Getting Started with the MDPCP

January 9, 2020

Welcome and Introductions

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Objectives

1) Welcome all participants to the program

2) Highlight key information to get started on MDPCP activities

3) Provide an opportunity for questions

4) Look ahead at next steps

Webinar Platform Logistics

The MDPCP: The What and Why

A central part of the Maryland Model is the Maryland Primary Care Program (MDPCP), intended to support the delivery of advanced primary care throughout the state and to allow community providers to play a vital role in prevention, improving health outcomes, and controlling total health care spending growth.
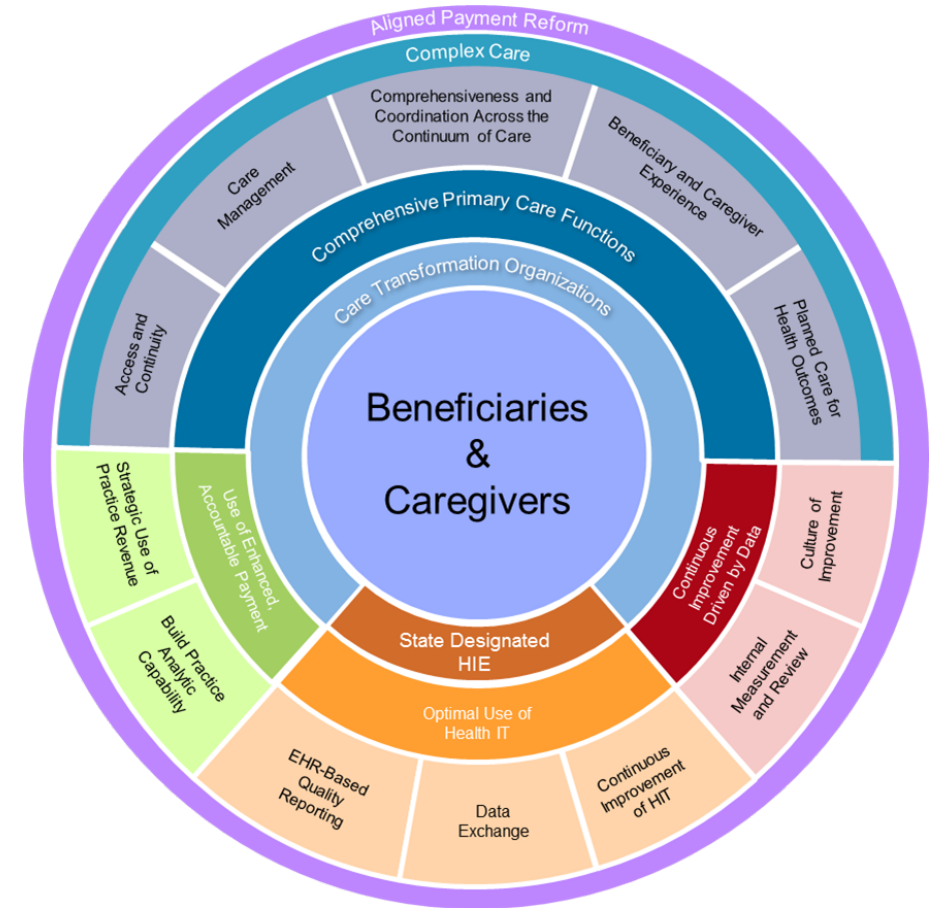
The MDPCP Partners

- Centers for Medicare and Medicaid Services (CMS)

- Maryland Department of Health Program Management Office (PMO)

- PMO Coaches

- MDPCP Learning Network (Learning Network)

- Practices

- Providers

- Care Transformation Organizations (CTOs)

The MDPCP Partners: Where are you located?

To add yourself to the map: scroll to your location on the map, zoom in to your location, and drop the purple pin from the toolbar at your location.

- **To scroll:** click and hold the mouse button to scroll the map left, right, up, or down

- **To zoom:**

  — use the mouse wheel or trackpad to move in;

  — double click; or

  — use the on screen zoom control (top right hand corner)

- **Drag and drop** the purple pin from the toolbar on the left to mark your location (the bottom of the pin should point to your location).

