

PCMH SURVEY FAQ

The Ohio Department of Medicaid invites primary care practices to participate in a survey that will inform the design of a statewide Patient-Centered Medical Home (PCMH) care delivery and payment model. One office manager and one clinician from each practice are asked to complete the questionnaire. In addition to providing important feedback, clinicians and office managers can elect to receive a \$25 Visa gift card in recognition of their time. The survey takes 20-25 minutes to complete and will be open until December 7, 2015. Both clinicians and office managers can access the questionnaire via the following link:

<http://bitly.com/MedicaidPCMHSurvey>

What is the survey about? The survey seeks to understand how practices are already delivering patient-centered care today and seek input on key PCMH model design decisions.

Who is eligible to participate? All primary care practices are welcome to participate. One office manager and one clinician from each practice are both asked to participate. We encourage you to identify and nominate an individual to respond in advance. Practices that accept Medicaid will be required to provide a practice NPI and group (Medicaid) ID. Clinicians are encouraged, but not required, to provide their individual NPI and individual Medicaid ID.

What is PCMH? PCMH is a model that will financially reward primary care physicians to undertake activities and investments that improve quality and reduce their patients' total cost of care. Primary care practices may be eligible for practice transformation support, payments for new clinical activities, and possibly shared savings payments based on cost and quality outcomes. To achieve these incentive payments, practices will be expected to undertake new efforts to deliver care for their patients – such as extended hours or care coordinators – and deepen interactions with other providers and community supports.

Are my responses anonymous? Yes, the survey is anonymous. Identification information is used exclusively for the purposes of matching demographic data about your practice (such as urban/rural classification). This reduces the total number of questions asked. Only aggregated responses will be used to assess state-level performance. In acknowledgment of your time, the vendor responsible for this questionnaire will offer both clinicians and managers a \$25 Visa gift card. You will need to provide your name and contact information for mailing, but that information will only be used for the purposes of the gift card and will not be used in connection with any of your responses. Only one office manager and one clinician per practice are eligible for the gift card.

How do I learn more about the PCMH model? Ohio is the recipient of a Centers for Medicare & Medicaid Services' (CMS) State Innovation Model grant which supports the development of new payment models to promote higher quality care for all Ohioans. The models include PCMH and episodes of care (a first wave of [six episodes](#) has already launched statewide). The PCMH design work is ongoing with the intent to launch the model statewide through Ohio's five Medicaid managed care plans and four largest commercial insurers in 2016. To learn more about the PCMH model design and other payment innovation work, please visit the Office of Health Transformation's website [here](#) or contact pcmhsurvey@medicaid.ohio.gov.