

# Health Home Implementation Webinars

Session #45– October 1, 2014  
Program Updates



# Agenda

- SHIN-NY
- Health Home Policy Update
  - Eligibility
  - Monitoring Surveys
  - Monitoring the Reporting of Complaints and Incidents

# Health Home Policy Update

New York State State Agencies Search all of NY.gov

Department of Health Information for a Healthy New York

skip to main content A-Z Index A-Z En español Contact Help Home

You are Here: Home Page > Medicaid Health Homes > Medicaid Health Homes

## Medicaid Health Homes

Medicaid Health Homes Page

Medicaid Home

Assessment and Quality Metrics - HH-CMART

Contact Information and Network Partner Lists for Designated Health Homes

Email NYS Health Homes Program

Forms & Templates

Health Homes and Children

**Health Home Medicaid Updates, Policy and Provider Manual**

Health Home Work Groups, Learning Collaborative and Webinars

Health Information Technology (HIT)

Housing and Health Homes

Managed Care

Medicaid Provider Enrollment

Member Assignment, Tracking System, Billing and Rates

New York State Health Home Requirements

NYS Implementation of Health Homes Guidance Documents

Partner Resources

Questions and Answers

Search Medicaid Health Homes: Search

### What's New?

**HEALTH HOME IMPLEMENTATION WEBINAR**

- Session #40 - Program Updates, Wednesday, July 9, 2014 Time: 1-2:30 PM

**REVISED HEALTH HOME CONSENT FORMS READY FOR USE**

- Forms and Templates

**MEDICAID REDESIGN TEAM SUPPORTIVE HOUSING HEALTH HOME PILOT PROJECT**

- Health Home Pilot

**MEDICAID STATE PLAN**

## Medicaid Health Homes

### Health Homes for Medicaid Enrollees with Chronic Conditions

New York's Medicaid program serves over 5 million enrollees with a broad array of health care needs and challenges. While the majority of Medicaid enrollees are relatively healthy and only require access to primary care practitioners to obtain episodic or preventive health care, the Medicaid program also has several population groups who have complex medical, behavioral, and long term care needs that drive a high volume of high cost services including inpatient and long term care services.

New York's health care system can be difficult for relatively healthy Medicaid recipients and even more so for enrollees who have high-cost and complex chronic conditions that drive a high volume of high cost inpatient and long term care services. A significant percentage of Medicaid expenditures are utilized by this subset of the Medicaid population. Appropriately accessing and managing these services, through improved care coordination and service integration, is essential to reducing future health care costs and improving health outcomes for this population.

A Health Home is a care management service model whereby all of an individual's caregivers communicate with one another so that all of a patient's needs are addressed in a comprehensive manner. This is done primarily through a care manager who oversees and provides access to all of the services an individual needs to assure that they receive everything necessary to stay healthy, out of the emergency room and out of the hospital. Health records are shared among providers so that services are not duplicated or neglected. Health Home services are provided through a network of organizations – providers, health plans and community-based organizations. When all the services are provided, they are considered collectively they become a virtual "Health Home."

### Health Home Quick Links

- Health Home Provider Manual (Billing Policy and Guidance)
- Health Home CMART
- A Map of Health Homes by County
- TCM and Health Homes
- Health Home Provider Qualifications
- Guidance from NYS to Health Homes on Protecting Personal Health Information (PHI) (PDF, 367KB)
- Health Home and Managed Care Organization Workgroups
- Statewide Health Home Quality Measures (PDF, 63KB)

Search this site: Search

#### Site Contents

- Birth, Death, Marriage & Divorce Records
- Health Insurance Programs
- Employment Opportunities
- Forms
- Community, Family & Minority Health
- Health Care Professionals & Patient Safety
- Hospitals, Nursing Homes & Other Health Care Facilities
- Diseases & Conditions
- Health & Safety in the Home, Workplace & Outdoors
- Healthy Lifestyles & Prevention
- Laws & Regulations
- Data & Reports
- Meetings & Training
- Grants/Funding Opportunities
- Permits, Licenses & Certification
- Health Information Technology (Health IT)
- Press Releases & Publications
- Freedom of Information Law
- Webcasts
- Related Sites

Please Note

Some documents on this page are saved in the Portable Document Format (PDF). If it's not already on your computer, you'll need to download the latest free version of Adobe Reader.

Some documents on this page are saved as Microsoft Excel files (xls). If you don't have this program on your computer, you can download the free Excel Viewer to view these files.

The policy updates can be found in the 'Health Home Medicaid Updates, Policy and Provider Manual' tab or under 'What's New?'

