



STATE OF TENNESSEE

2024 Health Link Program Enhancements

12/13/2023

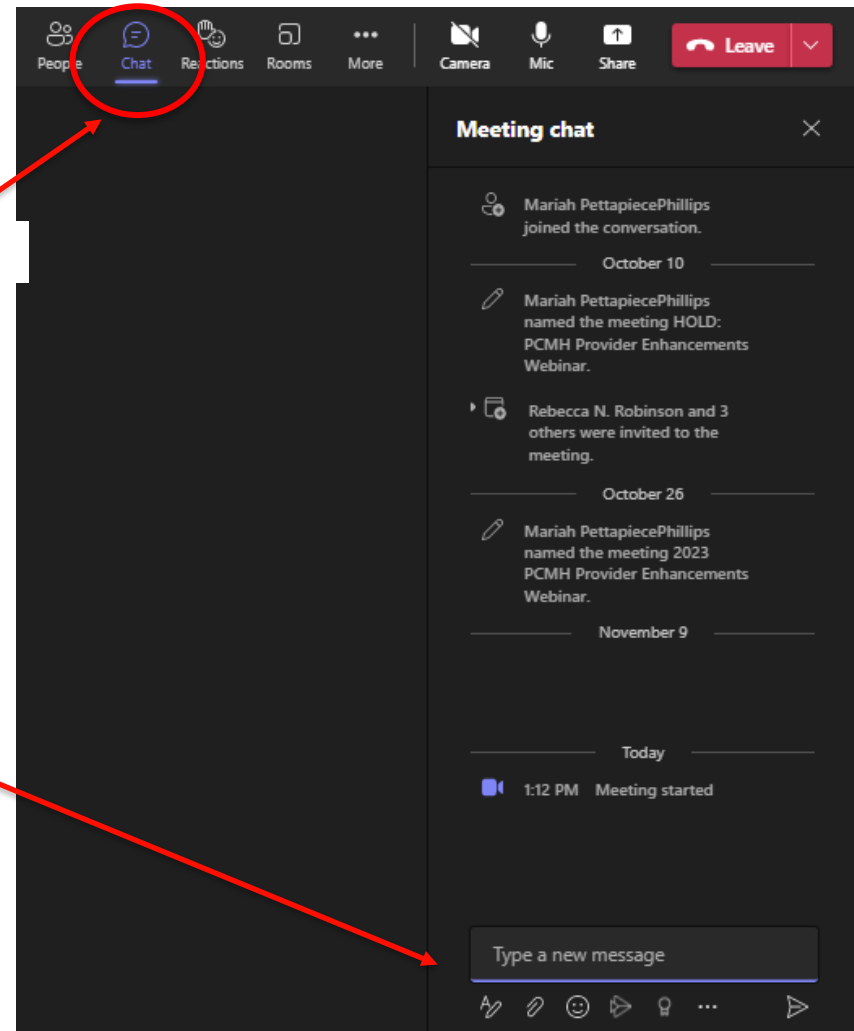
Agenda

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Interactive Webinar

Communicating during the webinar:

- For questions or comments during the presentation, please click on the **chat box** function
- Comments will automatically be sent to **everyone** in call
- This will also be used during all Q&A portion of the presentation



General Updates

Primary Care Quality Team

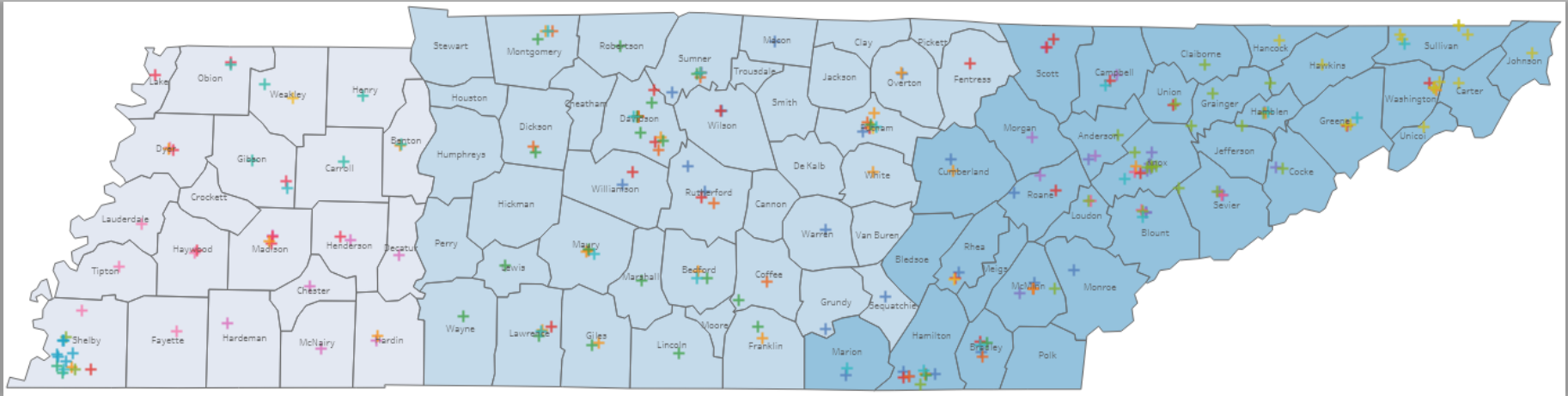
- **Anna Chandler**, Primary Care Quality Director
 - Anna.L.Chandler@tn.gov
- **Allyson Newer**, Primary Care Quality THL Lead
 - Allyson.D.Newer@tn.gov
- **Shana Atkins**, Primary Care Quality PCMH Lead
 - Shana.R.Atkins@tn.gov
- **Michelle Bryant**, Primary Care Quality Provider Outreach & Engagement Coordinator
 - Michelle.A.Bryant@tn.gov
- **Ginny Cooper**, Primary Care Quality Program Coordinator
 - Virginia.E.Cooper@tn.gov
- **Alexandra (Ali) Hulten-Stroop**, Digital Quality Specialist, Care Coordination Tool
 - Alexandra.E.Hultenstroop@tn.gov

