



FACT SHEET

Physician Group Incentive Program Patient-Centered Medical Home

About Value Partnerships

Value Partnerships is a collection of clinically oriented initiatives among Michigan physicians, hospitals and Blue Cross Blue Shield of Michigan that are improving clinical quality, reducing complications, controlling cost trends, eliminating errors, and improving health outcomes throughout Michigan.

About The Physician Group Incentive Program

This program began in 2005 to encourage and incentivize physicians to more effectively manage populations of patients with chronic diseases and build an infrastructure to more robustly measure and monitor care quality. As of January 2010, 38 physician organizations and 8,148 physicians are working together to improve health care for roughly 1.8 million Michigan Blues members.

The Patient Centered Medical Home Model

In July 2009, BCBSM established the PCMH Designation program to provide additional financial support to those PGIP primary care physicians who have made significant progress in incorporating PCMH infrastructure and care processes into routine practice and have achieved outstanding results on quality and efficiency measures.



Patient Web Portal Initiative

Overview

The purpose of the Patient Web Portal initiative is to support optimal management of patients with chronic conditions by using a patient web portal to allow for electronic communication between patients and physicians, and provide greater access to medical information and technical tools.

Objectives

- Increase patient access to care and decrease fragmentation of care
- Reduce cost and use
- Improve health care processes and outcomes
- Increase patient and provider satisfaction

Incentive Design

Physician Organizations will receive incentive payments commensurate with their performance on implementing PCMH capabilities during the six-month incentive payment period. The first time a PO reports implementation activity for a particular PCMH Initiative, the PO should also submit an Initial Implementation Plan for that Initiative; for that six-month incentive period only, incentives will be paid for participation as well as performance.

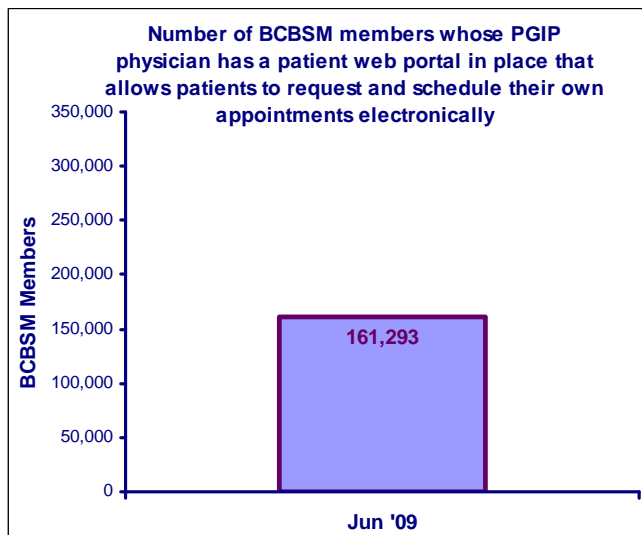
Evaluation

Performance improvement is evaluated based on Practice Unit progress toward implementing PCMH capabilities. Results from the Progress Reports and Self-Assessment Database will be used to gauge performance improvement twice a year.

Initiative Capabilities

- 12.1 Available vendor options for purchasing and implementing a patient web portal system have been evaluated
- 12.2 Physician Organization (PO) or Practice Unit has assessed liability and safety issues involved in maintaining a patient web portal at any level and developed policies and procedures that allow for a safe and efficient exchange of information
- 12.3 Ability for patients to request and schedule appointments electronically is activated and available to all patients
- 12.4 Ability for patients to log and/or graph results of self-administered tests is activated and available to all patients
- 12.5 Providers are automatically alerted by system regarding self-reported patient data that indicates a potential health issue
- 12.6 Ability for patients to participate in E-visits is activated and available to all patients
- 12.7 Providers are using patient portal to send automated care reminders, health education material, links to community resources, educational websites, and self-management materials to patients electronically
- 12.8 Patient portal system includes capability for patient to create personal health record, and is activated and available to all patients
- 12.9 Ability for patient to review test results electronically is activated and available to all patients
- 12.10 Ability for patients to request prescription renewals electronically is activated and available to all patients
- 12.11 Ability for patients to graph and analyze results of self-administered tests for self-management support purposes is activated and available to all patients
- 12.12 Ability for patients to have access to view registries and electronic medical records online that contain patient personal health information that has been reviewed and released by the provider and/or practice is activated and available to all patients

Evaluation and Results



Questions about the Patient Web Portal Initiative? Please contact Margaret Mason, MHSA
Email: MMason@bcbsm.com.

For more information on PGIP, or for a copy of the full initiative description, please contact: providerpartnerships@bcbsm.com