

FY 2011 Patient-Centered Medical Home (PCMH) Supplemental Funding Opportunity

Frequently Asked Questions (FAQs)

Below are commonly asked questions and answers for the FY 2011 PCMH Supplemental funding opportunity. The FAQs are organized under the following topics:

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ISSUE: General Information and Eligibility

1. What is the purpose of the PCMH supplemental funding opportunity?

The purpose of this supplemental funding is to improve the quality of care, access to services, and reimbursement opportunities for health centers by supporting the costs associated with enhancing quality improvement systems and becoming patient-centered medical homes (PCMHs). This funding opportunity provides upfront assistance to grantees as they make the practice changes necessary to achieve, enhance, or maintain PCMH recognition.

2. What types of organizations are eligible for the PCMH supplemental funding?

The PCMH supplemental funding opportunity is open to existing health centers currently receiving funding under the health center Program which include:

- Community Health Centers (CHC) – section 330(e)
- Migrant Health Centers (MHC) – section 330(g)
- Health Care for the Homeless (HCH) – section 330(h)
- Public Housing Primary Care (PHPC) – section 330(i)

FQHC look-alikes are not eligible to participate in this funding opportunity.

3. **NEW!** Should my health center be completing an application at the grantee level or can I submit an application for each of my sites?

The request for supplemental funding must be completed at the grantee level. Applicants are asked to focus their activities on at least one site. Each applicant should have an idea of how the benefits from that one site will apply to the other sites in terms of your organization's larger goals.

4. What is the length of the project period?

HRSA has established a one-year project period. Please note that this is a one-time supplemental funding opportunity and no ongoing funds will be available to support activities that are initiated under this award.

ISSUE: Patient-Centered Medical Home Development

5. What is a Patient-Centered Medical Home?

The patient-centered medical home is a care delivery model designed to improve quality of care through enhanced access, planning, management, and monitoring of care. The concept was first defined in the 1960s to improve care for children with special health care needs, and is now a commonly used blueprint for both quality improvement efforts and delivery system reform projects occurring nationwide. By better coordinating care, treating the many needs of the patient at once, increasing access to care, and empowering the patient to be a partner in their own care, the PMCH model has promise to transform the health care system.

6. What Topic Areas Does the PCMH Concept Cover?

The six domains of a PCMH are the overarching categories that work in coordination to create a patient-centered medical home. When put together they create a patient-centered delivery model with an emphasis on quality improvement and patient safety. The National Committee for Quality Assurance (NCQA) has defined six core functional areas of a patient-centered medical home:

- **Enhance Access / Continuity** – Access to culturally and linguistically appropriate routine / urgent care during and after office hours, patient participation in clinician selection, use of Electronic Health Records for comprehensive integrated care.
- **Identify / Manage Patient Populations** – Collection of demographic and clinical data for population management (i.e., how to appropriately identify needs of your patient population), assessment and documentation of patient risk factors.
- **Plan / Manage Care** – Identification of high-risk or complex care needs, care management, medication reconciliation, e-prescribing.
- **Provide Self-Care Support / Community Resources** – Assessment of patient and family self-management, development of self-care plans with patients and families, health behavior counseling.
- **Track / Coordinate Care** – The follow-up and coordination of tests, referrals, and care at other facilities.
- **Measure / Improve Performance** – Demonstration of continuous quality improvement, use of performance and patient experience data for continuous quality improvement.

7. **UPDATED!** Are there any resources available to help me learn about PCMH?

There are a number of free resources available to grantees to educate staff about and assess your health center's readiness for [PCMH](#) recognition. Please find some links to these sites below:

- **HRSA's PCMH Initiative:**
<http://bphc.hrsa.gov/policiesregulations/policies/pal201101.html>
- **Primary Care Development Corporation assessment tool:**
http://www.pcdcnyc.org/data/org/128/media/doc/9994_standard_version_pcmh_baseline_self_assessment_tool_-_updated-2.xls

- **PCMH-A from the Safety Net Medical Home Initiative:** http://www.qhmedicalhome.org/safety-net/upload/PCMH-A_public.pdf
- **MHIQ from TransformMED:** <http://www.transformed.com/MHIQ/welcome.cfm>

8. NEW! Is my health center required to submit my readiness assessment with my application?

No. The BPHC is asking that your domain of focus be grounded in a readiness assessment. There are numerous free readiness assessments available online (see links under FAQ #7). They are relatively simple to complete and will help your organization identify gaps within your current practice to target the supplemental funds. You may mention which readiness assessment your organization used within the application narrative.

