



Molina Healthcare of New Mexico, Inc.  
Patient-Centered Medical Home (PCMH)  
June 11, 2010

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Dear Practitioner,

I am happy to announce to you that Molina Healthcare of New Mexico, Inc. (Molina Healthcare) is offering incentives to help your practice achieve National Committee for Quality Assurance (NCQA) recognition as a Patient-Centered Medical Home (PCMH).

**What is PCMH?**

According to the American College of Physicians, “Patient-Centered Medical Home is a team-based model of care... that provides continuous and coordinated care throughout a patient's lifetime to maximize health outcomes.”

**“I already do that!”**

This statement may come as no surprise. Achieving NCQA recognition for PCMH is not an easy task for busy practices given the associated cost and time. However, by assessing what you “already do,” it will help you and your health care team determine opportunities for improvement and become a PCMH.

**PCMH adds value.**

Successful PCMH implementation offers you to continue doing what you do for your patients but with increased effectiveness and efficiency. PCMH implementation has provided practitioners with the opportunity to spend more time with patients while maintaining financial stability.

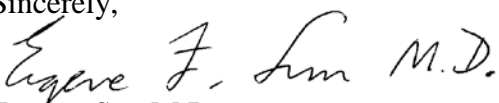
**We want to help you achieve PCMH recognition.**

Molina Healthcare is offering incentives and support to assist you towards obtaining NCQA recognition for PCMH. We recognize and appreciate your dedication to quality and affordable patient care and we look forward to working with you in this process. Please review the attached “menu” of five (5) components that we are currently offering to help you get started.

Please contact Provider Services toll free at (800) 377-9594 with your interest in participating or if you have additional questions.

Thank you for your time and consideration.

Sincerely,

  
Eugene Sun M.D.  
Chief Medical Officer

## Patient Centered Medical Home Modules

A Patient Centered Medical Home (PCMH) puts the patient at the center of the health care system. According to the American Academy of Pediatrics, PCMH provides primary care that is “accessible, continuous, comprehensive, family centered, coordinated, compassionate, and culturally effective.” Molina Health of New Mexico (MHNM) would like to work with you to build a foundational structure that includes the successful implementation of the nine (9) National Committee for Quality Assurance (NCQA) recognition standards: electronic medical record keeping, access and communication, patient tracking and registry, care management, electronic prescribing, patient self-management support, testing tracking, referral tracking, performance improvement reporting, and advance electronic communication.

MHNM has developed five (5) specific modules that will enhance a practice setting’s achievement of NCQA recognition for PCMH. MHNM will provide a financial incentive upon initiation and again upon completion of each independent module. A practice setting will be evaluated for demonstrated implementation by MHNM Quality Improvement Department through the application of the NCQA standards for PCMH recognition.

### Modules for Implementation

#### 1. Electronic Medical Record (EMR)

<u>Practice Setting</u>	<ul style="list-style-type: none"> <li>• Practice setting will implement software that comprises the legal record of individual patient care between the practitioner and a patient. The technology will electronically collect, store and organize health information about individual patients, manages orders and results, facilitates communication between clinicians about patient issues, and supports improved decision-making.</li> </ul>
<u>MHNM</u>	<ul style="list-style-type: none"> <li>• Will provide \$20,000 in financial incentive for this module with an incentive of \$10,000 at initiation and \$10,000 with demonstrated implementation.</li> <li>• Will provide consultative services with a consultant that Molina has a working relationship within the amount of up to \$5,000 to the practice setting to assist in the design, development and implementation of an EMR.</li> </ul>

#### 2. Patient Tracking and Registry Functions, Test Tracking, Referral Tracking

<u>Practice Setting</u>	<ul style="list-style-type: none"> <li>• Practice setting will implement appropriate tools that collect and organize clinical data on patients with a specific disease (e.g., diabetes, asthma, CHP, ADHD, etc) and/or tracks specific medical tests (e.g., pap smear, mammogram) through a test results tracking system and a referral tracking system. Once tracking and registry functions are developed the practice must use data to identify important diagnoses and conditions.</li> </ul>
<u>MHNM</u>	<ul style="list-style-type: none"> <li>• Will provide \$10,000 in financial incentive for this module with an incentive of \$5,000 at initiation and \$5,000 with demonstrated implementation.</li> <li>• Will provide paper based charting tools to assist the practice in tracking this clinical information.</li> </ul>

### 3. e-Prescribing

<u>Practice Setting</u>	<ul style="list-style-type: none"> <li>Practice will deploy an electronic system that allows a prescriber to electronically send an accurate, error-free and understandable prescription to a pharmacy from the point-of-care.</li> </ul>
<u>MHNM</u>	<ul style="list-style-type: none"> <li>Will provide \$10,000 in financial incentive for this module with an incentive of \$5,000 at initiation and \$5,000 with demonstrated implementation.</li> <li>Will provide consultative services with a consultant that Molina has a working relationship in the amount of up to \$5,000 to the practice setting to assist in the design, development and implementation of an e-Prescribing.</li> </ul>

### 4. Access and Communication

<u>Practice Setting</u>	<ul style="list-style-type: none"> <li>Practice will develop and implement written standards for patient access and patient communication in order to demonstrate compliance with all requirements related to NCQA Standard 1: Access and Communication (scheduling, triage, same day appointments, telephone advice and response, email, etc.). Practice must also demonstrate through data how it meets standard requirements (e.g., reports, logs or screen shots showing average appointment wait time, average time for returning calls or spot check findings, etc.).</li> </ul>
<u>MHNM</u>	<ul style="list-style-type: none"> <li>Will provide \$10,000 in financial incentive for this module with an incentive of \$5,000 at initiation and \$5,000 with demonstrated implementation.</li> <li>Will provide guidance and/or provide templates for development of written standards.</li> </ul>

### 5. Performance Reporting and Improvement

<u>Practice Setting</u>	<p>The practice setting will develop mechanisms to measure two (2) of the following performance reporting requirements:</p> <ul style="list-style-type: none"> <li>Practice will develop mechanisms to measure performance or receive data based on practitioner or across the practice (e.g., clinical process, clinical outcomes, service data, and patient safety issues).</li> <li>Practice will collect data on patient experience (e.g., access to care, physician communication, patient/family confidence in self care, and patient/family satisfaction with care).</li> <li>Practice will report performance across the practice and by individual practitioner.</li> <li>Practice will set goals and take action where identified to improve performance.</li> <li>Practice with IT functionality (i.e. EMR) will produce reports using standardized measures.</li> <li>Practice with EMR will transmit reports with standardized measures electronically to external entities.</li> </ul>
<u>MHNM</u>	<ul style="list-style-type: none"> <li>Will provide \$15,000 in financial incentive for this module with an incentive of \$7,500 at initiation and \$7500 with demonstrated implementation.</li> <li>Will provide consultative services with a consultant that Molina has a working relationship in the amount of up to \$5,000 to the practice setting to assist in the design, development and implementation of a performance reporting and improvement program.</li> </ul>