

FEDERAL PATIENT CENTERED MEDICAL HOME (PCMH) COLLABORATIVE

Catalogue of Federal PCMH Activities *as of 2014*

AGENCY:

U.S. Office of Personnel Management

Respondent:

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PRÉCIS:

The Office of Personnel Management (OPM) provides health insurance benefits to over 8 million Federal employees, annuitants, and their family members through the Federal Employees Health Benefits (FEHB) Program. To encourage FEHB insurance carriers to continue to pursue the Triple Aim, OPM specified requirements for Patient-Centered Medical Homes (PCMH) in 2013. OPM monitors quality indicators related to PCMH, connects health plans with resources to implement integrated care delivery, and supports FEHB plan collaboration with Federal PCMH initiatives.

STRATEGIC GOALS OF THE AGENCY:

Provide high quality health benefits and improve the health status of the population we serve. OPM is pursuing this goal by offering high quality, consumer-friendly, and affordable insurance products; promoting improved preventive services delivery; and establishing novel partnerships to support population health.

AREAS OF PCMH ACTIVITY:

Support of health care services

- *PCMH Policy in the FEHB Program.* For several years, OPM has encouraged support for integrated health care delivery systems in the FEHB program, including PCMH. To establish standards and a uniform definition of PCMH across the many FEHB plans, OPM issued guidance in 2013 outlining accepted forms of recognition/certification in the FEHB program. This guidance is based on analysis of PCMH standards across national accrediting bodies, and includes a process for consideration of alternate criteria that meets the goals of the joint principles through an externally validated process. OPM recognizes PCMH certification by the National Committee for Quality Assurance (NCQA), URAC, The Joint Commission, and the Accreditation Association for Ambulatory Health Care (AAHC).

Collaborations

- *CMS' Comprehensive Primary Care Initiative.* OPM considers practices participating in the Comprehensive Primary Care (CPC) Initiative to be equivalent to recognized/certified PCMH

practices outlined in the PCMH Carrier Letter. OPM asks carriers contracting with CPC practices to include appropriate FEHB members in the initiative.

- *Million Hearts.* OPM is a partner on the national initiative of the Department of Health and Human Services to prevent 1 million heart attacks and strokes by 2017. Care coordination and preventive care delivery, hallmarks of patient-centered medical homes, are integral to achieving this goal and improving the “ABCS” (Aspirin, Blood Pressure, Cholesterol, Smoking) in our population. OPM provided health plans with additional information and resources to participate in Million Hearts at the 2014 FEHB Carrier Conference.

Evaluation

- *Population Health Measurement.* OPM monitors quality and improvement in the FEHB program through the National Committee on Quality Assurance (NCQA) HEDIS measure set. In consultation with fellow agencies and industry experts, the selected measures are updated through the annual HEDIS Carrier Letter. Specific measures are included that relate to the joint principles of the medical home, including Plan All-Cause Readmission rates. Nearly 30% of plans meet the benchmark for the 75th percentile for this measure, and more than half exceed the national average. OPM also collects measures that focus on emergency room use, behavioral health coordination, and preventive services. The 2014 HEDIS set contains 17 measures, 9 of which are scored for performance assessment and reported on OPM’s Web site, www.opm.gov/insure.
- *Health Plan Implementation.* To monitor the diffusion and quality of PCMH programs offered in FEHB, OPM annually asks plans to report their number of covered lives in PCMH, the status of the standards used to define PCMH, and health plan collaboration with CPCI. Over 1 million FEHB enrollees are enrolled in medical homes that meet OPM standards, including approximately 30,000 covered lives in CPCI participating practices.

MATERIALS:

- *Guidance to Carriers.* OPM issues regular guidance to health plans through carrier letters, including annual Call Letters. Specific PCMH guidance is detailed in Carrier Letter 2013-01 (<http://www.opm.gov/healthcare-insurance/healthcare/carriers/2013/2013-01.pdf>). OPM’s 2015 Call Letter contains specific directions to link wellness to primary care, including PCMH. In particular, OPM expects plans to coordinate health risk assessment (HRA) results with primary care providers to increase the utility of results and decrease duplicative testing.
- *Dissemination to Partners.* OPM shared more details about the development of guidelines and relationship to quality indicators at the 2013 AMSUS Continuing Education Meeting. We are active members of the Patient Centered Primary Care Collaborative and the National Business Group on Health, regularly sharing information in their forums.

ACTIVE PCMH COLLABORATIONS WITH FEDERAL PARTNERS:

Comprehensive Primary Care Initiative (CMS/CMMI)

Million Hearts (CDC/CMS)

CMS Partnership for Patients (CMS/CMMI/OCSQ)

OTHER PCMH COLLABORATIONS:

Patient Centered Primary Care Collaborative (PCPCC)

National Quality Forum (Partnership for Patients convener, and Buying Value initiative)

Institute of Medicine (Roundtable on Value and Science Driven Health Care)