



Department
of Health

New York State Patient Centered Medical Homes Quarterly Report



September 2021

Program Highlights and Background

A Patient-Centered Medical Home (PCMH) is a model of care where each enrollee has an ongoing relationship with a personal physician and a care team. The physician and care team, which can include nurse practitioners, physician assistants, registered nurses, social workers, and care coordinators, take collective responsibility for meeting all the enrollee's health care needs. The PCMH model also emphasizes greater care through open scheduling, expanded hours, enhanced communication among all involved with an enrollee's care, and any other means to ensure that an enrollee obtains proper care in a culturally and linguistically appropriate manner. The National Committee for Quality Assurance (NCQA) designed multiple recognition programs to objectively measure the degree to which a primary care practice meets the operational principles of the PCMH model.

NCQA's PCMH recognition is awarded to practices and their providers that meet a set of predetermined standards for providing high quality primary care services. As of the dates applicable to the data in this report, practices and their providers in New York State (NYS) can be recognized under one of the NCQA standards listed below. However, as of the close of this report, New York State PCMH (NYS PCMH) is the only standard recognized in NYS.



- PCMH 2014 Level 1, 2 or 3
- PCMH 2017
- NYS PCMH

In PCMH 2014 standards, practices received a higher score or level if they demonstrated more elements of the patient-centered care model. The last day practices could submit an application to be recognized under the 2014 standards was September 30, 2017. NCQA's 2017 standards were released on April 3, 2017 with an increased focus on social determinants of health, community connections and the integration of behavioral health. The leveling structure was eliminated in the 2017 PCMH program and recognition became valid for one-year periods instead of the previous three-year period to measure progress more frequently.

On April 1, 2018, the New York State Department of Health (NYSDOH) released NYS PCMH, an innovative model for primary care transformation. NYS collaborated with NCQA to develop this exclusive transformation model for all eligible primary care providers in New York State. NYS PCMH will expand access to high-performing primary care which is key to improving value in health care and achieving the Triple Aim goals of improved health, better health care and consumer experience, and lower cost. NYS PCMH requires practices to achieve a higher number of criteria to achieve recognition, with emphasis placed on behavioral health, care management, population health, value-based payment arrangements, and health information technology capabilities.

NYS currently has the greatest number of practices and providers* recognized as a PCMH by NCQA compared to all other states in the country; 19.6% of all PCMH practices and 16.1% of

*NCQA recognized providers include the following credentials: Medical Doctor (MD), Doctor of Osteopathy (DO), Nurse practitioner (NP), Family Nurse Practitioner (FNP), Acute Care Nurse Practitioner (ACNP), Certified Registered Nurse Practitioner (CRNP), Adult Nurse Practitioner (ANP), Pediatric Nurse Practitioner (PNP), and Physician Assistant (PA).

Program Highlights and Background

providers in the country operate in NYS. As of September 2021, 2,414 practices and 9,952 providers have achieved recognition under the NYS PCMH standards. Smaller practices with only one provider working at the site currently make up the largest portion of PCMH-recognized practices.

As of September 2021, 8,921(38%) primary care physicians (PCPs) in Medicaid managed care (MMC) were recognized as a PCMH-recognized provider and over half (68%) of Medicaid managed care (MMC), Health and Recovery Plan (HARP), and HIV Special Needs Plan (SNP) enrollees were assigned to a PCMH-recognized PCP*. All of these enrollees were assigned to a NYS PCMH-recognized provider.

Office-based practitioners and Article 28 clinics recognized as PCMHs by NCQA receive additional payment for primary care services through the New York Statewide Medicaid PCMH Incentive Payment Program, in two ways. For managed care enrollees, DOH provides payments to the health plans through a non-risk payment for the sole purpose of health plans making enhanced payments to qualified providers. For Medicaid fee-for-service (FFS) enrollees, payments are made to qualified providers by DOH as an 'add-on' for qualifying visits. Over \$171 million was paid to PCMH-recognized providers via increased capitation payments by MMC plans from January 2021 through September 2021. Effective July 1, 2018, NYS Medicaid provided incentive payments to providers recognized under the following programs: level 3 PCMH under NCQA's 2014 standards; PCMH under NCQA's 2017 standards or NYS PCMH.



To learn more about the New York Statewide Medicaid PCMH Incentive Payment Program please visit: the [Department of Health website](#)

*Source: Panel data is reported to the NYS Department of Health by the MMC plans quarterly. Panel data is a list of MMC enrollees and the providers they are assigned to and is not based on visit history.