# Health Home Policy Update

- Medicaid Health Homes
- Medicaid Health Homes Page
- Medicaid Home
- Assessment and Quality Metrics - HH-CHART
- Contact Information and Network Partner Lists for Designated Health Homes
- Email NYS Health Homes Program
- Forms & Templates
- Health Homes and Children
- Health Home Medicaid Updates, Policy and Provider Manual
- Health Home Work Groups, Learning Collaborative and Webinars
- Health Information Technology (HIT)
- Housing and Health Homes
- Managed Care
- Medicaid Provider Enrollment
- Member Assignment, Tracking System, Billing and Rates
- New York State Health Home Requirements
- NYS Implementation of Health Homes Guidance Documents
- Partner Resources
- Questions and Answers

You are Here: [Home Page](#) > [Medicaid Health Homes](#) > Health Home Policy

## Health Home Policy

### September 2014

[Eligibility Criteria for Health Home Services Intro and Chronic Conditions List \(PDF, 162KB\)](#)

[Health Home Eligibility Policy](#)

[Monitoring Surveys](#)

[Monitoring the Reporting of Complaints and Incidents](#)

### July 2014

[Recipient Restriction Program \(RRP\) \(PDF, 109KB\)](#)

[Representative Payee \(PDF, 154KB\)](#)

[Coverage Codes \(PDF, 255KB\)](#)

[Restriction Exception \(R/E\) Codes \(PDF, 243KB\)](#)

### Medicaid Updates

#### Regular Editions

- December 2012**

- [Health Home Consent Process, page 4 \(PDF, 603KB, 16pgs.\)](#)

#### Special Editions

- November 2012**

- [Health Home Implementation Update \(PDF, 412KB, 12pgs.\)](#)

- April 2012**

- [Introducing Health Homes - Improving Care for Medicaid Recipients with Chronic Conditions \(PDF, 4.2MB, 20pgs.\)](#)

### Health Home Provider Manual

- [Health Home Provider Manual \(Billing Policy and Guidance\)](#)



Updated policies will appear here until further notice.

Search Medicaid Health Homes:

### What's New?

- HEALTH HOME IMPLEMENTATION WEBINAR**
  - Session #40 - Program Updates, Wednesday, July 9, 2014 Time: 1-2:30 PM
- REVISED HEALTH HOME CONSENT FORMS READY FOR USE**
  - Forms and Templates
- MEDICAID REDESIGN TEAM SUPPORTIVE HOUSING HEALTH HOME PILOT PROJECT**
  - Health Home Pilot
- MEDICAID STATE PLAN**

Search this site:

### Site Contents

- Birth, Death, Marriage & Divorce Records
- Health Insurance Programs
- Employment Opportunities
- Forms
- Community, Family & Minority Health
- Health Care Professionals & Patient Safety
- Hospitals, Nursing Homes & Other Health Care Facilities
- Diseases & Conditions
- Health & Safety in the Home, Workplace & Outdoors
- Healthy Lifestyles & Prevention
- Laws & Regulations
- Data & Reports
- Meetings & Training
- Grants/Funding Opportunities
- Permits, Licenses & Certification
- Health Information Technology (Health IT)
- Press Releases & Publications
- Freedom of Information Law
- Webcasts
- Related Sites

**Please Note**  
Some documents on this page are saved in the Portable Document Format (PDF). If it's not already on your computer, you'll need to download the latest free version of Adobe Reader.  
This page has links to PowerPoint files (.ppt). If you don't have this program on your computer, you can still view the files by downloading the free PowerPoint Viewer 2007.

# Health Home Policy Update

- ▶ Health Home Eligibility Policy
  - Identifying Potential Members
  - Three Steps to Determining Eligibility
    - Step One: Determine Medicaid Eligibility
    - Step Two: Determine Eligibility for Health Home Services
    - Step Three: Determine Appropriateness for Health Home Services
- ▶ Eligibility Criteria for Health Home Services
  - Brief Health Home Eligibility Policy (e.g., Medicaid Eligibility, Health Home Eligibility and Appropriateness)
  - Health Home Chronic Conditions List

# Monitoring Surveys and Monitoring the Reporting of Complaints and Incidents

- These are high level policies developed through a joint effort between the NYS Department of Health including Health Home Program staff, AIDs Institute (AI), Division of Health Plan Contracting and Oversight and, the Division of Health Information Technology Transformation (DHITT) with the Office of Mental Health (OMH) and Office of Alcohol and Substance Abuse Services (OASAS) to:
  - Review the performance of each Health Home in its progress towards meeting the Triple Aim; and,
  - Ensure all Health Homes across NYS are in compliance with Health Home standards.
- These policies will be updated and additional State Partners added as the Health Home model for children is developed.

