Welcome to the April edition of our newsletter!

We want our newsletter to be useful and informative. This month’s issue includes some helpful information around integrating behavioral health into patient-centered care. This month we will kick off our Pediatric Learning Collaborative series, which is a great opportunity for pediatric and family practices to learn more about why it’s so important to address both mental and physical well-being of pediatric patients. Of course, behavioral health should be part of any primary care practice, so we also offer resources for internists and other specialists who want to improve this aspect of care.

If you have any questions or comments about the content, or ideas for future features in Transformation Times, please contact our editor, Emily Berry, at Emily.Berry@wellpoint.com

Super Success Story: Transformation on Track

Collaborative Transformation Celebration

Mountain View Medical Group joined Enhanced Personal Health Care in March 2013, and came to embrace really every aspect of what it offered. The opportunity for positive change was significant because this practice serves thousands of our members across several locations in the Colorado Springs area.

This group is planning its application for NCQA recognition as a Patient-Centered Medical Home for submission later this year. Along its path to adopting the patient-centered care model, Mountain View’s team took advantage of the health plan’s comprehensive support:

- Practice staff members attended online learning collaborative webinars and online “office hours” focused on individual elements of care transformation.
- The Care Opportunities report offered useful information for both care and for potential revenue for the practice.
- Staff used ACP Practice AdvisorSM, an online guide to the medical home model, taking advantage of a free license available to practices participating in Enhanced Personal Health Care.

Here’s how Mountain View leaders describe Anthem’s role in their work:

“Every payer is asking us to do population management but not offering any real assistance. I tell them, ‘go talk with Anthem if you want to know how to do this right.’”

- Bruce Minear, CEO, Mountain View Medical Group

“We could not have put into place our PCMH program without the Enhanced Personal Health Care program’s support staff.”

- Sue Bullard, RN, Case Management/Quality Improvement Department, Lead Nurse Navigator, Mountain View Medical Group

“Anthem is woven throughout our medical home journey story.”

- Bonnie Angotti, Executive Director, Colorado Innovative Physician Solutions
Behavioral Health Integration now part of the Joint Principles for Patient-Centered Medical Homes

The Joint Principles of The Patient-Centered Medical Home (PCMH), first published in 2007, describe the basic features of a PCMH.

One of those principles is “comprehensiveness,” which the committee that developed the principles describes as “an especially important principle.”

In a paper published in the March/April issue of Annals of Family Medicine, the committee noted that comprehensiveness “often is not achieved in PCMH efforts because behavioral issues are not addressed.”

To address this challenge, representatives from six national family medicine organizations, drafted and endorsed a set of Joint Principles for Integrating Behavioral Health Care into the Patient-Centered Medical Home. You can read the entire set of principles [here](http://annfammed.org/content/12/2/183.2.full)

As a part of Enhanced Personal Health Care, we understand the need and value of addressing the behavioral health component in transformation, and to that end are planning a number of upcoming collaborative learning opportunities to support our practices. Please contact your transformation team for additional information.

Enhanced Personal Health Care

Staff Profile

**Getting to Know Staff Members Around the Country**

Name: Tiffany Maurer  
Job Title: Provider Clinical Liaison  
Location: Indianapolis, IN  
**My job in one sentence:** My job is to help care coordinators around Indiana identify their sickest patients, and teach them to implement a care plan.  
**Complete this sentence:** “Patient-centered care is powerful because...“it is rewarding quality versus quantity – the way health care should be!”  
**I can't live without:** My family, and then... time away from my family!

Practice Profile

**Highlighting Providers From Around the Country**

Practice Name: Soundview Medical Associates  
Location: Norwalk, New Canaan and Darien, CT  
Founded: 1998  
**Number of primary care providers:** 14 PCPs, 3 APRNs and 1 PA  
**Volume of patients:** 60,000 active  
**Why we’re participating in Enhanced Personal Health Care:** My experience with the team from Anthem has been not only very beneficial, but very exhilarating. I have longed for this type of relationship with payers, because we should and need to be a “team” to properly care for patients and help reduce the cost of health care in general.  
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**Eileen Smith, Executive Director**

What sets this program apart from other payer-provider partnerships: Engaging with other practices through the learning collaborative gave our case management team confidence that we were on the right track, and in some cases, helped us identify areas of improvement we could implement to further our progress. The staff from Anthem has come to personally meet with me and my team in our office setting. They listened, shared their goals, and encouraged our goals. This is a groundbreaking initiative that will change the course of health care and improve patients’ health.

