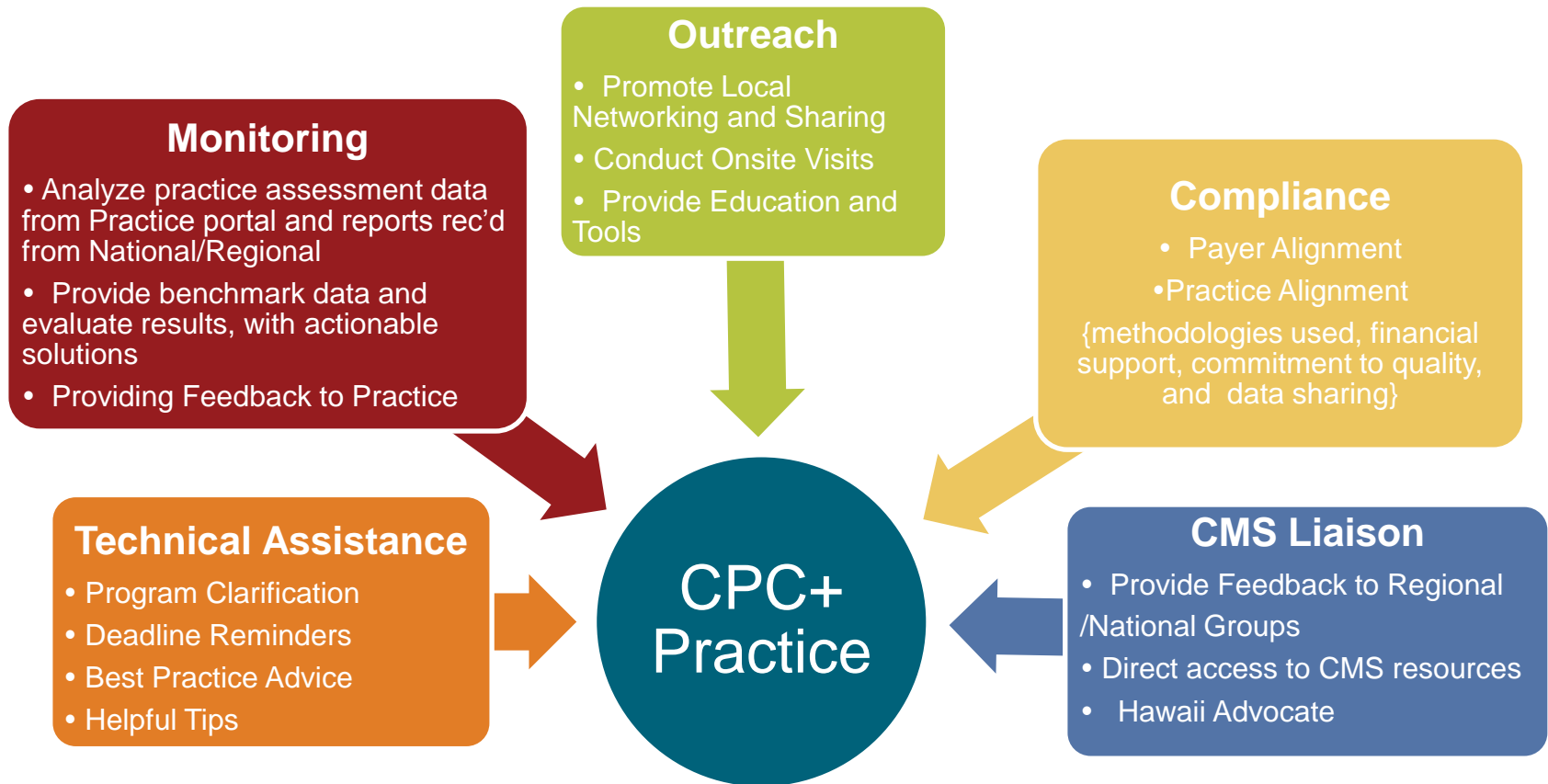


CMS SUPPORT STRUCTURE FOR CPC+



CMS Support Structure for CPC+

Role of Mountain Pacific





CPC+ Support Structure in Hawaii

Mountain Pacific Outreach Requirements

10%

- 30 min calls every other week
- Quarterly onsite visits

75%

- Monthly webinars/workshops
- Light touches (i.e. blogs, calls)