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Section 1: Practice Information

Figure 1a shows the number of unique PCMH-recognized practices in NYS by NCQA standard year and recognition level as of September 2021.

| Figure 1a: PCMH-Recognized Practice Percentage by NCQA Standard Year and Recognition Level | | |
|--|-------------------------------------|---------|
| Recognition Standard | Number of PCMH recognized practices | Percent |
| NYS PCMH | 2,414 | 100% |
| Total | 2,414 | 100% |

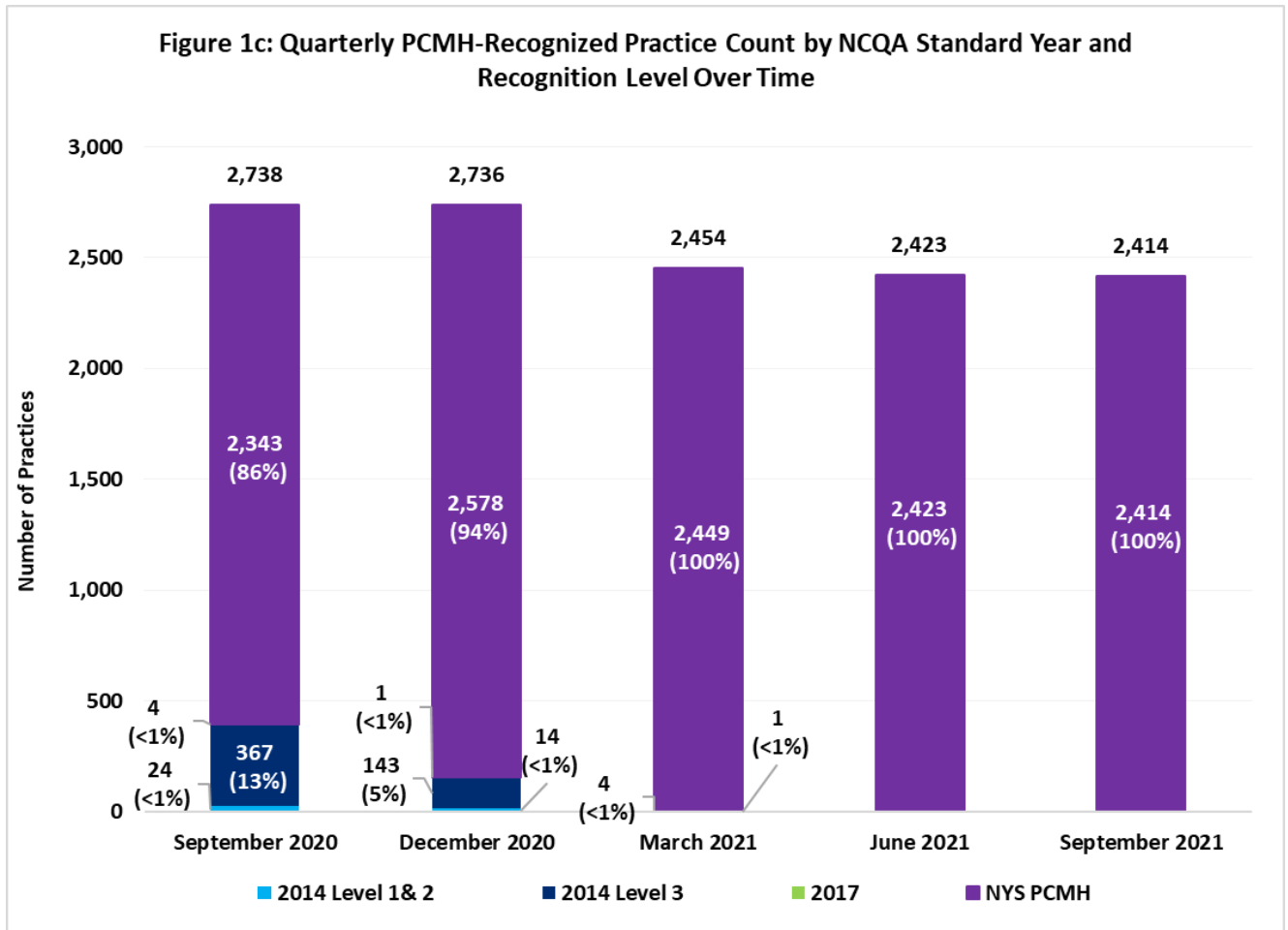
Figure 1b shows the number of practices that are recognized as a PCMH under NCQA's standards by level from April 2021 to September 2021.

