

# Patient-Centered Health Home

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A Guide to the Affinia Healthcare PCHH program



[www.affiniahealthcare.org](http://www.affiniahealthcare.org)



# **PCHH Overview**

## **What is PCHH?**

The Patient-Centered Medical Home (PCMH) is a team approach to improving patient care and quality of life. It is a model of care that puts patients at the forefront and helps build better relationships between patients and their clinical care teams. Missouri was the first state to have Health Home State Plan Amendments approved in 2011.

Affinia Healthcare launched its Patient Centered Health Home (PCHH) Program for patients with Medicaid health insurance in April 2012. We have grown from two to six RN Nurse Case Managers (NCM), including a Pediatric Nurse Case Manager, with each managing and monitoring -- through enrolling and discharging -- a monthly caseload of 250-275 patients via touches.

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## **A Healing Touch**

A touch refers to an attempt to reach, educate, and engage the patients in their care, to encourage them to ask questions, get involved, take action and to strive for improved health outcomes. The touches happen in a variety of ways including office or telehealth visits, telephone contact, letter, referral or chart review.

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## **The Referral Process**

Nurse Case Managers monitor their patient panels monthly to maintain the state-required patient caseload. Patients are referred to NCMs from clinicians/providers, nurses, and other staff via DRVS, and the Electronic Medical Records task box. A potential enrollee list is also sent from MO HealthNet. NCMs review patient charts for Medicaid coverage, qualifying chronic disease and/or behavioral health diagnosis to see if the patient meets requirements for PCHH enrollment.

NCMs also check to see if the patient is locked into an outside provider by reviewing data in eMoMed, the MO HealthNet system. NCMs also review Cyber Access, another Medicaid system, to ensure the patient is not assigned to any other health home.

Once all is verified and the patient qualifies for enrollment, an enrollment form is completed and submitted to the state via encrypted email for review. Once approved, the state sends an enrollment report verifying the patient's enrollment in Affinia Healthcare's Health Home. This patient is now assigned to a Nurse Case Manager. Engagement, education and partnership begin.



# Benefits of a PCHH Nurse Case Manager

Nurse Case Managers help our Medicaid patients understand the importance of being a partner in their treatment. They encourage adherence to the prescriptions and therapies needed to improve their condition. NCMs help educate the patient at their level and where they are.

For example, a patient may work the night shift and has a prescription to be taken three times a day: 9 a.m., 1 p.m., and 5 p.m. Because of their sleep schedule, they may miss the 1 p.m. and 5 p.m. dosages. The NCM will work with the patient to show them how to take the medication three times during waking hours and not disturb their sleep or miss important medication dosages.

NCMs utilize motivational interviewing techniques to help patients understand the importance of adherence, ask questions of and provide feedback to their healthcare provider. We also implement other strategies to meet the needs of our patients such as care coordination, transitions of care, and continuity of care. We develop care plans for patients using S.M.A.R.T. (Specific, Measurable, Achievable, Relevant, Time-Bound) goals to review and close care gaps.

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NCMs also:

- Assist with appointment scheduling
- Follow up on referrals and labs
- Order labs for LDLs and A1Cs testing
- Assist with medication adherence and refills
- Assist with transportation and housing referrals
- Assist with food insecurity and other social determinants of health services
- Coordinate patient care with our Unhoused (homeless) Team

NCMs also refer to and schedule appointments with our in-house specialty services such as:

- Ophthalmology
- Podiatry
- Hypertension Clinic
- Monthly Walking Clinic
- Orthopedics
- Sports Medicine
- Behavioral Health Consultants
- Immunization Clinic
- OBGYN/Women's Health /mammograms
- Follow-up on emergency room visits and hospitalizations





Affinia Healthcare's Patient Centered Health Home Nurse Case Managers are also your NCMs, here as part of the team to provide the best patient care, fulfilling our obligations to provide high-quality health care and exceptional service, while promoting healthy lifestyles.

If you have questions or need more information, feel free to contact a member of the PCHH staff (listed below).

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