ECM QIP Kick-Off Webinar
September 30, 2024
Q & A

This document responds to questions asked during the webinar and may not include all detailed requirements of each measure. Providers are encouraged to review all requirements in detail in the ECM QIP Program Specifications on our ECM QIP webpage.

Measure 1 – Care Plans & ROI Forms Upload into PointClickCare:

- **Where do we upload the ROI and Care plans in PointClickCare?**
  Care Plans and ROI forms are uploaded into PointClickCare by accessing "Attachments" on the bottom of the member's profile. Open Attachments and add the Care Plan and ROI forms separately.

- **Often the client is not in PCC, we cannot upload when they are not accessible?**
  The sooner providers report the member on the RTF, the sooner the member is present in PointClickCare. If providers are experiencing issues locating members please reach out to our ECM Team at ECM@partnershiphp.org.

Measures 2 & 3 – Depression Screening & Blood Pressure Screening:

- **If we aren't able to get updated scores for PHQ9 or blood pressure, will it be counted against us?**
  Providers are required to submit a screening date or score/reading for the member to receive credit. For both measures, providers can use previous screening dates and scores/readings as long as the screening is within 12 months from the last screening AND the screening result was normal. Previous screenings can be from a member's primary care provider, clinic, hospital (or another physician) or former medical records.

- **If there is a discussion about BP and medication prescribed, does that count as meeting the measure?**
  No. To meet the measure, the screening date and BP reading is required. For additional information, see above response and link to ECM QIP webpage to access program specifications.

- **What if we can only get the depression screening and not the BP? Do we get partial credit for completing that one?**
  Each measure is independent of the other and cannot be combined to score partial credit.

- **Are there specific documentation requirements which are required according to specific populations being served? For example: substance use disorder and an ASAM screening being required?**
  These measures are limited to depression and blood pressure screening. No other screening measures are required as part of the ECM QIP at this time.

- **If a BP reading is found on a shared records site can this be counted?**
  Yes, as long as it meets all requirements of the measure.

- **Is this template in Excel or can it be in Smart Sheet?**
  The template is in Excel format and is required to be submitted in Excel format.

- **If the members are greater than the number of cells in the template do you want us to submit 2 templates or just keep working outside of the box?**
  Providers can add lines to the template, if needed.

- **Do we have to separate the members first and last name on the screening template?**
  It is preferred to separate the member's first and last name; however it is not required. If the provider chooses not to separate the member's name, the member's name should be entered in one of the member name columns.

- **Can we get our ECM members a PHP approved BP Screen Kit?**
  Providers may submit a Medical Equipment Distribution request form to order PHC approved home BP kits for members, if needed. Once completed, forward to request@partnershiphp.org.

Measures 2 & 3 - Age Exclusions:

- **We were told previously that patients ages 12 and up should complete PHQ measure, your slide says age 18. Has this recently changed?**
  Patients ages 12 and older is correct. Our apologies, the slide was incorrect and has been corrected.

- **What about populations of focus that are not able to be part of a measure, such as children not being old enough to be part of the blood pressure or depression screening measures?**
  If a member is outside of the denominator age range, the member will be removed from the denominator for that particular measure only.

- **I was told we have to list all members even if they are children and can't be screened. Is this true?**
  Yes

- **Does the age exclusion still apply, or no longer apply since there is a PHQ(A)?**
  Age exclusion still applies to the depression screening measure.

- **Is Partnership considering separate QIP measures for children less than age 12 in the future?**
  This has not been discussed at this time; however, Partnership will discuss when we begin measure development for 2025. Thank you for your suggestion.

- **Are blood pressure screenings required for all participants and populations being served?**
  Blood pressure screenings are required for all ECM enrolled members, ages 18 years and older (regardless of prior diagnosis of hypertension).

New Measure – Timely Review of ED/Admissions Notifications in PointClickCare:

- **If the start date for this metric is 10/1, will there be a grace period for the alerts received between tomorrow and whenever we are successfully enrolled into the alerts?**
  This is a 2-part measure. Part 1 (Notification Alerts Set-up) is the only part of the measure which began October 1, 2024. Part 2 (Timely Review of ED/Admissions Notifications in PointClickCare) of the measure begins January 1, 2025.