The MDPCP Overview: Foundational Concepts in Care Transformation

The MDPCP Drivers of Change
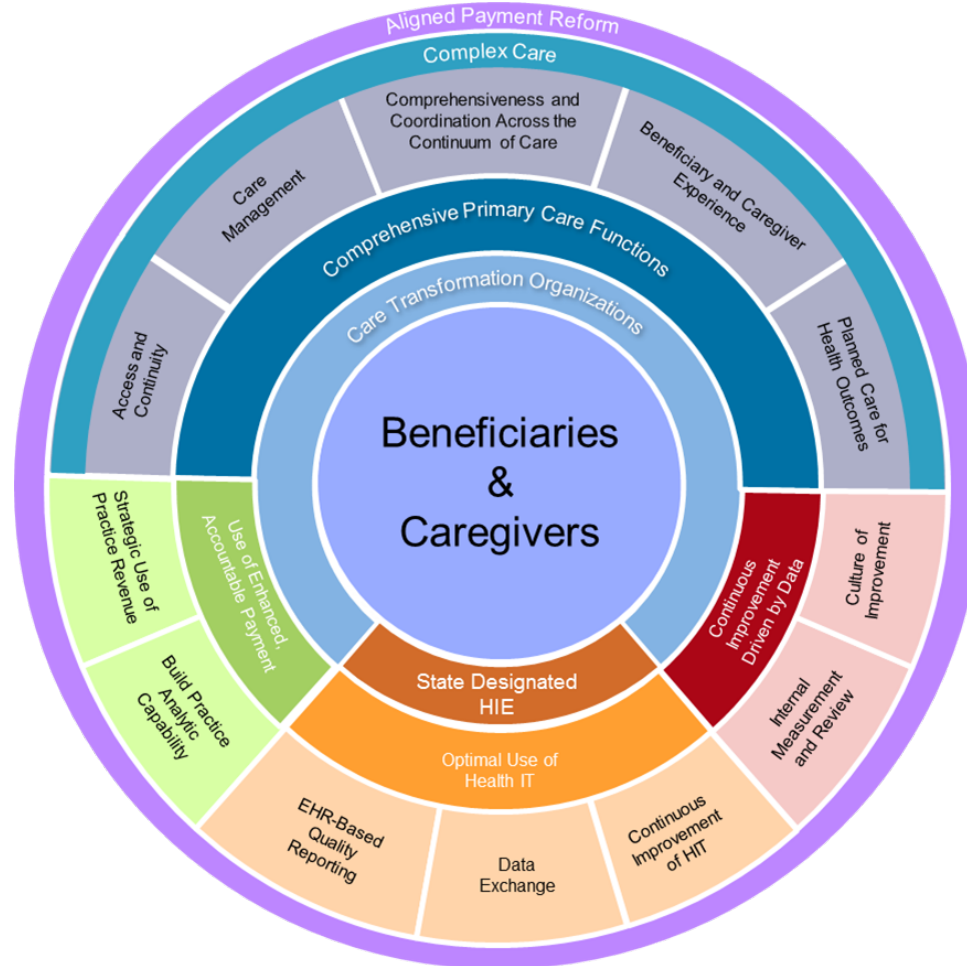
Comprehensive Primary Care Functions of Advanced Primary Care

1. Access and Continuity
2. Care Management
3. Comprehensiveness and Coordination Across the Continuum of Care
4. Beneficiary and Caregiver Experience
5. Planned Care for Health Outcomes
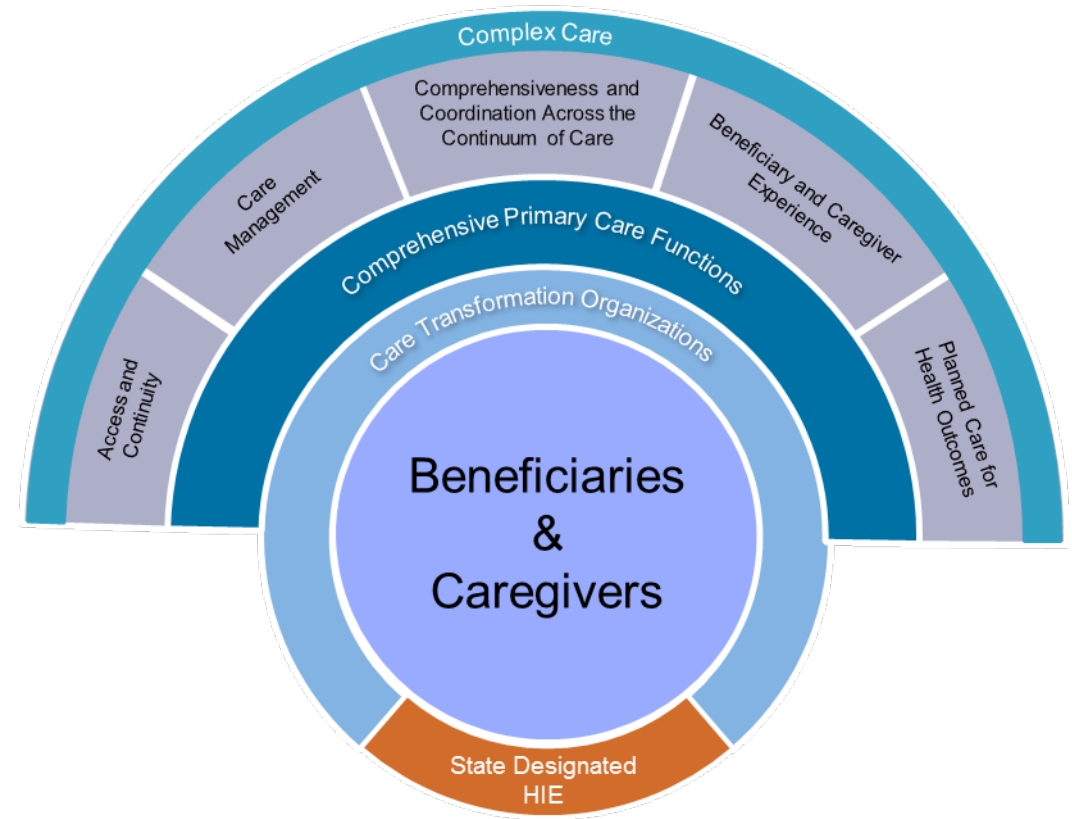
Structure to Support Your Transformation

1. Use of Enhanced, Accountable Payment
2. Optimal Use of Health IT
3. Continuous Improvement Driven by Data
4. Aligned Payment Reform

Let's chat!

