MedStar Accountable Care Organization

Care Transformation Organization Arrangement Appendix B

CTO Services/Personnel Offered– PY 2021

Package A (50%)

Package A (50%)				
Service Category	**Care Requirement & Quality Measure**	**Description**	**Staff Type**	**Ratio of staff to practice**
Behavioral Health Integration (BHI)	Comprehensiveness & Coordination 3.2, NQF 0004	Provide technical assistance and subject matter expertise around Behavioral Health Integration. Offer a Behavioral Health Care Manager to provide collaborative care, care management for behavioral health conditions and/or facilitate connecting beneficiaries to appropriate behavioral health care and community resources.	Executive Director, Clinical Operations Manager Behavioral Health Care Manager	1:50 1:50 1:20
Medication Management	Care Management 2.6	Provide technical and workflow assistance to practice-led endeavors around medication management For beneficiaries engaged in CTO longitudinal care management, provide access to a pharmacist for medication review and/or management	Executive Director Pharmacist	1:50 1:50
Social Determinants Screening & Referral	Comprehensiveness & Coordination 3.3	For beneficiaries engaged in care management, facilitate access to community-based organizations and social services for beneficiaries with an identified social need.	Lead Care Manager, Social Worker Community, Health Worker	1:2 1:16 1:16
Alternative Care (e.g., Telehealth, home visits)	Access & Continuity 1.3	Provide technical assistance and care team support for practices to support their strategy to provide alternative approaches care.	Executive Director Clinical Operations Manager	1:50 1:50
Transitional Care Management (TCM)	Care Management 2.2, 2.3, 2.4, 2.5, 2.6	As data flow permits, support identification of beneficiaries appropriate for care management via risk stratification and in real time through ADT notifications (as accessible). Leveraging available tools, outreach empaneled patients with a recent ED or hospital discharge to schedule a follow up appointment, provide patient education, reconcile medications, and engage patient in episodic care management as appropriate. For beneficiaries identified as at increased risk and likely to benefit, provide longitudinal care management to include self-management support, coordination with specialists, and linkage to community and social services as appropriate	Data Analyst, Lead Care Manager Lead Care Manager Lead Care Manager	1:50 1:2 1:2 1:2
Care Planning & Self-Management Support	Care Management 2.5, Beneficiary & Caregiver Experience 4.2	For beneficiaries identified as at increased risk and likely to benefit, provide longitudinal care management to include self-management support, coordination with specialists, and linkage to community and social services as appropriate.	Lead Care Manager	1:2

Package A (50%)				
Service Category	**Care Requirement & Quality Measure**	**Description**	**Staff Type**	**Ratio of staff to practice**
Population Health Management & Analytics	Planned Care for Health Outcomes 5.1, eCQMs, Utilization	Support data analysis and monitoring of performance measures. Actively participate in practice quality improvement efforts. As requested, provide technical assistance and subject matter expertise on quality improvement projects relating to MDPCP.	Data Analyst Lead Care Manager Executive Director	1:50 1:2 1:50
Clinical & Claims Data Analysis	Care Management 2.1-2.4, Utilization	As data flow permits, leverage tools to perform additional risk stratification and beneficiary segmentation; identify high volume/high cost specialists, EDs, and hospitals; support practice efforts to improve timeliness and seamlessness of data sharing and real-time identification of patient admissions, discharges, and transfers for targeted providers.	Data Analyst, Executive Director, Clinical Operations Manager	1:50 1:50 1:50
Patient Family Advisory Councils (PFACs)	Beneficiary & Caregiver Experience 4.1	Identify and recommend empaneled beneficiaries who might be interested in serving on PFAC. Offer technical assistance, Subject Matter Expertise, and support convening PFAC.	Lead Care Manager, Executive Director, Clinical Operations Manager	1:2 1:50 1:50
Quality & Utilization Performance	Planned Care for Health Outcomes 5.1, eCQMs	Support data analysis and monitoring of performance measures. Actively participate in quality improvement efforts, including quality improvement meetings/huddles. As requested, provide technical assistance and subject matter expertise on quality improvement projects relating to MDPCP.	Data Analyst Lead Care Manager	1:50 1:2
24/7 Access	Access & Continuity 1.2	Assign care team members to support practices and their empaneled beneficiaries. Provide Technical Assistance accessing attribution files from CMS and provide subject matter expertise on attribution and empanelment. Provide technical assistance to practices to support their strategy to provide 24/7 access to practitioners with real time access to the EMR.	Clinical Operations Manager Executive Director Data Analyst	1:50 1:50 1:50
Referral Management	Comprehensiveness & Coordination 3.1	As data flow permits, utilize tools to identify high volume/high cost specialists, EDs, and/or hospitals. Support practice efforts to improve timeliness and seamlessness of data sharing and real-time identification of patient admissions, discharges, and transfers for targeted providers. Coordinate appointment scheduling and referral management with identified high volume and/or high cost specialists, EDs, and hospitals.	Data Analyst Executive Director, Clinical Operations Manager, Lead Care Manager	1:50 1:50 1:50 1:2
Other		Clinical Support &Consultation	Medical Director	1:100

