

February 11, 2020



COMMUNITY CARE
OF
BROOKLYN

NEWSLETTER

Dear colleagues,

In this newsletter, you will find:

- [CCB's community research studies recognized by Congress and national policy center](#)
- [We are seeking primary care sites interested in piloting a comprehensive patient engagement and health literacy curriculum, geared to enhance quality measure performance](#)
- [Billing and coding tools and trainings to help improve practices at your organization](#)
- [New developments in the public charge rule changes, as of late January](#)
- [Information about an upcoming National Diabetes Prevention Program webinar](#)
- [A reminder to submit completed Workforce, Compensation, and Benefits surveys by 2/21](#)
- [February and March trainings, including new sessions on safe & successful home visits](#)



CCB Participatory Action Research (PAR) Studies Receive State and National Recognition

Student researchers from CCB's fourth PAR study, focused on Borough Park, Bay Ridge, Sunset Park, Midwood, and Kensington received congressional honors for their work; profile of studies across the borough featured by the Center for Health Care Strategies.

Forty-five Brooklyn high school and college students received Congressional Commendations in late December, recognizing their work on CCB's fourth participatory action research study of social determinants

of health in Brooklyn communities. Congressman Max Rose (NY-11) and Congresswoman Nydia Velázquez (NY-7) provided the Commendations.



In addition to receiving these honors, students presented findings before community members, union representatives, nonprofit leaders, hospital executives, and university administrators to highlight the challenges affecting the health of their communities' residents and bring this diverse group together to discuss opportunities to pool resources to facilitate and encourage better health where possible.

"Knowing that there's a program out there trying to help Brooklyn shows that there's hope that we can fix these problems," said Jaycob Sanchez, a student at Sunset Park High School. [Click here for the full press release.](#)

Additionally, the Center for Health Care Strategies, a national policy center dedicated to advancing innovations in health care delivery for low-income Americans, published a profile on CCB's PAR projects and facilitated a webinar on PAR attended by over 300 people across the U.S. (below).

- [Uncovering Community Priorities for Improving Health Care by Involving Residents in the Research Process: Community Care of Brooklyn](#) (profile)
- [Incorporating Community Voices to Improve Complex Care](#) (webinar recording)
- [Shifting the Power Dynamic to Incorporate the Voice of the Community in Brooklyn](#) (*Healthcare Innovation* article discussing CCB's community engagement tactics)

We are humbled by these honors and excited at the opportunity to spread the impact of our work in Brooklyn to other communities dedicated to improving social determinants of health and empowering residents.

New Patient Engagement and Health Literacy Curriculum for Primary Care Offices

CCB is introducing new patient engagement curriculum to support primary care partners' transition to value-based care and success in value-based payment arrangements, incorporating tools for all staff.

Improving patient engagement, health literacy, and quality measure performance can be challenging, especially for busy organizations or practices with limited resources. However, as New York State and the nation move toward value-based care, these tasks are more important than ever.

Therefore, CCB has created a unique patient engagement and health education curriculum to help our partners in primary care:

- Improve patient engagement and health literacy
- Organize health topics and key activities in a more digestible fashion
- Optimize quality measure performance and success in value-based contracting
- Ensure providers are familiar with details relating to quality measures on which the practice is being assessed
- Ensure all staff are aware of key messages/required services to reiterate to patients and understand their role in helping the primary care team succeed in these efforts

The curriculum highlights specific health topics for your organization to focus on each month, from well visits to breast cancer screening to immunizations. Many of these monthly topics align with existing national awareness months (see calendar below).

The curriculum also includes a host of patient education materials, a guide for health coaches, in-depth information on the quality measures and billing/coding requirements that relate to the month's topic, and a staff meeting guide to make sure everyone in the office knows the focus of the month and their role in the activities.