What aspects of the Comprehensive Primary Care Functions are you already working on?

1. Access and Continuity
2. Care Management
3. Comprehensiveness and Coordination Across the Continuum of Care
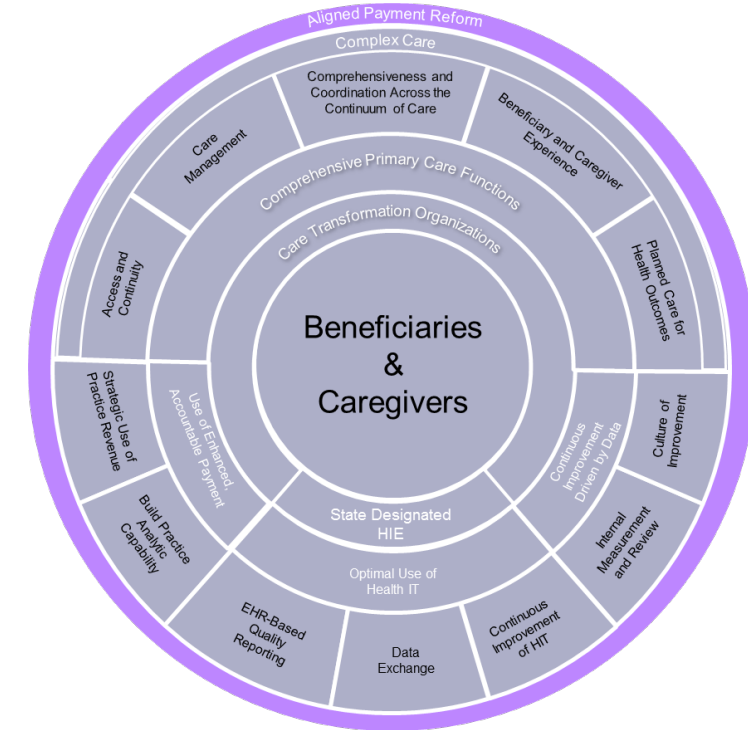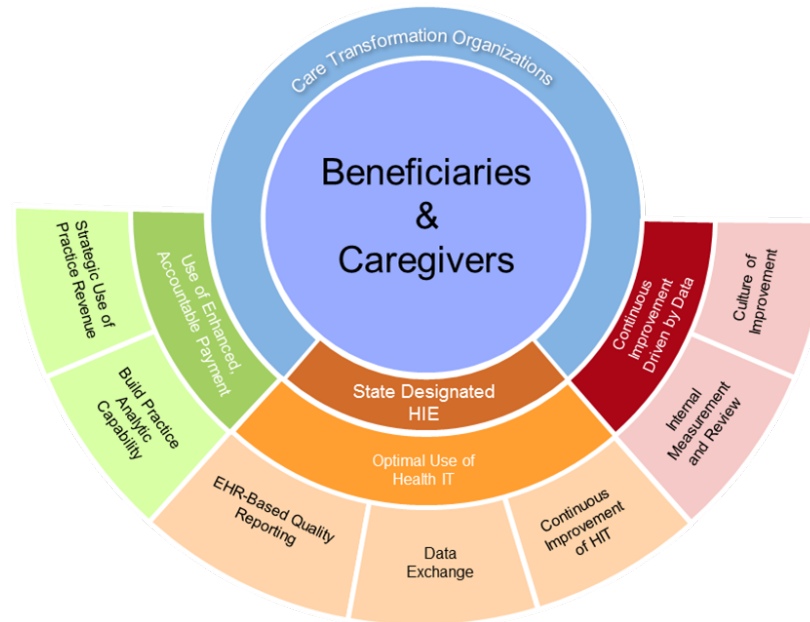4. Beneficiary and Caregiver Experience
5. Planned Care for Health Outcomes

Sharing Your Experience

Getting Started with the MDPCP

Getting Started with the MDPCP Guide

I. Getting Plugged in with MDPCP

II. MDPCP Drivers

III. Reporting

IV. Key Program Dates and Deadlines

V. Contact Us with Questions

Frequently Asked Questions

Suggested Steps

Learn More

Useful Tips

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Getting Started Action Items Summary