Searching for training resources?

The Patient-Centered Primary Care Collaborative has gathered a comprehensive, searchable database of care delivery transformation training programs.

From the PCPCC: “The database is designed to provide visitors with detailed information about existing training programs, including their host organizations, formal curricula, educational components, and core competencies. The database can be used by professionals across all disciplines to learn more about innovative models that support team-based training within emerging delivery models such as patient-centered medical homes (PCMH) and Accountable Care Organizations (ACOs).”

To learn more or access the database, visit [www.pcpcc.org/training](http://www.pcpcc.org/training)
ACP Practice AdvisorSM
Self-Assessment Quiz

In each issue of Transformation Times, we highlight a topic that complements our Words Worth Knowing and Transformation Tool of the month, and is pulled from the Practice Self-Assessment section of the American College of Physicians’ Practice AdvisorSM. This month's question relates to behavioral health. Practice Advisor is a self-guided, self-paced, interactive practice resource that allows for a practice to self-assess and locate resources supporting broad medical home transformation. We offer participating practices licenses to use Practice Advisor at no charge. Talk to your transformation team for more information.

Question of the Month

“Our practice has designated at least one person who is responsible for tracking visits, outcomes and reminders for patients with depression.”

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
- N/A

New Feature!

Care Coordinator Corner

Evidence-Based Diabetes Care - Helpful Hints for Care Coordinators

- Identify high-risk patients and quality measures
  - Use clinical guidelines for diabetes located on the Anthem.com Provider Page.
  - Ask your care team to assist you in the development of procedures for pre-visit huddles, chronic care visits, annual visits, lab and procedures follow-up, referral follow-up, and medication reconciliation/refills in order to support these diabetic measures.
  - Include depression screening as a part of routine Comprehensive Assessment.

- Enhance patient support
  - Refer patients to WellPoint Condition Management Diabetes program.
  - Use Web Based Resources for patient self-management support such as the American Diabetes Association’s “Living with Type II Diabetes” Program. Learn more at www.diabetes.org/living-with-diabetes/

Transformation Tool of the Month

Depression Management Tool Kit

This guide for clinicians developed by the Macarthur Initiative on Depression & Primary Care gives helpful guidance for the diagnosis, patient education, treatment and monitoring of depression.

This and all of our Transformation Tools of the Month are available on our Provider Toolkit. To access the toolkit, log on to www.anthem.com, then follow this path: Providers>Colorado>Enhanced Personal Health Care Program>Provider Toolkit

Words Worth Knowing

A regular feature defining terms, words or concepts that can help practices succeed at delivering patient-centered primary care.

Behavioral Health

“Behavioral health is a state of mental/emotional being and/or choices and actions that affect wellness. Substance abuse and misuse are one set of behavioral health problems. Others include (but are not limited to) serious psychological distress, suicide, and mental illness. Such problems are far-reaching and exact an enormous toll on individuals, their families and communities, and the broader society.”

Source: Substance Abuse and Mental Health Services Administration, www.samhsa.gov
Mark Your Calendar!

Virtual Office Hours

Thursday, April 24, 2014: 12 noon - 1 p.m. MT
Highlighted Topic: Care Coordination

Click here to register for any of these events.

National Learning Collaboratives

Achieving the Triple Aim: Palliative Care in Primary Care
Thursday, May 8, 2014 1 p.m.- 2 p.m. MT
This session will describe the role that primary care can play in improving patient quality outcomes through palliative care.

Colorado Links

See the full calendar of events and register for your collaborative learning sessions here

Visit the library of recordings of past learning collaborative sessions here

Find your welcome packet, toolkit and back issues of Transformation Times here

Reach your state Enhanced Personal Health Care team at COPrimaryCareProgram@Anthem.com

You can also access any of the links above by visiting www.anthem.com, then clicking on “Providers,” then “Colorado” and selecting “Enhanced Personal Health Care Program” from the list of resources.

Transformation on Twitter!

Try following @SAMHSAGov for news and tips on behavioral health care from the Substance Abuse and Mental Health Administration