| Figure 1b: PCMH-Recognized Practices by Standard Year and Level Over Time | | | | | | | |
|---|-------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | Recognition Level | April 2021 | May 2021 | June 2021 | July 2021 | August 2021 | September 2021 |
| 2014 Standards | 2 | 1 (<1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| | 3 | 1 (<1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| NYS PCMH | | 2,390 (100%) | 2,394 (100%) | 2,423 (100%) | 2,431 (100%) | 2,437 (100%) | 2,414 (100%) |
| Total | | 2,392 | 2,394 | 2,423 | 2,431 | 2,437 | 2,414 |

The data in Figure 1a and Figure 1b were derived from the most recently available NCQA recognized provider lists (for this report: September 2021).

Section 1: Practice Information

Figure 1c illustrates the number of PCMH-recognized practices by NCQA's recognition standards and levels from September 2020 to September 2021.



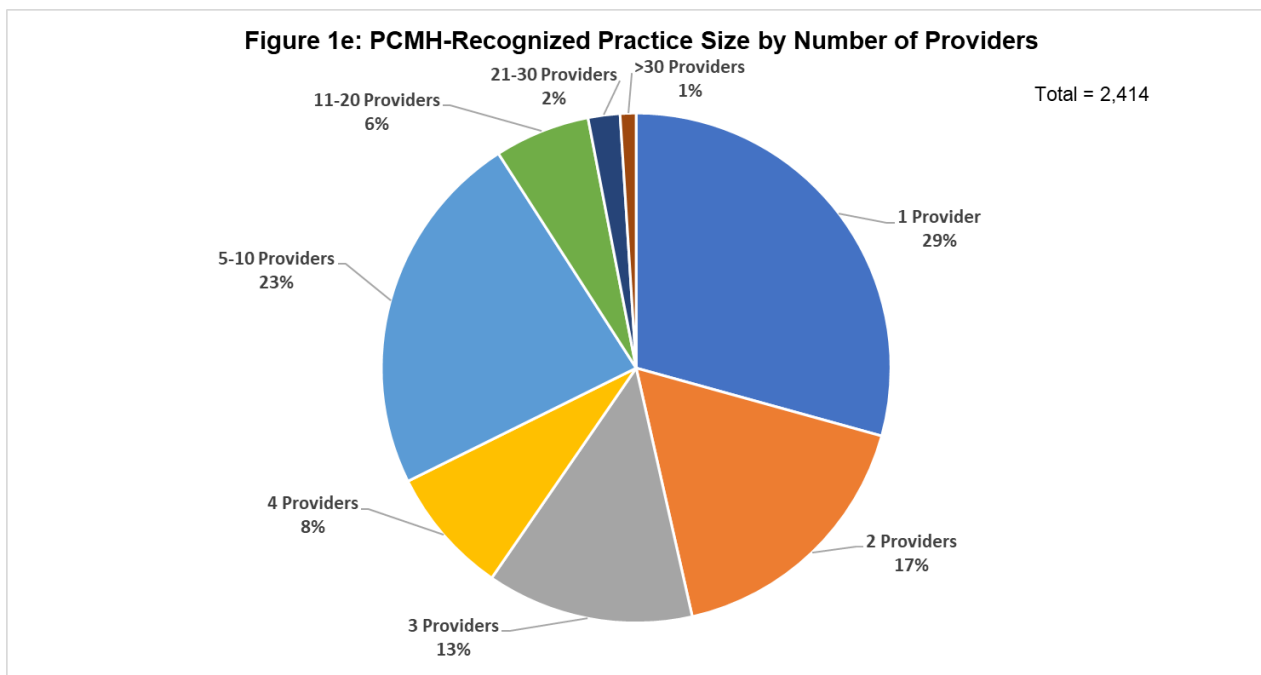
The number of PCMH-recognized practices with PCMH 2014 or 2017 recognition have been reduced to zero during the time period of September 2020 to September 2021. This drop is due to the expiration of the recognition standards. All practices have achieved NYS PCMH recognition.