CCB is currently seeking interested organizations and practices to take part in an extended pilot program, through which they will receive additional support in implementing this curriculum. If you are interested in participating, or simply learning more about this new resource, we invite you to join us for a 30-minute webinar on **Thursday, February 20 at 10:00am.**

[Click to register](#)

PATIENT ENGAGEMENT CALENDAR:

JANUARY Healthy Weight, Care Coordination, & Flu Vaccination	FEBRUARY Heart Health & Flu Vaccination	MARCH Colorectal Cancer Screening & Flu Vaccination
APRIL Well Visits & Immunization	MAY Asthma & Mental Health	JUNE Medication Reconciliation
JULY Care Coordination	AUGUST Immunization & Respiratory Conditions	SEPTEMBER Lead Testing, Healthy Aging, & Flu Vaccination
OCTOBER Breast Cancer Screening & Flu Vaccination	NOVEMBER Diabetes, Tobacco, & Flu Vaccination	DECEMBER Population Health & Flu Vaccination



Billing and Coding Tools for CCB Providers

Register for a billing and coding boot camp, submit a specific question or issue for help, or strengthen specific skills with a recorded, online course. Some are even eligible for CEU or CME credit!

Advanced Billing and Coding Boot Camp

CCB's advanced-level billing and coding boot camp is coming up! Open to administrators, billers, coders, and providers, this training will feature hands-on exercises and case studies to help participants improve clinical documentation. There will be a focus on auditing, compliance, HCC risk adjustment, and medical necessity. Certified coders and clinicians are eligible for CEU and CME credits.

Date and Time: Wednesday, March 4, 9:00 AM - 12:00 PM

Location: 730 64th Street (2nd floor), Brooklyn, NY 11220

Prerequisite: Attendance at a previous billing and coding boot camp OR completion of ALL of the following online courses: [Enhancing Clinical Documentation](#), [Understanding E & M Coding in Less than 1 Hour](#), [Live Chart Review](#), and one of the [HCC Risk Adjustment](#) courses

[Click to register](#)

Billing and Coding Helpline Form

In an additional effort to help providers advance billing and coding skills, the following helpline form now serves to connect providers with free technical support from Precision Healthcare Consultants.

Click here to access the form and bookmark for future use:

<https://ccb.secure.force.com/BillingandCoding>

Expert support is available on best practices, claim submission, coding and compliance, denial management, E&M coding, HCC, ICD-10 coding, inpatient and outpatient coding, and modifiers. Submit questions whenever they arise and receive a response within 1 business day.

Virtual Billing and Coding Training Series

Community Care of Brooklyn's Virtual Billing & Coding Training Series includes courses designed for providers, administrators and practice managers, billers, and coders to help them improve the billing and coding processes at their organizations. Take one course on a specific topic, such as E&M coding, preparing for HCC and risk adjustment, or coding HEDIS performance measures, or complete the clinical or billing & coding track for continuing education credit.

Click a course or track in [this flyer](#) to begin.

New Developments in Public Charge Rule Changes

The New York Legal Assistance Group has created guides in English and Spanish to arm providers with accurate information on new developments, which affect only a small subset of immigrants. A public charge information line and streamlined legal clinic appointments are also available to confidentially address questions and concerns.

From the New York Legal Assistance Group: In late January, the U.S. Supreme Court ruled that the Trump administration can move forward with the "public charge" rule that would deny permanent legal status to certain immigrants who use public benefits like federal Medicaid, food stamps and housing vouchers. The rule can become effective immediately while it continues to be the subject of litigation across the United States.

As you know, the rule does not impact all immigrants—it impacts a narrow subset of people when they apply for a green card or certain types of visas and if they have used or are likely to use certain government benefits. To see who the rule applies to and what benefits are subject to the rule, we have put together a guide in [English](#) and [Spanish](#).

We understand that this ruling may affect many patients served by CCB network providers. NYLAG invites anyone seeking information to contact their confidential public charge information line or to schedule an appointment with the CCB-NYLAG LegalHealth Clinic.

Public Charge Information Line: LegalHealth has a dedicated **confidential** and free phone line for providers and patients to receive answers to their questions about public charge. The number is (212) 659-6188.

CCB-NYLAG LegalHealth Clinic:* Free appointments every Wednesday afternoon with clinic staff attorney, David Mantell, Esq. The number to schedule an appointment is (718) 355-9647. A provider, not a patient, must schedule appointments.

**In order to make referrals to the CCB LegalHealth Clinic, participants must have completed a LegalHealth training program on [Social Determinants of Health and the Law](#), unless the appointment reason is regarding the public charge rule.*

National Diabetes Prevention Program (NDPP) Medicaid Enrollment Webinar Now Available

Register for a March 3 webinar to learn more about an evidence-based, educational and support program designed to assist at-risk individuals from developing Type 2 diabetes

A Medicaid fee-for-service provider enrollment training will be held Tuesday, March 3 at 10:00 AM for CDC-recognized organizations seeking additional information about becoming a Medicaid-enrolled NDPP service provider.

