

Blue Cross Blue Shield of Michigan PCMH Requirements in a Snap Shot

The following are the seven basic initiatives for PCMH designation through BCBSM. Each of these initiatives has a list of sub-requirements, so be sure to review the interpretive guidelines for complete and detailed information for implementation in your office. Also, coming October 2009 BCBSM will release six additional PCMH initiatives for 2010 designation. Please review our separate page for more for more detailed information on these upcoming initiatives.

1. Patient-Provider Partnership:

- Develop a brochure to explain PCMH and it's concepts to your patient population.
- Have a signed patient-provider agreement in your patient's chart documenting that you have discussed PCMH concepts.

2. Patient Registry

- Select a qualified registry

3. Performance Reporting:

- Be able to provide evidence based care reports off your registry for individual patients, individual providers, and the practice as a whole.

4. Individual Care Management:

- Mange diabetic patients and those with chronic health conditions with goal setting, planned care visits, and medication reviews. Ensure that staff is trained on your office's policy for implementation.

5. Extended Access

- Have your practice's physician, nurse practitioner, or physician assistant available to your patients by phone 24 hours a day.
- Form a partnership with a local urgent care facility that will agree to see your patients and report care received by the next day or make sure your office is open for 8 "non-standard" hours each week.
- Have a language translation service available for use if need be.

6. Test Tracking

- Have an office test tracking policy in place, that tracks labs and diagnostic imaging from the time ordered to the time received.
- Have an office test follow up policy in place, identifying the mechanism your office has in place for the communication to patients of normal and abnormal test results.
- Ensure that all staff are trained on this policy.

7. Electronic Prescribing

- Implement an approved e-prescribing system in your office