

Patient-Centered Primary Care Home Program

Patient-Centered Primary Care Homes are clinics that have been recognized for their commitment to a patient-centered approach to care. At its heart, this model of care fosters strong relationships with patients and their families to better treat the whole person. Clinics reduce costs and improve care by catching problems early, focusing on prevention, wellness and management of chronic conditions.

Be part of the solution

There is an exciting opportunity for health care clinics to be recognized for their commitment to providing quality care for their patients. As a recognized Patient-Centered Primary Care Home, your clinic can be part of Oregon's new direction to change the way we deliver care to improve health and lower costs. Recognized primary care homes have additional support to focus on prevention, as well as patients with chronic disease, helping keep patients healthier and out of the hospital.

Incentives for recognized clinics

What if your clinic could get paid to keep your patients healthy? Recognized primary care homes can now apply to receive additional Medicaid funding to support the comprehensive, coordinated and patient-centered care they offer Medicaid patients with chronic conditions such as diabetes and asthma. The program is also working to secure supplemental funds for recognized clinics from other Oregon Health Authority programs as well as private payers.

Become a recognized Patient-Centered Primary Care Home

Any health care clinic can apply to be a recognized primary care home. Clinics must meet certain criteria to qualify. Clinics can achieve three different tiers, or levels, of recognition depending on the criteria they meet; tier 1, tier 2, or tier 3 being the highest.

To apply for recognition, please visit www.primarycarehome.oregon.gov.

Primary care homes and CCOs

Primary care homes are at the heart of Oregon's health system transformation efforts. Coordinated Care Organizations are required to include recognized primary care homes in their networks of care to the extent possible. Expanding the availability of primary care homes will provide better access to care now and strengthen the primary care networks as CCOs emerge.

Key standards for recognition

- **Accessible:** Care is available when patients need it.
- **Accountable:** Clinics take responsibility for the population and community they serve and provide quality, evidence-based care.
- **Comprehensive:** Patients get the care, information and services they need to stay healthy.
- **Continuity:** Providers know their patients and work with them to improve their health over time.
- **Coordinated:** Care is integrated and clinics help patients navigate the health care system to get the care they need in a safe and timely way.
- **Patient & Family Centered:** Individuals and families are the most important part of a patient's health care. Care should draw on a patient's strengths to set goals and communication should be culturally competent and understandable for all.

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What is needed to begin receiving payments?

Payments would start as soon as possible after a clinic has been recognized as a primary care home and once they have completed the program requirements for receiving payments. Program requirements and instructions can be found at www.primarycarehome.oregon.gov.

How much money can recognized clinics receive, and what can those funds be used for?

The goal is to begin moving away from a fee-for-service system and pay recognized clinics for services like chronic disease management and care coordination that improve health and lower costs. There are no claims to submit. The higher the tier a clinic achieves for recognition, or the more a clinic has adopted the criteria for patient-centered care, the more money they will qualify to receive. For example, a tier 3 primary care home can receive up to \$24 per-member-per-month. If you have 100 eligible patients at your clinic, this could mean more than \$28,000 a year in addition to the services you already bill for.

What other incentive options will be available and when?

Oregon is working toward a system that rewards high quality, efficient care that results in better health outcomes. Payments are now available for Medicaid patients with certain chronic diseases and Oregon expects to receive approval by summer 2012 to make supplemental payment for all other Medicaid patients. The program is also working with other Oregon Health Authority (OHA) programs, including the Public Employees Benefit Board, Oregon Educators Benefit Board, and Office of Private Health Partnerships, as well as private payers in order to provide supplemental financial support to recognized clinics.

What assistance is available for recognized clinics and applicants?

Clinics looking to become a recognized primary care home can visit www.primarycarehome.oregon.gov for the latest information on the program and to sign up to receive updates. All program related questions can be emailed to PCPCH@state.or.us.

The Patient-Centered Primary Care Home Program, in partnership with the Northwest Health Foundation, is working to create a Technical Assistance Center to offer resources, create a centralized learning system, and provide technical assistance to clinics working to become recognized or increase their tier level. The center also will establish a learning collaborative for clinics undergoing transitions. More information on opportunities for this technical assistance will be available in summer 2012.

What are the ongoing requirements?

Recognized clinics must renew their recognition every year. This allows clinics and the program to assess their progress and accomplishments, and gradually build on that success to receive higher tier recognition to provide the best possible care for patients.

Recognized clinics attest to meeting the program requirements. The Oregon Health Authority will conduct a random on-site verification process on a select percentage of recognized clinics. The practice will be notified no less than 30 days prior to the scheduled visit, and should be prepared to provide documentation to support its attestation.

Who is being recognized?

There has been a very positive response to the program as more than 150 clinics across the state have already been recognized; including group practices, solo practitioners, community mental health centers, rural health clinics, school-based health centers, and more. The program is finding that many clinics already qualify as primary care homes and this gives them the opportunity to receive additional support and recognition in their community.