Package B (30%)

Package B (30%)				
Service Category	**Care Requirement & Quality Measure**	**Description**	**Staff Type**	**Ratio of staff to practice**
Behavioral Health Integration (BHI)	Comprehensiveness & Coordination 3.2, NQF 0004	Provide technical assistance and subject matter expertise around Behavioral Health Integration. Provide Behavioral Health Care Manager responsible for collaborative care, coordinating care for behavioral health conditions and facilitating connection to appropriate behavioral health care and community resources.	Executive Director Behavioral Health Care Manager	1:50 1:20
Medication Management	Care Management 2.6	Provide technical and workflow assistance to practice-led endeavors around medication management For beneficiaries engaged in longitudinal care management, provide access to a pharmacist for medication review and/or management.	Executive Director Pharmacist	1:50 1:50
Social Determinants Screening & Referral	Comprehensiveness & Coordination 3.3	Provide Subject Matter Expertise around Social Determinant of Health screening, navigation, and integration into workflow Facilitate access to community-based organizations and social services for beneficiaries with an identified social need	Executive Director Social Worker, Community Health Worker	1:50 1:16 1:16
Alternative Care (e.g., Telehealth, home visits)	Access & Continuity 1.3	Provide technical assistance and otherwise support practice strategy to provide alternative care approaches	Executive Director	1:50
Transitional Care Management (TCM)	Care Management 2.2, 2.3, 2.4, 2.5, 2.6	Provide Subject Matter Expertise integrating care planning, patient-centered goals, and self-management in care management.	Executive Director Clinical Operations Manager	1:50 1:50
Care Planning & Self-Management Support	Care Management 2.5, Beneficiary & Caregiver Experience 4.2	Provide Subject Matter Expertise integrating collaborative advance care planning into care management and/or practice operations.	Executive Director Clinical Operations Manager	1:50 1:50
Population Health Management & Analytics	Planned Care for Health Outcomes 5.1, eCQMs, Utilization	Support data analysis and monitoring of performance measures.	Data Analyst	1:50
Clinical & Claims Data Analysis	Care Management 2.1-2.4, Utilization	As data flow permits, leverage tools to perform additional risk stratification and beneficiary segmentation; identify high volume/high costs specialists, EDs, and hospitals; support practice efforts to improve timeliness and seamlessness of data sharing and real-time identification of patient admissions, discharges, and transfers for targeted providers.	Data Analyst Executive Director, Clinical Operations Manager	1:50 1:50 1:50

Package B (30%)				
Service Category	**Care Requirement & Quality Measure**	**Description**	**Staff Type**	**Ratio of staff to practice**
Patient Family Advisory Councils (PFACs)	Beneficiary & Caregiver Experience 4.1	Offer technical assistance, Subject Matter Expertise, and support convening PFAC.	Executive Director, Clinical Operations Manager	1:50 1:50
Quality & Utilization Performance	Planned Care for Health Outcomes 5.1, eCQMs	Support data analysis and monitoring of performance measures. As requested, provide technical assistance and subject matter expertise on quality improvement projects relating to MDPCP.	Data Analyst Executive Director	1:50 1:50
24/7 Access	Access & Continuity 1.2	Provide technical assistance to practices to support their strategy to provide 24/7 access to practitioners with real time access to the EMR.	Executive Director	1:50
Referral Management	Comprehensiveness & Coordination 3.1	As data flow permits, utilize tools to identify high volume/high cost specialists, EDs, and/or hospitals. Support practice efforts to improve timeliness and seamlessness of data sharing and real-time identification of patient admissions, discharges, and transfers for targeted providers.	Data Analyst Executive Director, Clinical Operations Manager	1:50 1:50 1:50
Other		Clinical Support & Consultation	Medical Director	1:100

*Practice will have its own care manager to work in conjunction with the CTO and the CTO's offerings.