THL: The Scope 2023

18 providers

230 Site locations

94,121 Active Members



Quality and Efficiency Measure Updates

Threshold Updates

You will see these adjustments reflected in August 2024 provider performance reports:

Metric	Current Threshold	PY2024 Threshold
Controlling High BP	49%	52%
Follow-up after hospitalization	36.75%	38%
Adherence to antipsychotics	61.95%	66%
Metabolic monitoring for C&A on antipsychotics	34.65%	38%

2024 THL HEDIS QUALITY MEASURES

CORE METRICS: HEDIS® PY2024	PY2024 Thresholds
1. 7- and 30-day Psychiatric Hospital RTF/Re-admission Rate (TennCare) <ul style="list-style-type: none"> • 7-day rate • 30-day rate 	<ul style="list-style-type: none"> • ≤ 5% • ≤ 13%
2. Adherences to Antipsychotic Medications for Individuals with Schizophrenia (SAA)	≥ 66%
3. Antidepressant Medication Management Continuation Phase (AMM)	≥ 40%
4. Child & Adolescent Well-Care Visits (WCV) <ul style="list-style-type: none"> • 7-11 years • 12-17 years • 18-21 years 	<ul style="list-style-type: none"> • ≥ 65% • ≥ 57% • ≥ 39%
5. Controlling High Blood Pressure (CBP)	≥ 52%
6. Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)	≥ 82%
7. Eye Exam for Patients With Diabetes (EED)	≥ 51%
8. Follow-up After Hospitalization for Mental Illness (FUH) <ul style="list-style-type: none"> • Within 7 days of discharge 	≥ 38%
9. Metabolic Monitoring for Children and Adolescents on Psychotics (APM)	≥ 38%

2024 Core Efficiency Measures

Efficiency Metric

1. Ambulatory care ED visits per 1,000 member months
2. Inpatient discharges per 1,000 member months

- There are no changes in efficiency metrics for 2024
- Efficiency metric thresholds will continue to be set by each MCO

2024 Reporting Only Measures

Reporting Only: Quality

Statin Therapy for Patients with Cardiovascular Disease (Received Therapy) (SPC)

Statin Therapy for Patients with Cardiovascular Disease (Statin Adherence) (SPC)

Use of First-Line Psychological Care for Children and Adolescents on Antipsychotics (APP)

*Social Need Screening and Intervention (SNS-E)

Depression Screening and Follow-up for Adolescents and Adults (DSF-E)

Reporting Only Efficiency

Panel Opt-Out Rate (TennCare)

Panel Enrollment Rate (TennCare)

Psychiatric Inpatient Days (TennCare)

Rate of Residential Treatment Facility Admissions (TennCare)

All Cause Hospital Readmissions (PCR)

*Diagnosed Mental Health Disorders (DMH)

Rate of Inpatient Psychiatric Admissions (TennCare)

2024 Reporting Timeframes

2024 THL Quarterly Report Data Timeframes					
Report Release Date	Q1 February 2024	Q2 May 2024	Q3 August 2024		Q4 November 2024
Performance Year	PY2023 Report 3	PY2023 Report 4	PY2023 Final Report 5	PY2024 Report 1	PY2024 Report 2
Total Cost Of Care Data	Jan 1 – Sep 30, 2023	Jan 1 – Dec 31, 2023 + Runout	Jan 1 – Dec 31, 2023 + Runout	Jan 1 – Mar 31, 2024	Jan 1 – Jun 30, 2024
Quality & Efficiency Data	Jan 1 – Dec 31, 2023	Jan 1 – Dec 31, 2023	Jan 1 – Dec 31, 2023	Jan 1 – Jun 31, 2024	Jan 1 – Sep 30, 2024

- **The 2024 editions of the following resources will be available by early January 2024:**
 - THL Provider Operating Manuals
 - THL Quality Measure One-Page
- **Be sure to review the PCT Newsletter to learn when these updated resources are available!**

Program Updates

Updated Outcome Payment Formula

Performance Year 2024 Outcome Payment Formula:

- The 10% cap will be removed.
- Maximum share of savings will be changed from 25% to 15%
- Please note that this change **will not** impact outcome payments paid in calendar year 2024 for performance year 2023.