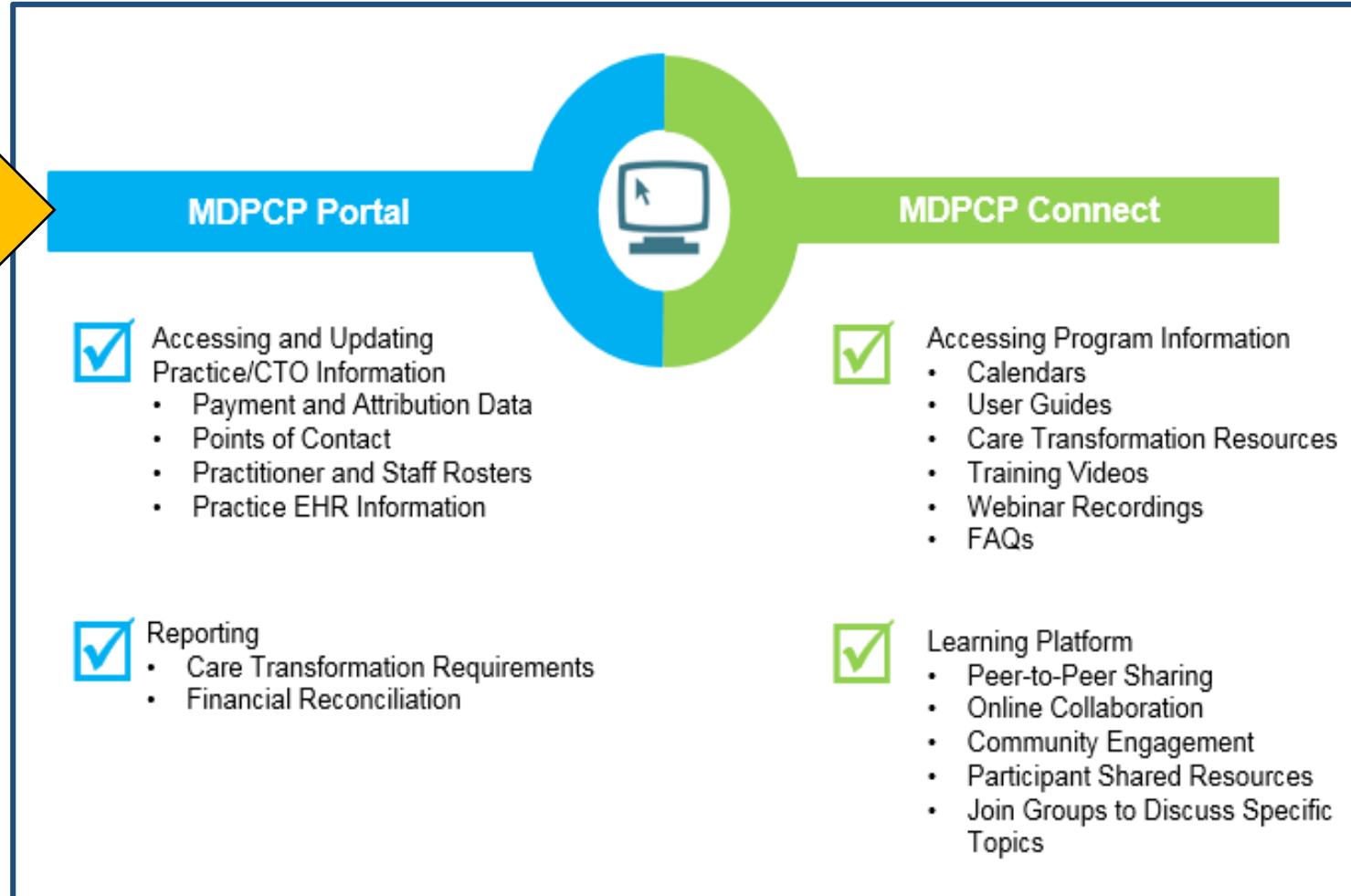| Action |
| --- |
| Set up access to MDPCP Portal (via CMS Enterprise Portal) |
| Review the following information and update as needed in the Portal:
 • Practice/CTO Information
 • Practitioner Roster
 • Staff Roster |
| Register for Connect |
| Subscribe to MDPCP Today Newsletter |
| Set up access to CRISP |

Getting Plugged in with the MDPCP

MDPCP Portal

☑ Accessing and Updating Practice/CTO Information
- Payment and Attribution Data
- Points of Contact
- Practitioner and Staff Rosters
- Practice EHR Information

☑ Reporting
- Care Transformation Requirements
- Financial Reconciliation

MDPCP Connect

☑ Accessing Program Information
- Calendars
- User Guides
- Care Transformation Resources
- Training Videos
- Webinar Recordings
- FAQs

☑ Learning Platform
- Peer-to-Peer Sharing
- Online Collaboration
- Community Engagement
- Participant Shared Resources
- Join Groups to Discuss Specific Topics

MDPCP Portal: Overview

- An essential component of MDPCP program operations

- Designate a lead who has primary responsibility

- In the portal:
  - Keep contact information up to date
  - Update Practitioner and Staff Rosters
  - Access payment and attribution data
  - Complete reporting on the care transformation requirements
  - Submit patient rosters for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey
  - Complete annual Financial Reporting

