

Date:

Dear Dr. _____,

Congratulations!!! As an ACP member practice, ACP has engaged Insight Management to provide your practice with the evaluation, training services, application management and documentation for your practice to become a Patient Centered Medical Home (PCMH) and receive all the benefits and incentive payments for becoming a PCMH. All these benefits and tens of thousands of dollars a year in incentive payments at no cost to your practice (other than the application fee) and ACP pays for it all!!!

A PCMH can look forward to these incentive payments from NYS Medicaid:

Medicaid HMO Patients	Monthly PCMH Incentive \$
500	\$3,750.00
1000	\$7,500.00
1500	\$11,250.00
2000	\$15,000.00

In addition, your practice will continue to receive ACP incentive payments and Managed Care Plan shared savings.

So, what happens now? Simply schedule your next appointment with your trainer and make sure to keep these appointments and not cancel any so your application is not delayed.

Below is an outline of what you can expect in your practice training schedule.

Your PCMH Project

- **Initial contact Calls: 5-10 minutes**
 - Practice will receive initial contact call from our Project Managers for ACP (Sabrena and/or Rosa; sometimes Jason).
 - Set up initial visit and introduce trainer and application specialist who will be assigned to your PCMH project for the practice
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- **Initial Training Visit – 1-1.5 hours**
 - -Setup Remote Connection and Username/PW
 - -Fill Out and Fax Credit Card Form.
 - -Office Manager – Fill Out PCMH Primary Contact Info, Practice Credentialing Info, Practice Staff and Breakdown.
 - -Gap Analysis – Provider – 15-20 Minutes
 - Office Manager – 20-30 Minutes

Second Training Visit – 1.5-2 hours

- -Medical Assistant Training. 1 hour
- -Front Desk Training. 1 hour

Third and Subsequent Training Visits – 1.5-2 hours

- -Medical Assistant Training. 45 minutes
- -Front Desk Training. 45 minutes
- -Provider Training; 30-45 minutes

Offsite and remote training and follow ups

- The Practice PCMH contact person (usually the office manager) should expect that they will be receiving calls from our office, periodically, as we remotely track progress through EMR monitoring.
- The calls are often to discuss how to improve documentation, referral tracking, scheduling, etc. these calls are generally from the application specialist assigned to each practice.

Transformation Timeline

What we do	Time Required
Gap Analysis	1 – 3 weeks (depending on practice size)
On-Site Practice Transformation*	30 - 120 days
Application preparation/submission	5-8 days (depending on new or renewal)
NCQA Evaluation/Scoring Feedback with Submission Updates	45 – 90 days
Pre-Certification Audit (if necessary)	4 – 6 days
Resubmission (if necessary)	30 – 60 days

*NCQA Application cost - \$440/Provider.

I agree that I am acknowledging to commit to the Patient Centered Medical Home (PCMH) transformation Process with Insight Management as my consultant and to follow the outline of the transformation listed above. I also agree that my practice is not currently certified as a PCMH 2014 Level 3, or has submitted application or is in the process of submitting a PCMH application independently of Insight Management's involvement.

Practice Name:

Print Doctor's Name: _____

Signature: _____

Date: _____