- **How can you view your notification preferences in Point Click Care?**
  To assess who is getting notifications, you can look at the Notifications tab in the portal, or contact PointClickCare Support.

- **Will there be communication on whether or not we have successfully enrolled into the alerts for Point Click Care prior to the reporting period ending?**
  Yes, you will receive an email from the ECM QIP Team by the end of 4th quarter.

- **We sometimes get 3-4 notices in PCC for the same ER visit or admission. Do we respond to each?**
  The notifications are per Encounter event; therefore, if you view one notification, it will satisfy the requirement of viewing the notification.

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- **How do we respond to PointClickCare regarding ED/Admissions notifications? Do we just respond to the notification email correctly that we just need to go into PCC and review the notification on the dashboard?**
  The notification can be accessed through the link in the email, or by accessing on the dashboard.

- **Do we have clarification yet whether reviewing PCC alerts within 72 hours includes weekends and holiday or only relates to normal business days?**
  The 72 hours does include calendar days, and weekends. Holiday weekends are under discussion. Providers will receive email notification of the decision within the next month.

- **If our clinics are closed on weekends and we are not scheduled to work, how will we receive credit for those alerts? It would be technically illegal to ask employees to work during their scheduled days off.**
  A recommendation is staff who work on Mondays be trained and have access to review the notifications.

- **Can we provide evidence of action on a notification from our system? We have a way of tracking ADT follow up in our system and documenting in Point Click Care would be double documentation. Can we provide evidence from our system for this measure?**
  Currently, the measure requires use of PointClickCare as evidence of action (notification reviewed). The use of providers' EMR system is under discussion by Partnership. Providers will receive communication of the decision within the next month.

- **We periodically receive notifications for members on our outreach but not enrolled. Will these count on our report of looking at them in 72 hours?**
  Notifications for outreach members is under discussion. Providers will receive email notification of the decision within the next month.

Other:

- **What if a member was only active for one of the three months in the quarter?**
  If a member was active for one month you will still be incentivized for that one month for that member.

- **What happens if the TAR takes longer than 60 days?**
  If a TAR takes longer than 30 days providers should email ECM Team at ECM@partnershiphp.org.

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- **If we have submitted a TAR to enroll a member in ECM that is present on our RTF, can we start case managing them while waiting for the TAR's Approval determination?**
  The provider is more than welcome to engage the member for ECM Case Management as long as the member has agreed to participate and has signed the Release of Information (ROI). We have experienced instances in which more than one provider is engaged and both providers submit the TAR to enroll the member. In this case, the ECM Team will reach out to the member and providers to coordinate the most appropriate assignment based on the member's needs and preference.

  However, we cannot guarantee the TAR will be approved since some factors like, eligibility, assignment to another provider, etc. could impact the determination.

- **If you are not doing outreach, does the IOT still count? Would we just submit a blank report?**
  If the provider is reporting open capacity and receiving referrals, outreach should be occurring. If the provider is at full capacity with all of their members in the Enrolled status, an IOT would not be required for submission. However, in order for the ECM Team to track full credit for the IOT report, the provider should send an email to our ECM@partnershiphp.org inbox communicating the circumstances for not submitting a file.

  Note: Lack of prior notice to the ECM Team regarding the timeliness of submissions could result in not receiving full credit for the measure.

  Providers with members in the Pending Outreach and Currently In Outreach statuses, should have data to report each month on their IOT. We understand that external factors may arise that could impact your team or organization and kindly request reaching out to the ECM Team for assistance or timeliness re-considerations.

- **We periodically receive notifications for members on our outreach but not enrolled. Will these count on our report of looking at them in 72 hours?**
  This is under discussion with PointClickCare. Providers will receive communication of the outcome.

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Additional ECM Related Questions:

- ECM QIP — Contact ECM QIP Team: ECMQIP@partnershiphp.org
- Provider Reporting — Contact ECM Team: ECM@partnershiphp.org
- Provider Portal & TARs — Contact E-Systems Support: Esystemssupport@partnershiphp.org
- Claims — Contact Claims: ClaimsECMHelpDeskSR@partnershiphp.org

PointClickCare Questions:

- Sarah Watt: sarah.watt@pointclickcare.com
- Lisa Craig: lisa.craig@pointclickcare.com
- PointClickCare Support: Email: CMT-Support@pointclickcare.com
  Call: (801) 285-0770