MDPCP Portal: Getting Access

- Register for a CMS Enterprise Portal ID, also referred to as an Enterprise Identity Management (EIDM) ID.
- Request IC Application Role.
- Request MDPCP Application Role.
- For more information, please refer to the EIDM and Portal Registration document.
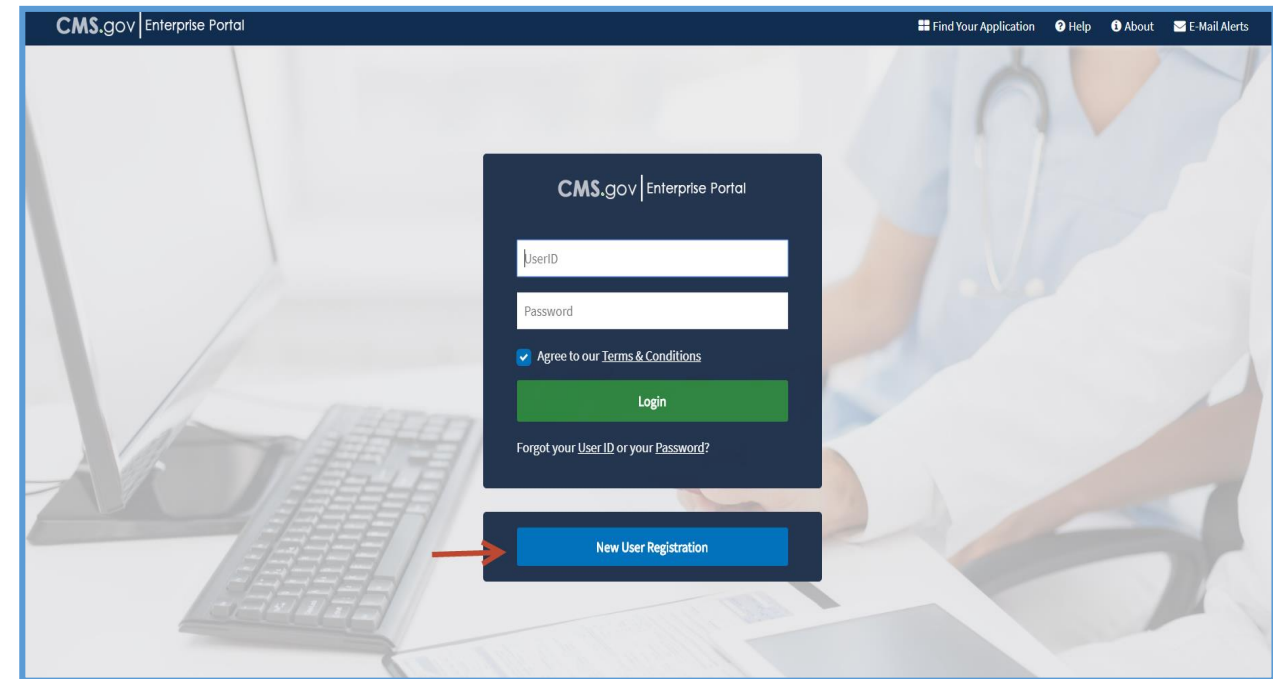
MDPCP Portal: Where to Begin

Update your practice or CTO information:

- Demographic information (e.g., practice or CTO name, address, TIN), and point of contact information.

Practices and CTOs:

- Fill in your Staff Roster—Staff members at your practice or CTO other than the billing MDPCP Practitioners.
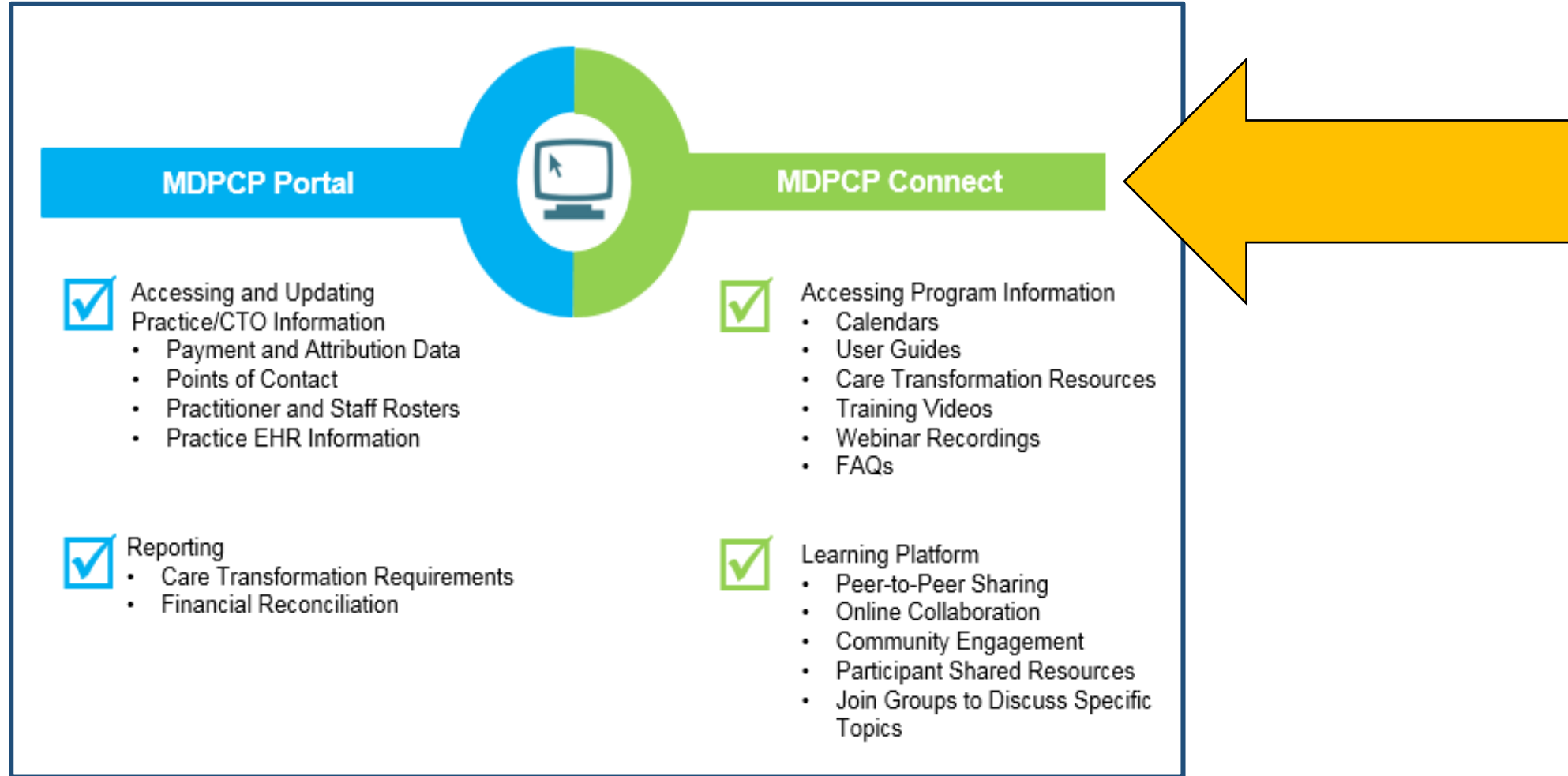
Practices:

