

March 2, 2018



COMMUNITY CARE
OF
BROOKLYN

NEWSLETTER

Good afternoon, colleagues,

In this newsletter, you will find:

- [A fond farewell to Jason Helgerson, who will be stepping down from his position as NYS Medicaid Director in early April](#)
- [Some PCMH updates and a reminder to become Level-3 recognized ASAP](#)
- [Notes from a hugely successful ED Patient Navigator training program that we just wrapped up](#)
- [The return of "Measurement Matters," a segment on the data that drives DSRIP](#)
- [Upcoming trainings!](#)

New York State Medicaid Director Stepping Down

We prepare to bid farewell to Jason Helgerson, who has been instrumental in encouraging PPSs, providers, patients, and communities to collaborate in new ways to improve the lives of New York residents.

New York State's Medicaid Director, Jason Helgerson, will be stepping down from his position on April 6. In a formal announcement and anticipatory farewell message to key New York State stakeholders, Mr. Helgerson wrote: "I want to make clear that my departure will have NO impact on this important mission. The Department of Health and its leadership remains 100% committed to the causes of MRT, DSRIP and VBP," and noted that he will be cheering us all on as we "show the world that collaborative, accountable care that meaningfully addresses the social determinants of health, improves health care outcomes as well as community health."

We were fortunate to hear Mr. Helgerson's passion and vision for New York State in person at our January 10th [PAC meeting](#) and welcomed him as a visitor in our office on February 21st. While on site, he reiterated the momentum of our PPS and potential of the [CCB IPA](#) to make a positive impact for Brooklyn. He also had the opportunity to meet many of our team members who were so energetic and enthusiastic about their work that it warranted [a mention](#) in Crain's New York Business.

We share Jason's vision for a system that focuses on the health of patients and communities, and we have appreciated his support for our efforts over the years," said David Cohen, MD, MSc, chair of CCB's Executive Committee. "We know that moving forward, our collaborative approach will be as important as ever, and we are thankful to have another cheerleader in our corner for what we're trying to achieve in Brooklyn."





Leveling up! PCMH Updates

Level 2-recognized PCPs need to submit an add-on survey for Level 3 recognition by April 15 to meet a DSRIP requirement and continue receiving incentive payments! Level 3'ers should expect temporary adjustments to Medicaid Managed Care incentive payments.

NYS DOH has notified us of a few important updates about NCQA Patient-Centered Medical Home (PCMH) recognition that we thought we'd pass along.

For PCMH 2014 Level 2-recognized practices:

- The deadline to submit an add-on survey for Level 3 recognition is now April 15 (**reminder: Level 3 recognition by this date is a DSRIP requirement!**).
- Medicaid Managed Care and Fee-for-service PCMH incentive payments for Level 2 practices will be permanently eliminated starting May 1, 2018.

For PCMH 2014 Level 3 or PCMH 2017-recognized practices:

- Due to state fiscal constraints, from May 1, 2018-June 30, 2018, your practice will temporarily receive reduced Medicaid Managed Care incentive payments (fee-for-service incentive add-on amounts will remain unchanged).
- Payments will increase again on July 1, 2018.
- Additional details about these new incentive payment rates are forthcoming.

CCB and 1199SEIU “Graduate” ED Patient Navigators from Specialized Training Program

Congratulations to the ED Patient Navigators who completed their trainings last week!

CCB and 1199SEIU Training Fund concluded a specialized seven-session training course for Emergency Department (ED) Patient Navigators from six CCB partner hospitals on Tuesday, February 20. During the course, ED Patient Navigators learned about:

- Cultural competency and health literacy
- Social determinants of health
- Motivational interviewing
- De-escalation techniques
- NowPow
- The SBAR technique for warm handoffs to other care team providers
- ...and more!



The course curriculum was developed with input from the navigators, and adapted to include specific tools and techniques they thought would be useful in their roles. CCB used its online care coordination platform and notes from case conferences to model role playing exercises and case studies off of real patient experiences (excluding names and other specific or private details).

Cecilia Oropeza, an ED Patient Navigator from Kingsbrook Jewish Medical Center, said upon completion of the course: "Health care is changing and so our tactics for engaging with patients should also be changing. Overall, a great training curriculum that I think should be made mandatory for many others in the health care field."

The success of the course has sparked the development of other new trainings, which CCB and 1199SEIU plan to bring to you soon. Stay tuned for more information!



Congrats, grads!

Measurement Matters: Diabetes and Behavioral Health Comorbidities

CCB wants to clue our network in on why measures that may seem obscure at face value are actually worth so much money in DSRIP (in other words—measurement matters! Here's why!).

Did you know that in Brooklyn, 21% of diabetics on Medicaid also have a mental health diagnosis? And that, in 2016, 27% of these diabetics visited an Emergency Department? CCB is bringing back a newsletter segment called *Measurement Matters*, which highlights the DSRIP measures that drive CCB's success. Today, we're discussing these measures:

- Diabetes screening for people ages 18-64 with schizophrenia or bipolar disease who are using antipsychotic medication
- Diabetes monitoring* for people ages 18-64 with diabetes and schizophrenia

** Diabetes monitoring is defined as both an LDL-C test and an HbA1c test*

While also affecting HEDIS scores and other quality or value-based payment performance, these measures are worth nearly *\$3 million* for CCB over the course of DSRIP. Historically, CCB's performance on these two measures has fluctuated. Final results should be available this month, at which point we will know if CCB has officially "achieved" our annual performance targets. These measures are incorporated into our activities at several mental health (Article 31) clinics in Brooklyn, and we expect that these efforts will have a positive effect on our future performance.

What are some ways we can collectively meet these measures for this important population? Please contact support@ccbbrooklyn.org for more information or to discuss ideas.

UPCOMING TRAININGS

Instructor-led Trainings:

(Unless otherwise noted, these trainings are held at the 1199SEIU Employment Center, 25 Elm Place, Brooklyn. Click the links below to enroll.)

- **Social Determinants & the Law—Housing, Income, & Insurance**, March 15, 9am-5pm
- **Coaching Techniques for Healthcare Supervisors**, Two-part course March 20 and 27, 9am-1pm
- **1-day Motivational Interviewing**, March 21, 9am-5pm
- **Cultural Competency & Health Literacy**, March 22, 9am-1pm
- **Social Determinants & the Law- BH, Safe Living, Immigrants' Rights**, March 22, 9am-5pm
- **Mental Health First Aid**, March 28, 9am-5pm

Online Trainings:

(Available anywhere, anytime in CCB's Online Resource Portal! Completion of courses and post-tests may qualify users for CME or CEU credits)

To access these courses and others, existing users can log in to the [CCB Resource Portal](#) and view our complete catalog of online courses as well as register for upcoming instructor-led courses. New users can easily self-register to access these features (click below to watch a brief video explaining the registration process). Please contact our Support Team at support@CCBrooklyn.org if you have any questions or have any difficulty accessing these trainings the Resource Portal.



Hope you had a lovely National Heart Month!

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