15%

- Spotlights
- Sharing



Finding Ways to Engage Every Practice

Bi-Directional Communication

- CPC+ Connect
- CPC+ Office Hours

Team-Based Support

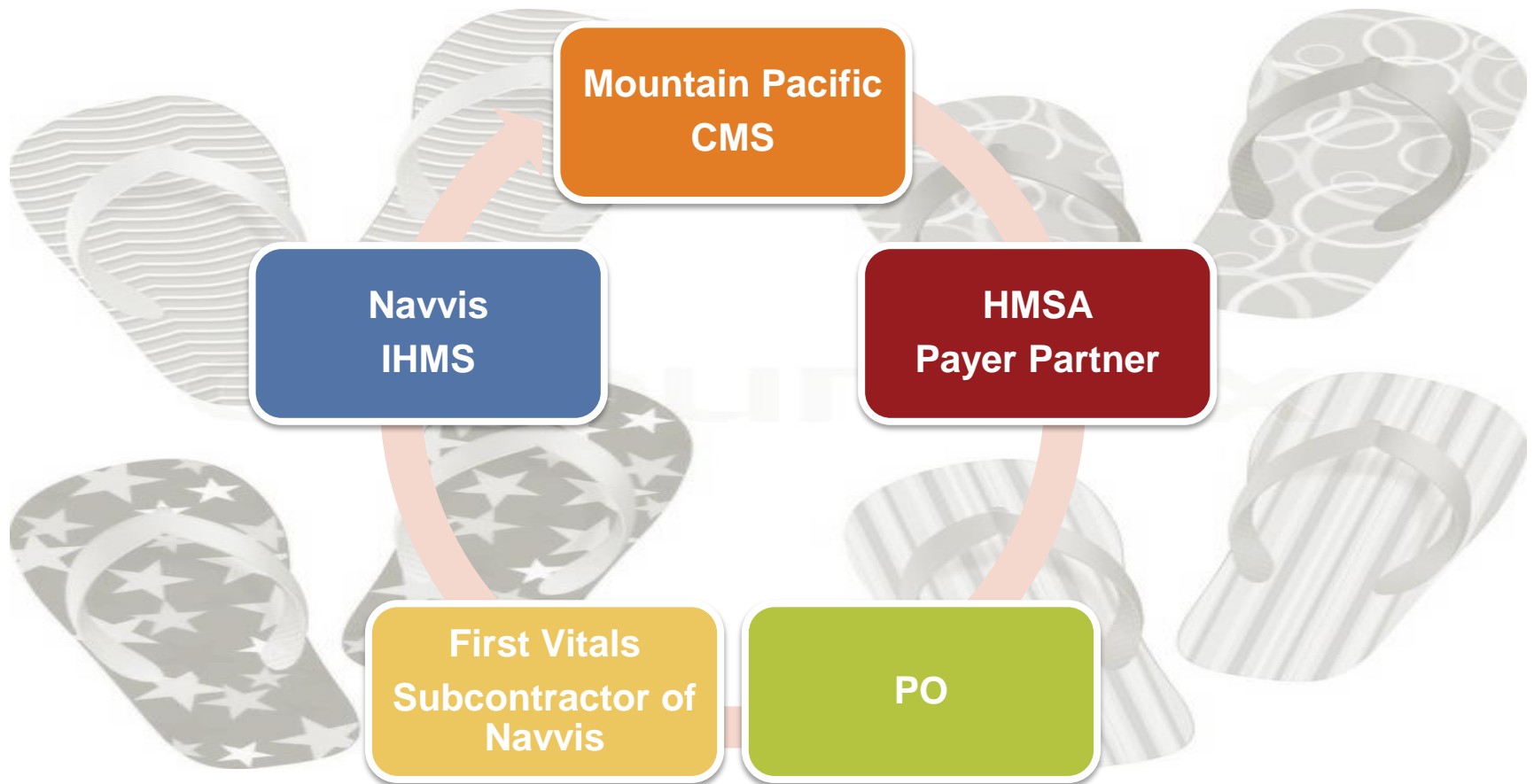
- Monthly Meetings – webinar or in-person (consider using PO groups to provide focused program content that is specific to the needs of practices within each group)
- Workshops
- Hawaii Network Group

Solution-Oriented Problem Solving

- Action/Affinity Groups
- PODs

Finding Ways to Engage Every Practices

Who are the slippers on the ground in Hawaii?



Navigating the CPC+ Program in 2017

Laying the Foundation for the CPC+ Program

- **Health IT Platform**
 - CEHRT for EHR
 - Letters of Support for other health IT Tools
- **Care Delivery Team**
 - Identify roles
 - Give team members access to patient record





Navigating the CPC+ Program in 2017

Key Program Expectations

Success



1. Quality of care
 - ✓ Targeted patient-centered care management
 - ✓ Continuity of care
2. Identify gaps in care
 - ✓ Preventative services
 - ✓ Comprehensive services that integrate behavioral health, medication management, and self-management support
 - ✓ Engage patients
3. Focus on quality improvement activities and utilization
 - ✓ Decrease hospitalization and readmission
 - ✓ Keep ED visits from rising

Navigating the CPC+ Program in 2017

How Can We Help Practices Avoid Pitfalls

- Make sure at least one person in the practice is plugged in
- Be strategic and plan (AWV, one high risk condition to meet all 5 functions)
- Remind them to pace themselves
- Don't reinvent the wheel

- **When in doubt, reach out for help**



Who Should You Call for CPC+ Support?

Help Desk



CPCPlus@telligen.com



Toll-Free Number
1-888-372-3280



Christine Asato
casato@mpqhf.org
(808) 440.6006
<http://mpqhf.com/blog/macra/>



CPC+ Connect
CMMIconnecthelpdesk@cms.hhs.gov
1-888-734-6433



Upcoming Events and Deadlines

- May 17th – CMS Feedback report available in Practice Portal
- June 1st – Survey deadline
- June 26th – 2nd Qtr Reporting Period begins
- July 19th – Hawaii In-person learning session with onsite visit from CMS



Q&A