- Update your Practitioner Roster—Include the primary care practitioners at your practice site who meet state licensure requirements, can bill Medicare, and who are participating in MDPCP.

Update or confirm your EHR information:

- Developer (EHR vendor)
- Product Name
- Product Version
- Certified Health IT Product List (CHPL) ID number or CMS EHR Certification ID

Getting Plugged in with the MDPCP

MDPCP Portal

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Let's Take A Poll!

- Have you received an email to access Connect?
- Have you logged in to Connect?
- If you have not received access to Connect, do you plan to self-register?
- Share in Chat!
  - What are your experiences using an online community or network platform?

MDPCP Connect: Overview

- Online, peer-to-peer learning platform
- Central hub for MDPCP communications, resources, and the MDPCP Learning Network.
- **Access** CMS and practice resources, such as MDPCP guidance documents, webinars, discussion groups, and the MDPCP Calendar.
- **Interact** through the site's Chatter feature, where practices and CTOs can ask questions, and share and discuss ideas, best practices, and helpful resources.
- **Monitor** important program deadlines and reminders

MDPCP Connect: Getting Access

- Go to the Connect page: https://app.innovation.cms.gov/MDPCPConnect/CommunityLogin and select "New User: Click Here".

- Enter your contact information in each field. For Affiliation, select "Model Participant". For "Model Identifier", enter your MDPCP ID:
  - Practices: T # MD ###. CTOs: CTO0####. The last digits are from your application number.

- Receive a confirmation number.

- Within five days, you will receive an email with your username and a link to join the community.

MDPCP Connect: Home Page

MDPCP Connect Features: Groups

- CTOs
- Care Managers
- Patient and Family Advisory Councils (PFACs)
- Pharmacists
- Risk Stratification
- Health IT
- Small Practices
- Allscripts EHR
- eClinical EHR
- Practice Fusion EHR

MDPCP Connect Features: Chatter

MDPCP Connect Features: Library

Available Resources

- Getting Started with the MDPCP Guide

- Advancing Primary Care in the MDPCP Guide

- MDPCP Payment Methodologies PY2020

- CAHPS Reporting Guidance (Content Pack)

- CRISP Guidance (Content Pack)