For health centers that have already started the PCMH recognition process, you may utilize your pre-survey results to identify the domain(s) on which you will target your activities. For health centers that have already been recognized as a PCMH, you may utilize your final survey results to identify the domain(s) on which you will target your activities.

9. NEW! Is my health center required to submit my Notice of Intent with my application?

No. Each Health Center Program grantee requesting supplemental funding under this opportunity must agree to seek PCMH recognition, increase their recognition level, or maintain the highest level as a PCMH. For those health centers that have not yet received PCMH recognition or submitted a Notice of Intent (NOI), a requirement of this funding is to submit an NOI to a PCMH initiative within 12 months of the award date. It is expected that by the end of the 12 month project period, health centers will submit the NOI.

10. NEW! How should my health center decide which PCMH recognition initiative is best for us?

This is up to the discretion of the individual organization. The Urban Institute has written an article that compares the survey processes of the 10 most popular PCMH recognizing bodies. This article can be found at <http://www.urban.org/UploadedPDF/412338-patient-centered-medical-home-rec-tools.pdf>. Further information about the HRSA Patient-Centered Medical/Health Home (PCMHH) Initiative and the HRSA Accreditation Initiative can be found at <http://bphc.hrsa.gov/policiesregulations/policies/pal201101.html> and <http://bphc.hrsa.gov/policiesregulations/accreditation.html>.

11. NEW! How will I know if my state PCMH or enhanced Medicaid reimbursement initiatives are acceptable for NOI submission?

When looking at PCMH recognition, it is important that the recognizing body's assessment is based on a common set of state/federal standards. If you have a question about the acceptability of a particular initiative, please email OQDComments@hrsa.gov.

12. NEW! What happens if our health center is unsuccessful in completing the requirement of NOI submission for at least one site?

If health centers are unable to fulfill the NOI requirement, it should be explained in their final report. This will be addressed on a case by case basis.

ISSUE: My Health Center is Already a PCMH or Currently Completing the PCMH Recognition Process

13. If my health center is already a PCMH, can I still request funds?

Yes. Supplemental funds may be utilized to maintain PCMH recognition. You may target your activities on a domain that needs improvement.

14. NEW! If my health center is in the process of receiving NCQA PCMH recognition under the 2008 standards, are we required to switch to the 2011 standards if we are applying for this supplemental funding opportunity?

No. For purposes of this application, applicants can base activities on either the 2008 or 2011 NCQA standards.

15. NEW! If our organization is going to seek PCMH recognition through the Joint Commission, can we still use the NCQA readiness assessment tools?

Yes. There is general commonality across the domains and standards of the NCQA and Joint Commission PCMH products. However, it is recommended that you utilize the assessment tools offered by the organization conducting the survey. For further questions regarding PCMH recognition through the Joint Commission, please contact the Accreditation Initiative at AccreditInit@hrsa.gov. In addition, the Joint Commission provides a dedicated website for BPHC's Health Center Program which can be located at http://www.jointcommission.org/accreditation/bureau_of_primary_health_care.aspx

16. NEW! If my health center is already accredited through the Joint Commission and we are interested in pursuing their PCMH accreditation, do we need to go through the accreditation process all over again?

No. The PCMH Accreditation through the Joint Commission would simply require an additional component for PCMH. You would not be required to repeat the survey process. However, if your organization is near the end of the 36 month accreditation period and your accreditation is about to expire, you may want to undergo the accreditation resurvey and include PCMH. For further information regarding PCMH recognition through the Joint Commission, please contact the Accreditation Initiative at AccreditInit@hrsa.gov or http://www.jointcommission.org/accreditation/bureau_of_primary_health_care.aspx.

17. NEW! Can my health center request supplemental funds if we are participating in the CMS Medicare "Advanced Primary Care" Demonstration Project?

Yes. This funding opportunity provides upfront assistance to grantees as they make the practice changes necessary to achieve, enhance, or maintain PCMH recognition. These funds can be used to help health centers with readiness activities as they prepare to become PCMHs through the CMS Demonstration project.

