

Volume 37 | January 7, 2021

CMS Reporting Deadlines

Please be advised of the upcoming reporting deadlines for PY 2020 participants and view *detailed instructions in the [Practice Portal User Manual](#) and [CTO Portal User Manual](#).*



- **1/1:** PY 2020 eCQM Reporting began, submitted in CRISP
- **1/4:** PY 2020 Financial Reporting began, submitted in the [MDPCP Portal](#)
- **1/8 (TOMORROW):** User Access Verification (Q4) Period ends for PY 2020 practices and CTOs, submitted in the [MDPCP Portal](#)
- **1/4-1/15:** PY 2020 CAHPS Roster Submission Period, submitted in the [MDPCP Portal](#)
- **1/18-1/22:** PY 2020 CAHPS Roster Correction Period, submitted in the [MDPCP Portal](#)

SAVE THE DATE!

1/12: [Care Manager Affinity Group](#); 12-1pm

1/12: [FQHC Meeting](#); 3:30-4:30pm [PMO]

1/12: [MDPCP Advisory Council Meeting](#); 5-6:30pm [PMO]

1/14: [All Practice and CTO Office Hour](#); 12-1pm

1/14: [Behavioral Health Series](#); 5-6pm [BHA/MedChi]

1/19: [MDPCP Advisory Council Meeting](#); 5-6:30pm [PMO]

1/21: [Introduction to SBIRT Webinar](#); 5-6pm [Mosaic Group]

1/26: [MDPCP Advisory Council Meeting](#); 5-6:30pm [PMO]

[Connect Events Page](#)

MDPCP Buddy Program

The MDPCP Buddy Program pairs practices that have volunteered to share insights, successes, and lessons learned with another practice. The program is designed to be flexible to the needs and availability of all participants. As a result, there are no requirements on meeting frequency, length, or topic. The Buddy Program is a great way to “pay it forward” towards the collective goal of improving primary care across Maryland.

Complete [this short survey](#) to be matched with a buddy practice! To be included in our initial round of buddy pairings, please complete the survey by January 25th. The Learning Network will announce the first round of buddy pairings for 2021 on February 1st.

Learning Network Events



Care Manager Affinity Group;
1/12 12-1pm

In the January Care Manager Affinity Group, we will be joined by the Alzheimer’s Association to discuss their organization, available resources to practices to assist with patient care, and strategies for caring for patients with Alzheimer’s and dementia. Register above and continue the conversation in the Connect [Care Manager group](#).

All Practice and CTO
Office Hour; 1/14 12-1pm

In the January Office Hour, we will focus discussion on PY 2020 Financial Reporting and new CRISP Reporting Platform as they apply to PY 2020 participants only, although any participants new to the program are welcome to attend. As always, we will address questions on other topics as appropriate and time permitting. Please register in advance using the link above. Email any office hour questions to mdpcp@lewin.com by January 13th.

The [December Office Hour summary document](#) is now available! This session covered the processes for the PY 2019 Audit and PY 2020 Consumer Assessment of Healthcare Providers and System (CAHPS) Survey. The summary also highlights important Q&A between participants and facilitators regarding both subjects.

New Recordings Available!

Looking for ways to implement and improve Care Management, CAHPS Patient Experience Survey, Comprehensive Medication Management (CMM), and Continuous Quality Improvement (CQI) processes at your practice? The Learning Network has developed these resources that dive into these key concepts through a summary of strategies shared by fellow MDPCP practices.



[Care Management Hits and Highlights Recording](#)

The Care Management Hits and Highlights Recording explains the various methods available to tend to individual patient needs and preferences through patient-centered care. Learn how other MDPCP practices tailor services for their patient population to address chronic conditions, health-related social needs, patient engagement, and more. [Recording transcript](#) is also available.



[CAHPS Patient Experience Survey Recording](#)

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Recording provides an overview of the survey and its significance for participating MDPCP practices. The CAHPS survey is used to collect information on patient experience of the care and services of their providers. Learn about important timelines, logistics, requirements, and resources to successfully implement the CAHPS survey at your practice. [Slides](#) and [recording transcript](#) are also available.



[Continuous Quality Improvement \(CQI\) Recording](#)

The Continuous Quality Improvement (CQI) Recording highlights the importance of CQI data by incorporating both process measures and outcomes data to improve patient outcomes at your practice. Learn more about approaches to CQI, steps for implementation, and experiences from fellow MDPCP practices. [Recording transcript](#) is also available.

[Comprehensive Medication Management Recording](#)

The Comprehensive Medication Management Recording highlights key CMM concepts as a component of care management, and presents recommendations shared by practices. [Recording transcript](#) is also available.

[Download the 2021 Q1 Calendar!](#)

Print this calendar and pin it to the team wall or staff fridge, and keep your team aware of MDPCP events and deadlines.

