1. **What is Paramount’s Medical Home Program?**

   Paramount’s Medical Home Program (hereinafter “Paramount Medical Home”) is a Paramount benefit and incentive plan that was developed based on the “Patient Centered Medical Home” concept. In Paramount Medical Home, the primary care provider (PCP) with his/her practice work collaboratively with the patient and their family to take steps toward improving the health and well being of the patient. Paramount provides support to the patients with access to disease management, prevention and wellness programs best suited for the patient. Paramount Medical Home promotes a positive, rewarding relationship between the patient and the PCP by providing monetary incentives to each.

2. **How do I recognize a patient in Paramount’s Medical Home Program?**

   To ensure participation, it is also very important that you and your office staff are able to recognize a Paramount Medical Home member. A Medical Home membership card can be identified by the unique red house graphic we’ve added (the red house is included on all provider documents for the Paramount Medical Home – see example at the bottom of this page). In addition, every member ID card will include the Paramount Medical Home logo. For Meijer employees, the Paramount Steps2Health Medical Home is the same program with a slightly different look.

3. **What is a Patient Centered Medical Home?**

   The Patient Centered Medical Home (PCMH) is an approach to providing comprehensive primary care that facilitates partnerships between individual patients, and their primary care providers (PCP). PCMH focuses on treating the whole person and promotes collaboration with the patient, and active participation by the patient, practice staff as well as the PCP. Within the PCMH the patient then has an ongoing relationship with their PCP who provides continuous and comprehensive care. In the PCMH, the PCP leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients. The PCP is responsible for providing or arranging for all the patient’s health care needs or arranging care with other qualified professionals. This includes care for all stages of life; acute care; chronic care; preventive services; and end of life care.

4. **Do I, as the PCP, need to be recognized by NCQA as a Patient Centered Medical Home (PCMH) to participate in this program?**

   Paramount does not require that PCPs be recognized as a NCQA PCMH, but this recognition is strongly encouraged, as it provides added value to the patients and is rewarded with higher incentives.

5. **How can I get more information about the NCQA PCMH Recognition Program?**

   The NCQA PCMH recognizes PCPs functioning as medical homes by using systematic, patient-centered and coordinated care management processes. The link to this section of their website is: [http://www.ncqa.org/tabid/631/Default.aspx](http://www.ncqa.org/tabid/631/Default.aspx)
6. **What are the Incentives for which PCPs are eligible?**

   PCPs are eligible to earn incentives ranging generally from $100 to $150 annually for each patient who achieves their personal health care goals.

   Generally, PCPs will receive two annual incentives that are paid to the PCP by Paramount, on behalf of the self-funded employer in return for their meeting the requirements of the Paramount Medical Home. Incentive payments will be made directly to the PCP (or designee) by Paramount. The PCP will receive the incentive payments if the enrolled Paramount Medical Home patient is in compliance with all the components of the program. Incentive payments may vary by employer. An example of how the incentives can be achieved is outlined below.

   **Incentive Payment #1**
   - Paid when all three of the following are met:
     1. Patient completes HRA
     2. Patient visits with PCP
     3. Partnership Agreement (PA) signed and submitted to Paramount

   **Incentive Payment #2** – Paid in February of following year when the following are met:
   1. Incentive Payment #1 was paid out.
   2. Patient remains compliant with PA thru December of plan year
   3. Patient was enrolled with PCP and compliant at least 6 months of the plan year.

7. **What are the member incentives in this program?**

   Members will receive incentives directly from their employer to participate in the program. Member incentives are a fundamental part of the Paramount Medical Home program. Most frequently, the member incentive is a premium contribution reduction, which means if they are compliant they will pay less money out of their paycheck for health insurance coverage. Sometimes, there are benefit enhancements or healthcare account deposits that are incentives for compliance for the member.

8. **Can all PCPs be in the Paramount Medical Home program?**

   Yes. The level of incentives available to the PCP will vary based on the PCP level of NCQA recognition as a PCMH.

9. **What Is The Partnership Agreement?**

   The **Partnership Agreement (PA)** is a document that both the Member and Primary Care Provider sign to acknowledge commitment to work in a partnership towards better overall health. The Member and Primary Care Provider will discuss achieving health and program goals and following up with any other appointments during the year. If the Member chooses NOT to participate in the activities and services agreed to throughout the year, neither the provider nor the Member are eligible for the incentives offered by the employer until the member achieves compliance.
10. As a PCP, what does this program require me to do different compared to how I care for my patients today?

1. Your practice must be open to accepting Paramount Medical Home patients that select you (or someone in your practice) as their PCP.
2. You must make time to meet with the Paramount Medical Home patients for their initial appointment in a timely manner.
3. When you meet with the patient, you and the patient will complete the Partnership Agreement (PA). The PA is a commitment between you and the patient to establish and work toward meeting health and wellness goals for the next year.
   a. Patient “goals” should be specific to each Member actionable within the year.
   b. If a Disease Management or Wellness program is recommended on the PA, please clearly indicate in which program you’ve agreed, collaboratively, that the Member should enroll.
   c. If no actions are needed, do not indicate that follow up is needed.

11. How can I monitor my patients’ compliance in the Paramount Medical Home program?

Paramount will provide a listing of enrolled Members each month to the provider’s practice. This roster will list the Members who have selected the provider as their PCP. The roster will also provide basic demographic information to assist the provider’s office in reaching out to the Member.

In addition, the roster will provide additional detail regarding Member compliance with program components, including the dates each component are due (were due) as well as and indication of compliance status of each Member.

All items you select on the Partnership Agreement are tracked by Paramount and throughout the rest of the year, Paramount will work with the patient to help them stay in compliance with their goals – and will keep you advised of their compliance status.

12. How can my practice learn more about this program?

The Paramount Medical Home staff will provide resources, information and reminders to both parties to assist in achieving compliance with the program. Paramount will provide education about this program in several ways:

- Web Tutorial
- Personal sessions at your office
- Group education sessions

Call Provider Relations at 419-887-2535 or 800-891-2542 if you have questions or want to schedule a time to meet about this program.