ISSUE: Funding Amount and Use

18. What is the cap for Federal funds that can be requested?

Eligible health centers can request up to \$35,000 in Federal funds. Note: This amount of funding may be increased up to \$50,000 depending on the number of successful applicants.

19. NEW! If the funding amount is increased from \$35,000 to \$50,000, will we be required to re-submit the budget?

You will not have to revise your budget if the funding amount is increased. Grantees will be expected to use the additional amount on similar activities that improve at least one of the six PCMH domains and contribute to the goal of becoming a PCMH.

20. NEW! Is it possible to pool the funding if my health center is working with other centers on a project that has mutual benefit?

Yes, however, each individual health center in the group would need to complete the application and describe how the proposed activities will improve at least one of the six PCMH domains for that health center. Also, each organization would still be required to meet the guideline of submitting an NOI for at least one site.

21. When will funds for the PCMH project be available?

The supplemental awards for PCMH projects will be issued on or around September 15, 2011.

22. NEW! Can my health center use the funds for any pre-award costs?

No. Health centers should utilize the funds for expenses incurred after the supplemental funding is awarded.

23. NEW! Can my health center use the supplemental funds to cover renovation or construction costs?

No. The PCMH supplemental funding can only be used for non-construction purposes. Therefore, renovation/construction is not an acceptable use of funds for this supplemental funding. Funds can be used, however, for equipment, consultants, and staffing.

ISSUE: Application Development and Submission

24. Where can I access the PCMH supplemental funding application instructions?

The submission instructions for the PCMH supplemental funding were e-mailed to all eligible Health Center Program grantees through the Electronic Handbook (EHB) and can be found on the technical assistance website <http://www.hrsa.gov/grants/apply/assistance/pcmh>.

25. How do I submit my application and when is it due?

The application will be submitted through the Prior Approval Module in the EHB. Please refer to the *User Guide* distributed with the application instructions. The due date in EHB is August 22, 2011 at 8:00 PM ET.

26. NEW! Does HRSA create the prior approval tracking number or is that something we have to do on the health center's end?

The prior approval request has been created for each health center within their grant folder in EHB. If you do not see the request under New/Existing Prior Approval Requests, please contact the BPHC Helpline at BPHCHelpline@hrsa.gov or 1-877-974-2742. Please allow at least 24 hours for a response.

27. NEW! How much information does HRSA want my health center to provide in the Excel application form?

This form is simply to provide HRSA with an overview of where you will target your activities. This can be as short as 1-2 sentences. Please provide a more detailed narrative utilizing the project narrative template. The narrative should be limited to 3-5 pages.

28. NEW! Does my health center have to identify which PCMH initiative they would like to submit an NOI to at the time the application is submitted?

No. Your health center can make the decision on which initiative is best for your organization during the 12 month project period. Once you have made a decision please be sure to include this on your 6 month or 12 month final report.

29. NEW! The EHB prior approval request has two sections, general information and details. The details page has a section for attaching documents. Should my health center be attaching all application documents in this section?

Yes. You may attach all related application documents in the Details section of the Prior Approval Request.

ISSUE: Technical Assistance and Contact Information

30. If I encounter technical difficulties when trying to submit my application electronically through the Electronic Handbook (EHB) system, who should I contact?

Please contact the BPHC Helpline for technical assistance on submitting an application in the HRSA EHBs. The BPHC Helpline can be reached at BPHCHelpline@hrsa.gov or 1-877-974-2742.

31. Who should I contact with programmatic questions concerning the PCMH Supplemental Funding Program and application requirements?

Please contact Nina Brown in the Bureau of Primary Health Care's (BPHC) Office of Quality and Data at OQDComments@hrsa.gov.

32. NEW! Who should I contact with questions concerning the HRSA Initiative on NCQA Recognition?

Please contact the PCMH Initiative Program Manager at PCMHInitiative@hrsa.gov or review the Program Assistance Letter at <http://bphc.hrsa.gov/policiesregulations/policies/pal201101.html>.

33. NEW! Who should I contact with questions concerning the HRSA Accreditation Initiative?

Please contact the Office of Quality and Data at accreditationinitiative@hrsa.gov or <http://bphc.hrsa.gov/policiesregulations/accreditation.html>.