Inactive No Contact Status (INC) Pilot

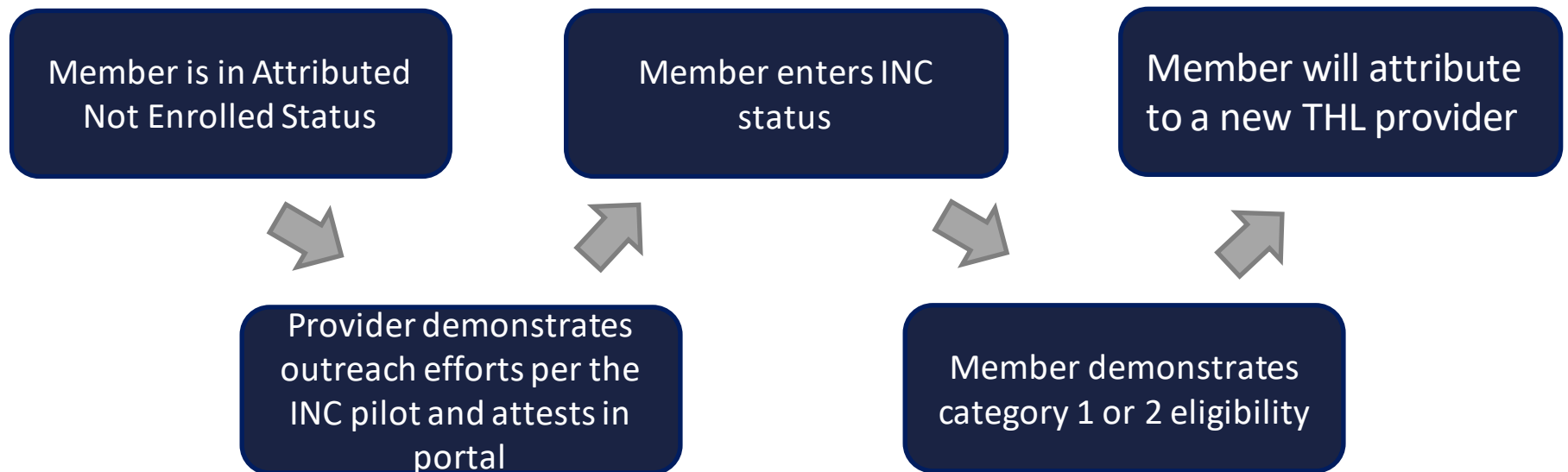
The purpose of operationalizing the INC status is to give providers a mechanism to manage their attribution list for those members they are unable to reach, despite multiple and varied efforts.

Details of the pilot include:

- The provider will keep detailed documentation of a minimum of 9 attempts over at least 6 months.
 - At minimum, the provider must have 1 attempt per month.
- The provider will demonstrate use of at least 3 different approaches for outreach including, but not limited to, phone calls, mailers, hospital visits, MCO Case Management collaboration, visits in the community, and/or home visits.
 - At least one of these attempts must include an in-person attempt (e.g., hospital visit, visit in the community, home visit)
- Participation in this pilot is **optional** and level of participation is at the discretion of each provider.
- The pilot launched November 1, 2023 and will run through May 1, 2024. Final requirements for INC status will not be implemented until after the pilot ends and TennCare has carefully reviewed feedback from providers participating in the pilot.

INC Pilot - Continued

What happens if member meets eligibility criteria after entering the INC status?



Note: Members in INC status may enter THL program via Category 3 eligibility as outlined in section 4.1 of POM

Provider Feedback



- Thank you to all providers who completed the 2023 THL Provider Survey!
- TennCare is reviewing responses and look forward to enriching the THL program based on your feedback

Program Updates Based on 2022 Provider Feedback:

- Strategies to improve attribution management
- LPNs as care coordinators
- Removing cap from outcome payment formula
- Summary of changes table added to POM

Care Coordination Tool Outage Update

- The CCT has been down since mid-July. We are likely facing a continued and extended CCT outage.
- We are working with MCOs on contingencies in the interim, including improving alignment in the interim ADT & attribution reports you receive from each of the MCOs.
- We would like to hear your feedback on data you feel is either missing or would be helpful to have provided by MCOs.

Educational Offerings & Support

2024 MCO Educational Offerings & Support

- MCOs will continue to provide coaching sessions to each THL based on a stratification process defined by each MCO
- Engagement Evaluations will continue to be conducted on a semi-annual basis in 2024
- JOC meetings will continue and each MCO is working to ensure increased integration
- Each MCO will host 1 webinar in 2024
- Each MCO will host 2 regional collaboratives in 2024

2024 Save the Dates

MCO Responsible	Regional Collaboratives	Statewide Webinars
Amerigroup/Wellpoint	April 2024 (Knoxville & Cookeville)	March 2024
UnitedHealthcare	May 2024 (Jackson) and August 2024 (Murfreesboro)	July 2024
BlueCare	October 2024- (Memphis & Chattanooga)	September 2024



Thank you

Questions?