MDPCP Connect Features: Calendar

MDPCP Connect Features: Knowledge
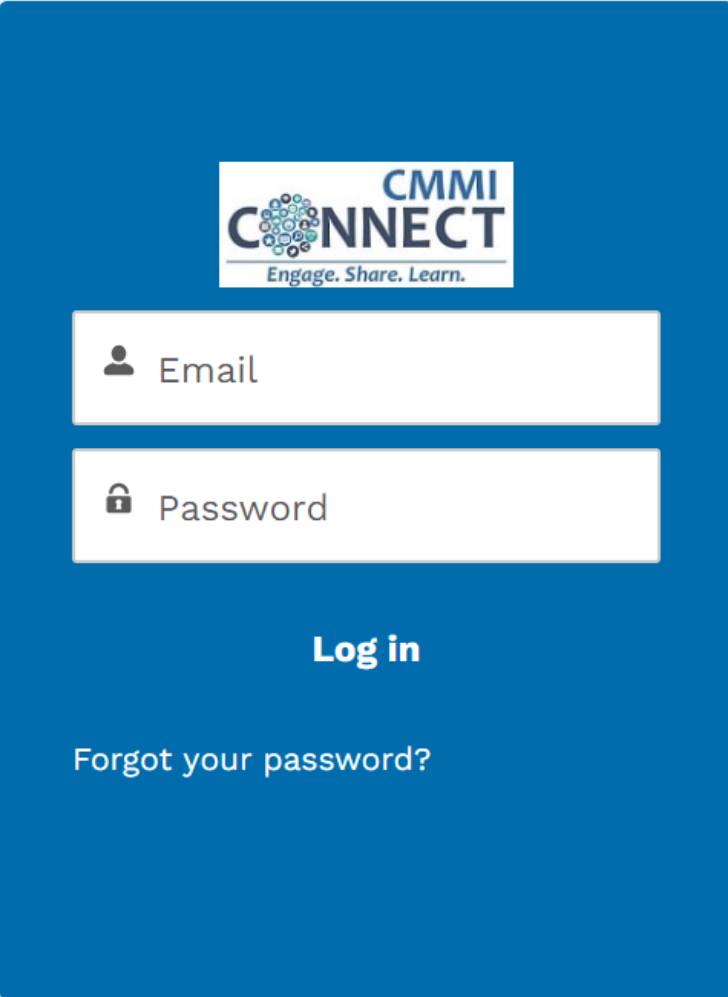
Connect Lightning

- Early 2020 Connect Lightning Upgrade
- Same log-in information
- Additional Resources Forthcoming

CRISP – The State-Designated Health Information Exchange (HIE)

- **Overview**
  - Provides health IT tools to enhance information at the point of care and coordination between settings

- **How to Get Started with CRISP**
  - CRISP User Checklist or support@crisphealth.org

- **Activities**
  - Contribute data about your patients
  - Access information for patient care
  - Use CRISP to coordinate care

- **Outreach**
  - CRISP will help with onboarding and accessing the HIE tools

Care Functions	CRISP Capabilities
Access and Continuity	• Risk Stratification: Utilization Report • Avoidable Hospital Tool
Care Management	• Care Alerts • Event Notification (ENS) • Access to Clinical Data • Share Care Plans
Care Coordination	• Identify High Cost/High Volume Providers • Referral pilot for community services
Continued Improvement Driven by Data	**CRISP Capabilities**
eCQMs	• Central Reporting to CMMI

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How to Use your Coach

- Establish a relationship with your coach early
- Meet regularly in person and by phone to discuss your priorities and your needs
- Ask your coach for best practices and insider tips!
- Reach out whenever you are having an issue or need including:
  - Understanding program requirements
  - Issues with reporting
  - Challenges with E.H.R. or CRISP
  - Developing or adjusting workflows
- [Top 10 Reasons to Use Your Coach](#)
  - Free Resource from MDH to Improve your outcomes!

Getting Started Action Items Summary

Action
Set up access to MDPCP Portal (via CMS Enterprise Portal)
Review the following information and update as needed in the Portal: • Practice/CTO Information • Practitioner Roster • Staff Roster
Register for Connect
Subscribe to MDPCP Today Newsletter
Set up access to CRISP
Meet with PMO Coach

Key Dates (Performance Year 2020)

Type	Location	Timeline*
Semi-Annual Actions		
Care Transformation Requirements Reporting for Practices	MDPCP Portal	03/23/20 to 04/10/20 (Q1)
		09/21/20 to 10/09/20 (Q3)
Care Transformation Requirements CTO Attestation	MDPCP Portal	04/27/20 to 05/08/20 (Q1)
		10/26/20 to 11/06/20 (Q3)
Submit Patient Roster for the CAHPS® Survey	MDPCP Portal	Fielding 1: July 2020
		Fielding 2: January 2021
Annual Actions		
Electronic Clinical Quality Measure (eCQM) Reporting	CRISP	January 1, 2021 – March 31, 2021
Financial Reporting	MDPCP Portal	January 1, 2021 – March 31, 2021

*Please note that all dates are subject to change at the discretion of CMS.

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Key Dates (Performance Year 2020)

Type	Location	Timeline*
Payment Schedule		
Care Management Fees (Practices and MDPCP Partner CTOs)	MDPCP Portal	January 2020
		April 2020
		July 2020
		October 2020
Performance-Based Incentive Payments (Practices and CTOs)	MDPCP Portal	January 2020
Comprehensive Primary Care Payments (Track 2 Practices Only)	MDPCP Portal	January 2020
		April 2020
		July 2020
		October 2020

*Please note that all dates are subject to change at the discretion of CMS.

