

Policy Title: **Health Home Re-Designation**

Policy number: HH0012

Effective date: January 2019

Last revised:

**Applicable to:** This policy pertains to Health Homes that serve adults and/or children

**Purpose:** The New York State Department of Health (the Department) is responsible for the oversight of Lead Health Homes (HH).

This policy replaces any information previously provided in Medicaid updates and guidance webinars posted on the Department of Health's Health Home website related to this subject matter.

## **Policy**

This policy establishes the three-part process for Health Home Re-Designation. This process is Department facilitated and includes an on-site visit to the Health Home and activities occurring both prior to and after the visit. The Department reserves the right to modify the process contingent on individual Health Home performance and Statewide aggregate data and performance.

## **Re-Designation Process**

### **Step One: Pre-Site Visit Activities**

Pre-site visit activities will begin approximately 30 calendar days prior to the arrival of the Department review team. The primary focus of the pre-site visit activities include:

#### **Domain 1: Network Management**

Policy and procedure updates. The Department will select certain policy areas to review based on policy updates occurring since the Health Home's prior re-designation. The focus will be on inclusion of Department requirements, operationalization of the policy to the Health Home's needs, and quality assurance activities to ensure proper training, and implementation and follow through of each policy, and related staff training.

Quality management program review. Review of Quality Management Program (QMP) activities as specified by the Health Home's QMP policy, including review of internal chart audits, meeting minutes and CMA corrective action plans

Health Home is to complete a self-evaluation for Domain 1. At this time the Health Home will be required to submit an up-to-date policy and

procedure manual, and other pertinent documentation to facilitate further review by the Department (see Re-Designation Scoring Tool for further details).

#### Domain 2: Performance Metrics

Review of performance data as compared to State benchmarks and progress to annual improvement targets, as well a review of HARP performance data for compliance with State standards. The Department will utilize performance data collected internally for Domain 2.

### **Step Two: Site Visit**

Health Home site visits will occur within six months prior to or following the expiration of the Health Home's current designation. The primary focus of the site visit will include:

#### Domain 3: Chart Review Analysis

A representative sample of a minimum of 15 and maximum of 30 records from CMAs across the Health Home's provider network will be reviewed on site. Please refer to the Re-Designation Chart Review Tool.

The Department may select to interview network partners or Health Home staff as part of the site visit.

The site visit will conclude with an Exit Interview facilitated by the Department which will provide the Health Home with preliminary findings including potential areas of concern in each domain.

### **Step 3: Post-Site Visit Activities**

Health Homes will receive a completed Re-Designation Scoring Tool via email which summarizes findings and numeric scores for each domain. Final numeric scores will determine the designation duration, timeframe and post survey activities such as technical assistance or notice of immediate action.