

Amerigroup Provides Innovation and Quality of Care with Patient-Centered Medical Home Model

Issue Defined

Existing health care delivery systems are fragmented, which creates unnecessary costs and complications for people with complex needs and chronic conditions. Current models of care lack a patient-centric focus, fail to allocate resources to support preventive health services and do not provide for properly aligned incentives to influence clinical, administrative and financial outcomes in a positive manner.

Background

In the search for higher quality, more affordable health care, the Patient-Centered Medical Home (PCMH) rapidly has gained momentum. The PCMH model of care strengthens the clinician-patient relationship by replacing episodic care with coordinated care and a long-term relationship. Each patient has a relationship with a Primary Care Provider (PCP) who is held accountable for patient care and outcomes. The PCP leads a team in providing for the patient's health care needs and arranging for appropriate care with other qualified clinicians. The goal of the medical home model is to provide more personalized, coordinated, effective and efficient care.

Amerigroup Solutions

The cornerstone of the Amerigroup PCMH model (also referred to as the Advanced Medical Home model) is our primary care network. Our core strategy focuses on devoting resources to assist PCPs in becoming highly functioning PCMHs. Amerigroup continually engages our PCPs and practitioners to become PCMHs.

We provide each transitioning practitioner with a Medical Practice Consultant (MPC). These MPCs engage in specific process improvement coaching, including improvements to patient access, population health management, care management and coordination, and health information technology. Amerigroup also has engaged a nationally recognized PCMH consultant, TransforMed, to provide training, practice assessment and subject matter expertise to our local market PCMHs.

Conclusion

Through on-the-ground collaboration with providers, the Amerigroup PCMH model provides for better outcomes for our members and state partners. Our experience with patient-centered care has demonstrated success in improving the patient experience and providing our state partners with the confidence their dollars are invested in quality care.

PCMH by the Numbers

42

Amerigroup PCMH sites

475

Participating PCPs

88,000

Amerigroup members covered by a PCMH

*Projected outcomes for December 2011