MDPCP 2021
Q1 CALENDAR
JANUARY

1/1: PY2020 eCQM reporting begins in CRISP
 1/4: PY2020 Financial reporting begins in CMS Portal
 1/5: MDPCP Advisory Council Meeting: 5-6:30pm [PMO]
 1/6: Pharmacist Affinity Group: 12-1pm
 1/7: 2021: New Year, New Culture of Team-Based Care: 5-6pm [PMO]
 1/8: User Access Verification (Q4-2019) Period ends for all practices and CTOs
 1/12: Care Manager Affinity Group: 12-1pm
 1/12: FQHC Meeting: 3:30-4:30pm [PMO]
 1/12: MDPCP Advisory Council Meeting: 5-6:30pm [PMO]
 1/14: All Practice and CTO Office Hour: 12-1pm
 1/14: Behavioral Health Series: 5-6pm [BHA/MedCh]
 1/19: MDPCP Advisory Council Meeting: 5-6:30pm [PMO]
 1/21: Introduction to SBIRT Webinar: 5-6pm [Mosiac Group]
 1/26: MDPCP Advisory Council Meeting: 5-6:30pm [PMO]

FEBRUARY

2/9: Care Manager Affinity Group: 12-1pm
 2/23: CRISP Office Hours: 12-12:30pm

MARCH

3/4: Introduction to CRISP CRS Webinar: 5-6pm [PMO]

March Madness in Medicine Series [PMO]

3/17: Achieving Sweet Success with Prediabetes and Diabetes Management: 9-10:30am
 3/17: PASS the BALL: Essential Skills for Teamwork for Prediabetes and Diabetes Management: 4-5pm
 3/19: Under Pressure: Practicing Successful Hypertension Management: 9-10am
 3/19: Be a "BP MVP": A Team Based Approach for Hypertension Management in Your Practice: 4-5pm
 3/24: Marathon vs Sprint: A Physician's Approach to Managing the Complexities of Obesity: 9-10:30am
 3/24: UP YOUR GAME: Team Tactics to Improve Workflow and Make Referrals: 4-5pm

CLICK HERE TO VISIT THE CONNECT EVENTS PAGE

Events may be subject to change

MDPCP
 HAWAIIAN PRIMARY CARE PROGRAM



Is your team up-to-date on all things MDPCP? Email mdpcp@lewin.com to add staff members to the mailing listserv!

For returning MDPCP practices, the MDPCP team welcomes your feedback on our 2020 newsletters and MDPCP Connect! Share your opinions, likes, dislikes, and suggestions for improvements in [this brief survey](#) by January 21st. The survey should take approximately 2-5 minutes to complete. All responses are confidential and voluntary.

[Brief Survey on the MDPCP Communications](#)

Spotlights on Self-Management Support and Comprehensive Medication Management!



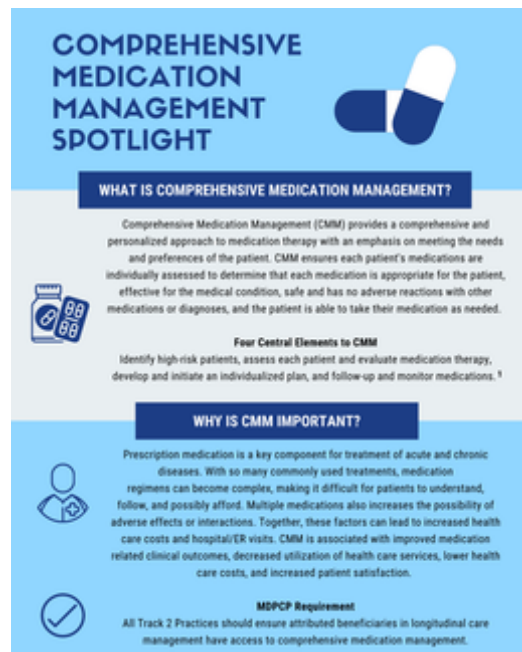
Self-management support refers to strategies, resources, and tools shared by practices to support patients in managing their own health. This can include educational tools to help patients manage chronic conditions, remote patient monitoring, and many other forms of support. Hear from **Gerald Family Care, Atlantic General Hospital Foundation, and Stone Run Family Medicine** in the [spotlight on Self-Management Support](#), as they address the following:

- The importance of implementing self-management support strategies
- Factors for a successful self-management support process
- Benefits and positive outcomes of integrating self-management support
- Methods for empowering patients to take a more active role in their own health

Interested in learning more about how to integrate comprehensive medication management (CMM) and different approaches? This [CMM Spotlight](#) features strategies from **Calvert Internal Medicine, Lower Shore Clinic, Stone Run Family Medicine, Meritus Health, and Transform Health.**

In this spotlight, you will learn more about:

- The importance of CMM
- Approaches to identifying patients and supporting patients to address barriers
- Strategies for integrating a pharmacist
- Ways to communicate and track CMM



PMO Events & Updates

COVID-19 Surge: Flash Briefing and Q&A Sessions

During the Coronavirus Disease 2019 surge, the Maryland Department of Health holds weekly briefing and Q&A sessions. These sessions will cover the top need-to-know items and include Q&A. **All webinars are from 5:30-6pm. Register at:**

[Monday, 1/11](#)

[Monday, 1/18](#)

[Monday, 1/25](#)