# Monitoring Surveys

Health Home Policies and Procedures

September 2014

# Comprehensive Survey

- A full review of Health Home operations. Surveys will be conducted by NYS DOH staff and will include representatives from State partner agencies.
  
- May be conducted for:
  - Initial Readiness
  - Significant Change in Operations and/or Governance
  - Re-designation

# Health Home Re-designation

- After the initial three year period of designation and prior to renewal, each Health Home's performance will be reviewed to determine if designation status will continue.
- We are in the process of developing standards and tools to be used for re-designation site visits that will include benchmarks and quality metrics to measure performance of each Health Home. Re-designation visits may also incorporate HARP readiness criteria.
- Health Home re-designation is coming in 2015. A Health Home Webinar is being planned for November 2014 to provide information about the re-designation process.

# Focused Survey

- An in-depth review focusing on one of more specific areas of Health Home operations.
  - Evaluation of Process and Quality Metrics
  - Trigger Events
  - Other Issues
- Used to identify best practices and improvement strategies.
- Based on the same domains identified in Comprehensive Survey policy checklist.

# Monitoring the Reporting of Complaints and Incidents

Health Home Policies and Procedures  
September 2014

# Purpose

- **To maintain the health and welfare of every Health Home member**
  
- Health Homes must have policies in place to:
  - Identify and investigate complaints and incidents received from or on behalf of Health Home members;
  - Minimize probability of reoccurrence;
  - Identify problematic trends in agencies within their network;
  - Assure member rights related to filing complaints and incidents.

# Complaints and Incidents Policy

- **Definition:** what is a complaint versus what is an incident
- **Reporting Requirements:** reporting and initiating a complaint or incident
- **Timeframes for Resolution:** immediate resolution versus maximum allowable time for resolution
- **Notification Requirements:** timelines for response to member
- **Documentation requirements:** maintaining records, and reporting requirements to DOH.

# Complaints

- Verbal or written dissatisfaction by the member or member's designee related to the provision of Health Home care management services or other service identified in the member's plan of care.
  - Managed at the level of the Health Home and care management agency.
  - Reported to DOH by Health Homes on a quarterly basis to include any trends noted and corrective actions taken.
  - Complaints that rise to the level of an Incident must be reported to DOH as per Incident policy.

# Incidents

- Urgent issues, events or actions either perceived or an actual threat to the member's health and welfare or actions taken by or against a member by another individual.
  - Notification to DOH Health Home staff is required.
    - Health Home Helpline: 518-473-5569
  - Health Homes oversee incident investigation process, including findings.
  - Health Homes work with care management agencies to conduct investigations.
  - Health Homes track incidents and monitor reporting, timeliness, outcomes, and trends.
  - Health Homes report to DOH quarterly.

## Incidents (continued)

- This Health Home policy focuses on allegations involving **unlicensed** facilities or agencies.
- If the allegation is against a **licensed** agency, the Health Home will discuss the details of the incident with that licensed agency. It then becomes the responsibility of that licensed agency to investigate the incident following their own reporting protocols, e.g., contacting the New York Justice Center (NYJC).
- Allegations against **unlicensed** agencies will be reported to DOH and investigated per the Health Home Incident policy.
- Since the Health Home program does not fall under the jurisdiction of the NYJC, any reports they received involving a Health Home member will continue to be forwarded to DOH HH staff. Health Homes are contacted by DOH to oversee the investigation process.
- A DOH database is being developed to track all complaints and incidents received.

# Information

- Policies for Monitoring Surveys and Monitoring the Reporting of Complaints and Incidents are now posted on the Health Home website at:  
[http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/health\\_home\\_policy.htm](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/health_home_policy.htm)
- Questions and comments may be sent to the Health Home BML – Policy.
- More information about these policies and final implementation will be forthcoming.
- Policies will need to be updated as the model for Health Home services for Children is developed.

# Useful Contact Information

- Visit the Health Home website:  
[http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/)
- Get updates from the Health Homes listserv. To subscribe send an email to: [listserv@listserv.health.state.ny.us](mailto:listserv@listserv.health.state.ny.us) (In the body of the message, type SUBSCRIBE HHOMES-L YourFirstName YourLastName)
- To email Health Homes, visit the Health Home Website and click on the tab “Email Health Homes”  
[http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/)
- Call the Health Home Provider Support Line: 518-473-5569
- Medicaid Helpline: 1-800-541-2831