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Looking Ahead (MDPCP Learning Network)

Overview of Learning Network Activities

Affinity Groups

In-Person Learning Session

Connect

Webinars/Office Hours

MDPCP Learning Network

MDPCP Today (Newsletter)

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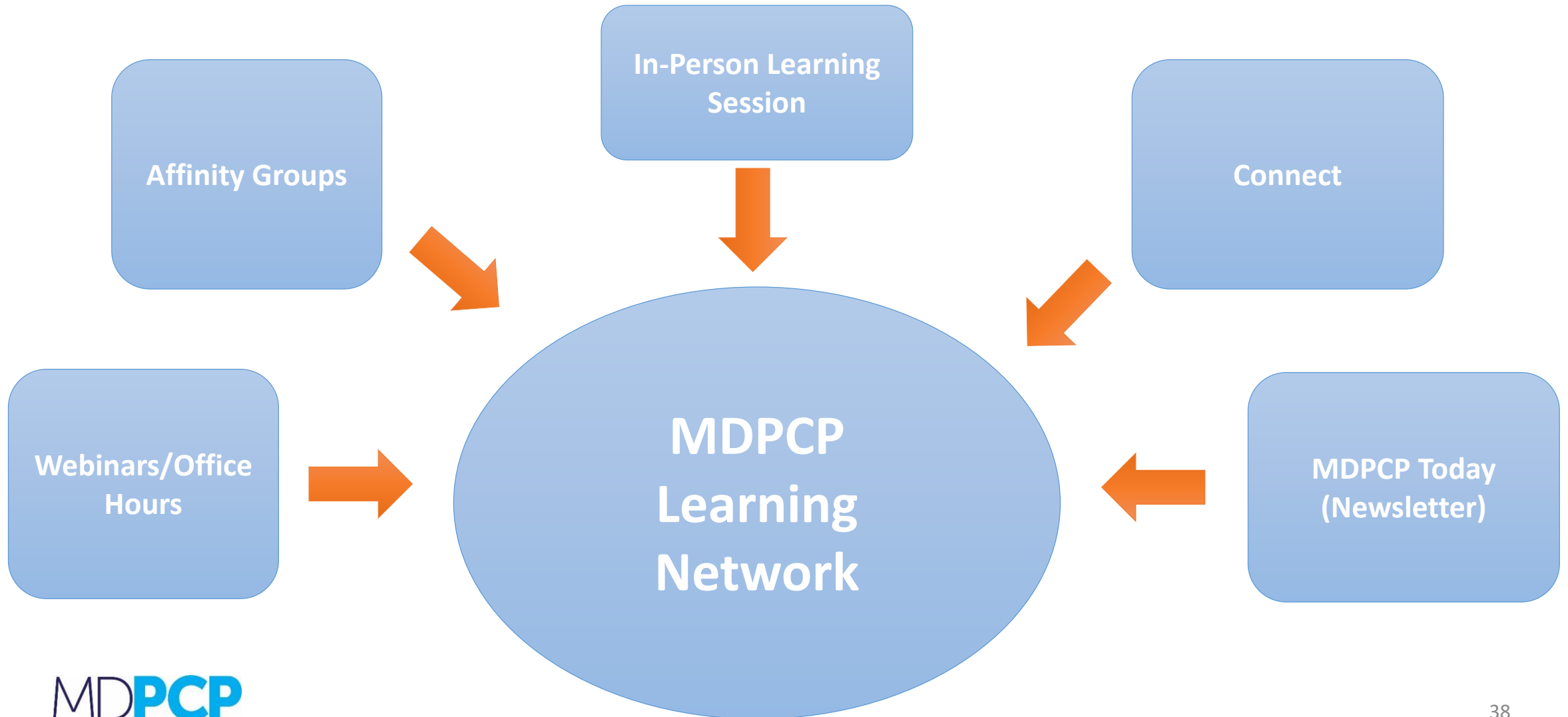
Why Collaborative Learning Matters

- Integrate learning and reflection across MDPCP
- Gain perspectives from other practices that accelerate improvement and enhance communication
- Increase opportunity to learn, network and improve together
- Share promising practices and motivate action
- Influence culture shifts in practices and transformation work

Learning Network Activities: Save-the-Dates

More information and registration details are available on the MDPCP Connect Calendar and in the newsletter.

MDPCP Activities	Scheduled Date
Care Manager Affinity Group	January 14, 2020 at 12:00 PM ET
Five Advanced Primary Care Functions Webinar [PMO]	January 16, 2020 at 5:00 PM ET
CRISP Tools Overview [PMO]	January 21, 2020 at 12:00 PM ET
All Practice and CTO Office Hour with CMMI	January 30, 2020 at 5:00 PM ET
Effective Longitudinal Care Management Discussion Session	February 4, 2020 at 12:00 PM ET
Care Manager Affinity Group	February 11, 2020 at 12:00 PM ET
Risk Stratification: Pre-AH Tool Enhancements Webinar [PMO]	February 12, 2020 at 12:00 PM ET
Behavioral Health Integration (BHI) Overview Webinar [PMO]	February 20, 2020 at 5:00 PM ET
BHI Models, Lead and Teams Webinar [PMO]	February 27, 2020 at 5:00 PM ET
Learning Session 3	March 5, 2020 (Gaithersburg, MD)

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Q&A / Wrap-up

Your Feedback is Important!

- Please take 3 minutes to complete our survey

- Let us know what would improve your experience

- Your input influences future events

thank you!

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