Coronavirus Disease 2019 Webinars

The Maryland Department of Health hosts regular webinars for all Primary Care Providers to review current COVID-19 guidance, provide additional information on important activities primary care offices should be taking for the health and safety of Marylanders and answer additional questions. **All webinars are from 5-6pm. Register at:**

Register at:

[Wednesday, 1/13](#)

Topic: Reducing Vaccine Hesitancy

Guest: Sandra Crouse Quinn, PhD

[Wednesday, 1/20](#)

Topic: TBA

Guest: Adam Kaplin, MD, PhD

[Wednesday, 1/27](#)

Topic: TBA



The MDPCP PMO is collaborating with ImmuNet, Maryland's Immunization Information System, to verify MDPCP practices' reporting status with ImmuNet. If your practice is not enrolled in ImmuNet or not reporting administered vaccine doses to ImmuNet, setting up this enrollment and reporting now will be crucial for administering and reporting COVID-19 vaccinations. Your MDPCP coach will reach out with information on your practice's status with ImmuNet.

All practices should:

1. [Enroll in ImmuNet](#)
2. Set up [EHR vaccination data reporting](#) to ImmuNet

CRISP User Conference & eCQM Reporting

**Welcome New
Practices to
MDPCP!**

For new practices who have not used CRISP prior to MDPCP, please download and read the [Getting Stated with MDPCP Guide](#) to learn more about registering for Chesapeake Regional Information System for our Patients (CRISP).

CRISP representatives will be contacting new MDPCP practices and CTOs to assist with onboarding to all the CRISP services available to MDPCP participants.

CRISP is the host of MDPCP's platform for submitting Electronic Clinical Quality Measures (eCQMs). There are two portals available on CRISP's Unified Landing Page (ULP). One, called "2020 eCQMs" allows for manual data entry of eCQMs. For those wishing to upload QRDA III files, you can still use our CALiPR tool for this process. Both portals opened on January 1st.

PY 2020 eCQM Reporting Season

Please contact your MDPCP coach if you need further information on CRISP reporting.

Connect Action Required: Single Sign-On

MDPCP Connect was upgraded to Single Sign-On (SSO) in November 2020. If you have not yet completed SSO, we miss you on Connect and have included some instructions and support to get you back on the site.



Steps to Complete SSO:

- Be sure to use the new URL: <https://app.innovation.cms.gov/CMMIConnect>
- If you were a MDPCP Connect user prior to 11/2, click "**Existing User Verification**"
- If you were not a MDPCP Connect user prior to 11/2, click "**New User Registration**"
- As a tip, your IDM account credentials will be what you use to login into the CMS Portal

Need Assistance?

- If you have questions about your CMS IDM or Connect account usernames or passwords, please contact the CMS Salesforce Help Desk at CMMIForceSupport@cms.hhs.gov or 1-888-734-6433, option 5
- For general questions about SSO, please reach out to the MDPCP Learning Network at mdpcp@lewin.com

What's Happening on Connect?

"Do you use a resource or platform to allow patients to learn more about any medication reactions they might experience?"

@Edward Taubman (Olney Medical Associates): 'Every prescription filled by a pharmacy comes full of potential adverse reactions... ranging from the common to the 1 in a million... From the physician point of view, I think that the patients are already overloaded [with] mostly useless information that more often than informing creates confusion and often leads them to not take a medication that they need. I honestly don't see the value of sending them to an online resource. If they think they are having an adverse reaction they need to be educated to call their primary care physician; that's what we pay our answering service to be there for.'

@Joseph Weidner, Jr. (Stone Run Family Medicine): '@Edward Taubman fully agree with you. The challenge is combatting the nocebo effect from the information given from the pharmacy. Without any context, incidence, or strength of evidence noted in those handouts, I think they do more of a disservice to our patients, albeit reducing pharma's liability.'

"Do you use a resource or tool to find out if a specific medication for a patient would be covered by their insurance?"

@Titus Abraham (Annapolis Internal Medicine): 'Our EMR, Athenahealth, does provide information. Also, I often Google the patients formulary on the internet to see what is covered. The big ones like Optum and Carefirst are usually easy to navigate. Works about 80% of the time.'

Learning Network Sharing

[Using Data for CQI Spotlight](#)
[Self-Management Spotlight](#)
[CMM Spotlight](#)
[Community Resource](#)
[List Advancing Primary Care Guide](#)
[2021 Payment](#)
[Methodologies Financial Reporting](#)
[Guide](#)
[2021 Performance Measures](#)
[Guide](#)

Quick Links

[PMO Website](#)
[MDPCP Portal](#)
[MDPCP Connect](#)

Articles and Resources

[PMO's COVID-19 Testing](#)
[Guide PMO's COVID-19 Testing](#)
[Video](#)
[CRISP COVID-19 Video](#)
[Telehealth Tool Kit](#)
[Medicaid Tool Kit](#)
[EIDM & Portal Registration](#)
[CRISP User Guide](#)

Note: To access documents and resources in this newsletter, you must first log in to [MDPCP Connect](#).

Email MDPCP@lewin.com to add additional staff to the newsletter email listserv.

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Centers for Medicare & Medicaid Services

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