



HNE Patient Centered Medical Homes (PCMH)

- Over 50,000 HNE members in a Level 3 PCMH across all lines of business (Medicaid, Commercial and Medicare)
- 28% of HNE Be Healthy (MassHealth) members are in 18 PCMH practices across Western MA
- HNE is piloting enhanced primary care models to add additional care management services for Medicaid patients.
- PCMH standards require the practice to:
 - Have a disease registry
 - Provide/manage the patients care via pre-visit planning
 - Engage in proactive and point-of-care reminders of services needed
 - Assessment of patient progress toward treatment goals
 - Address patient barriers to treatment goals





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- HNE is working with the PCMHs around clinical interactions:
 - Conduct population based care management
 - Assist with care coordination outside of the immediate care circle
 - Define the infrastructure necessary to move to a patient centered approach
 - Understand the cost implications of referring to different providers and interact with unengaged patients by using total health and wellness solutions
- HNE is assisting with analytics and reporting by:
 - Turning raw data into meaningful and action-oriented information
 - Providing comparative benchmarks
 - Shedding light on the total cost for services not rendered by the PCMH
 - Sharing unique ideas arising from interactions with multiple provider organizations and with other health plans across the country