

MARYLAND PRIMARY CARE PROGRAM

CARE TRANSFORMATION ARRANGEMENT

Appendix B:

CTO Services/Personnel Offered and Practice Selection

Package A (Option 1: CTO provides Lead Care Manager (50/50% for T2, 40/60% for T3))

Service Category	Care Requirement & Quality Measure	Description	Staff Type	Ratio of staff (FTE) to practice
Behavioral Health Integration (BHI)	Comprehensiveness & Coordination 3.2	Offer a Behavioral Health Care Manager to provide care management for behavioral health conditions and/or facilitate connecting beneficiaries to appropriate behavioral health care and community resources. Offer HEART Team Services to eligible beneficiaries	Executive Director Clinical Operations Manager Behavioral Health Care Manager Interdisciplinary HEART Team	1:55 1:55 2:55 1:55
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	1:55 1:55
Social Determinants Screening & Referral	Comprehensiveness & Coordination 3.3	Screen 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 Interdisciplinary HEART Team	1:1-3 5:55 3:55 1:55
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 Lead Care Manger	1:55 1:55 1:1-3

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<p>Transitional Care Management (TCM)</p>	<p>Care Management 2.2, 2.3, 2.4, 2.5, 2.6</p>	<p>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</p>	<p>Data Analyst Lead Care Manager Transitional Care Coordinator</p>	<p>1:55 1:1-3 1:14</p>
<p>Care Planning & Self-Management Support</p>	<p>Care Management 2.5, Beneficiary & Caregiver Experience 4.2</p>	<p>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.</p>	<p>Lead Care Manager</p>	<p>1:1-3</p>
<p>Population Health Management & Analytics</p>	<p>Planned Care for Health Outcomes 5.1, eCQMs, Utilization</p>	<p>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</p>	<p>Data Analyst Lead Care Manager Clinical Operations Manager Executive Director Medical Director</p>	<p>1:55 1:1-3 1:55 1:55 .5:55</p>

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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	1:55 1:55 1:55
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 Clinical Operations Manager Executive Director	1:1-3 1:55 1:55
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 Leader Care Manager Clinical Operations Manager Executive Director	1:55 1:1-3 1:55 1:55
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	1:55 1:55 1:55

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Referral Management	Comprehensiveness & Coordination 3.1	<p>As data flow permits, utilize tools to identify high volume/high cost specialists, EDs, and/or hospitals.</p> <p>Support practice efforts to improve timeliness and seamlessness of data sharing and real-time identification of patient admissions, discharges, and transfers for targeted providers.</p> <p>Coordinate appointment scheduling and referral management with identified high volume and/or high cost specialists, EDs, and hospitals.</p>	<p>Data Analyst Executive Director Clinical Operations Manager Lead Care Manager</p>	<p>1:55 1:55 1:55 1:1-3</p>
Other		Clinical Support & Consultation	Medical Director	.5:55

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Package B (Option 2: Practice provides Lead Care Manager (30/70% for T2, 24/76% for T3))*

Service Category	Care Requirement & Quality Measure	Description	Staff Type	Ratio of staff (FTE) to practice
Behavioral Health Integration (BHI)	Comprehensiveness & Coordination 3.2	Provide technical assistance and subject matter expertise around behavioral health integration. Offer a Behavioral Health Care Manager to provide care management for behavioral health conditions and/or facilitate connecting beneficiaries to appropriate behavioral health care and community resources. Offer HEART Team Services to eligible beneficiaries	Executive Director	1:55
			Clinical Operations Manager	1:55
			Behavioral Health Care Manager	2:55
			Interdisciplinary HEART Team	1:55
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	1:55 1:55
Social Determinants Screening & Referral	Comprehensiveness & Coordination 3.3	Provider subject matter expertise around Social Determinants of Health. Screen beneficiaries engaged in care management, facilitate access to community-based organizations and social services for beneficiaries with an identified social need.	Social Worker Community Health Worker	5:55
Alternative Care (e.g., Telehealth, home visits)	Access & Continuity 1.3	Provide technical assistance to support practices strategy to provide alternative approaches care.	Executive Director Clinical Operations Manager	1:55 1:55
Transitional Care Management (TCM)	Care Management 2.2, 2.3, 2.4, 2.5, 2.6	Provider subject matter expertise integrating care planning, patient-centered goals and self-management in care management	Executive Director Clinical Operations Director	1:55 1:55

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Care Planning & Self-Management Support	Care Management 2.5, Beneficiary & Caregiver Experience 4.2	Provide subject matter expertise integrating collaborative advanced care planning into care management and/or practice operations	Clinical Operations Manager	1:55
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 Clinical Operations Manager Executive Director Medical Director	1:55 1:55 1:55 .5:55
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	1:55 1:55 1:55
Patient Family Advisory Councils (PFACs)	Beneficiary & Caregiver Experience 4.1	Offer technical assistance, Subject Matter Expertise, and support convening PFAC.	Clinical Operations Manger Executive Director	1:55 1:55
Quality & Utilization Performance	Planned Care for Health Outcomes 5.1, eCQMs	Support data analysis and monitoring of performance measures. As requested, 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 Clinical Operations Manager Executive Director	1:55 1:55 1:55

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24/7 Access	Access & Continuity 1.2	Provide technical assistance to practices supporting their strategy to provide 24/7 access to practitioners with real time access to the EMR.	Clinical Operations Manager Executive Director Data Analyst	1:55 1:55 1:55
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	1:55 1:55 1:55
Other		Clinical Support & Consultation	Medical Director	.5:55

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