The webinar will:

- Familiarize providers and staff with the Medicaid fee-for-service enrollment process and review the resources available to accomplish enrollment successfully
- Provide an overview of the different enrollment processes for individual providers, community based organizations, group practices and hospital/clinic providers interested in enrolling in the NDPP
- Include time for Q&A

[Click to register](#)

More information about the NDPP can be found [here](#) or in [CCB's December newsletter](#).



The deadline to submit the
2019 Workforce, Compensation,
and Benefits Survey is
Friday, February 21

Deadline Approaching for Workforce, Compensation, and Benefits Survey

Please submit all completed surveys by Friday, February 21!

The DSRIP program requires that each PPS conduct periodic workforce, compensation, and benefits surveys at network sites. We are in the process of wrapping up our final survey.

As in prior surveys, we have partnered with OneCity Health and the NYU Langone PPS so that organizations working with multiple of these PPS will only need to complete one survey. The three PPS are once again working with BDO Consulting to develop the survey, aggregate responses, and ensure compliance with anti-trust regulations.

In January, designated contacts from each organization received an email with the survey from BDO Consulting. Completed surveys should be returned to BDO no later than February 21, 2020 (please note this deadline has been extended by one week).

For more information, [click here to download our FAQ document](#).



**ATTENTION:
LEARNING
OPPORTUNITIES
AHEAD**

UPCOMING INSTRUCTOR-LED TRAININGS

Unless otherwise noted, these trainings are held at the 1199SEIU Employment Center at 25 Elm Place, Brooklyn, NY. To offset some of the costs incurred by organizations to send certain staff to training, CCB provides its partners with stipends for the number of hours spent in training, and attendees may be eligible to receive CME or CEU credit. Click the links below to enroll.

February

- **Microsoft Excel (Basic)** Tuesday, February 18 and 25, 9:00 AM – 1:00 PM*
- **Microsoft Excel (Advanced)** Tuesday, February 18 and 25, 1:30 – 5:30 PM*
- **Maximizing Patient Registries using Advanced Excel** Friday, February 21 and 28, 9:00 AM – 1:00 PM*
- **Social Determinants & the Law: Domestic Violence, Behavioral Health & Immigration** Thursday, February 27, 9:00 AM – 5:00 PM

March

- **Motivational Interviewing** Tuesday, March 10, 9:00 AM – 5:00 PM
- **Disruptive Behavior: De-escalation Techniques** Wednesday, March 11, 9:00 AM – 1:00 PM
- **Mental Health First Aid (Youth)** Wednesday, March 11, 9:00 AM – 5:00 PM
- **NEW Safe and Successful Home Visits** Wednesday, March 18, 9:00 AM – 1:00 PM
- **Mental Health First Aid (Adults)** Wednesday, March 25, 9:00 AM – 5:00 PM
- **Social Determinants & the Law: Housing, Income, & Insurance** Thursday, March 26, 9:00 AM – 5:00 PM
- **Microsoft Excel (Basic)** Thursday, March 19 and 26, 9:00 AM – 1:00 PM*
- **Microsoft Excel (Advanced)** Thursday, March 19 and 26, 1:30 PM – 5:30 PM*
- **Maximizing Patient Registries Using Advanced Excel** Friday, March 20 and 27, 9:00 AM – 1:00 PM*

*Trainees must attend all dates for completion

ONLINE TRAININGS VIA CCB'S RESOURCE PORTAL

To access CCB's catalog of CME or CEU-eligible online courses, existing users can log in to the [CCB Resource Portal](#) and browse the "My Training" section. New users can easily self-register to access these features (click below to watch a brief video explaining the registration process). Please contact support@CCBrooklyn.org if you have any questions or have any difficulty.

Previously Recorded Primary Care Webinars:

[Advance Care Planning in the Seriously Ill—Best Practices in Goals Discussion](#)
[Social Determinants and Health Disparities](#)
[Team-based Care](#)
[Care Planning](#)
[Risk Stratification](#)
[Care Management](#)

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