Section 1: Practice Information

Figure 1d shows the number and percent of all NYS PCMH-recognized practices by Quality Assurance Reporting Requirements (QARR) region. * Most recognized practices are located in the NYC (41%) and Western New York (18%) regions.

| Figure 1d: PCMH-Recognized Practices in NYS by QARR Region | | |
|--|-------------------------------------|----------------------------|
| Region | Number of PCMH-Recognized Practices | Percent of PCMH-Recognized |
| Central | 235 | 10% |
| Hudson Valley | 235 | 10% |
| Long Island | 264 | 11% |
| NYC | 997 | 41% |
| Northeast | 250 | 10% |
| Western | 433 | 18% |
| All | 2,414 | 100% |

Figure 1e shows the number and percent of PCMH-recognized practices in NYS by number of providers. Practices with only one reported provider (29%) make up the largest proportion of PCMH-recognized practices. There is also a high proportion of practices with 5-10 providers (23%).

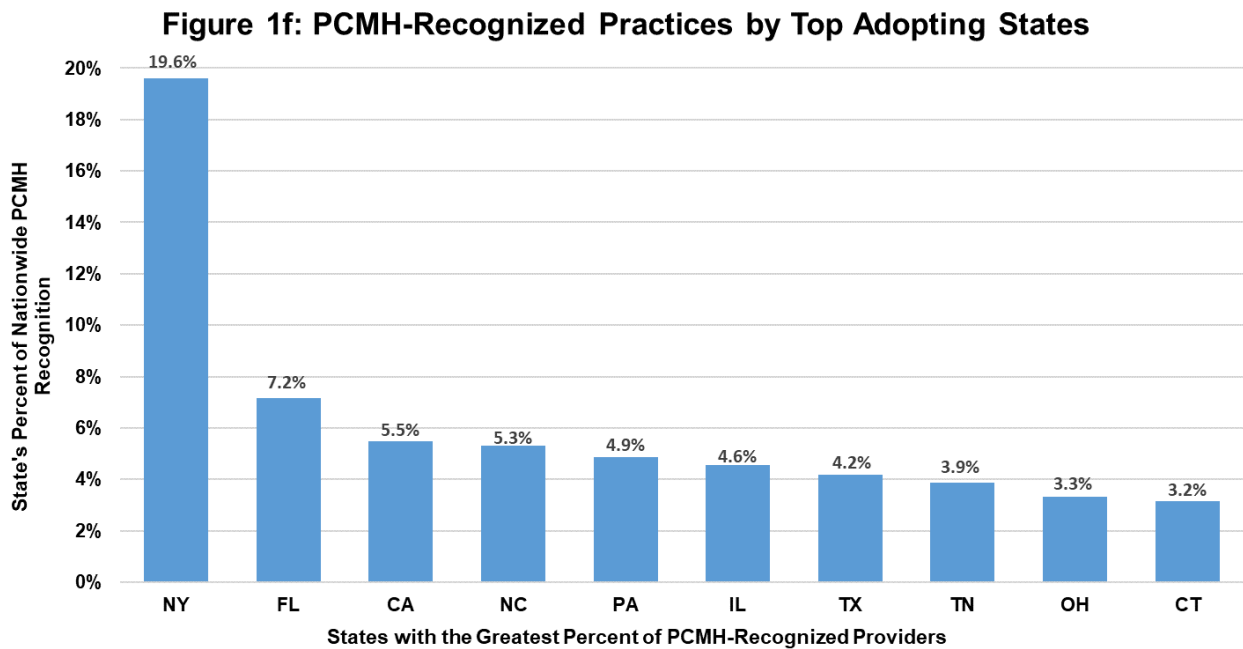


The data in Figure 1d and Figure 1e was derived from the most recently available NCQA recognized provider lists (for this report: September 2021).

*The regions in Figure 1d are the Quality Assurance Reporting Requirements regions and can be found here: http://www.health.ny.gov/health_care/managed_care/reports/eqarr/2016/about.htm:

Section 1: Practice Information

Figure 1f displays the 10 states with the most NCQA PCMH-recognized practices in the country as of September 2021. Around 20% of all PCMH-recognized practices in the country operate in NYS. NYS remains the state with the highest percentage of practices with NCQA's PCMH recognition. Figure 1f only includes the 10 states with the greatest number of PCMH-recognized practices. These states account for 62% of all PCMH-recognized practices in the country; all other states that are not included in this graph represent the remaining 38% of PCMH-recognized practices in the country. This figure only represents the PCMH practices that are recognized by NCQA. Practices may participate in other primary care transformation programs that are similar to NCQA's model.



Section 2: Provider Information

Figure 2a shows the number of unique PCMH-recognized providers in NYS by NCQA standard year and recognition level as of September 2021. All providers have NYS PCMH recognition.

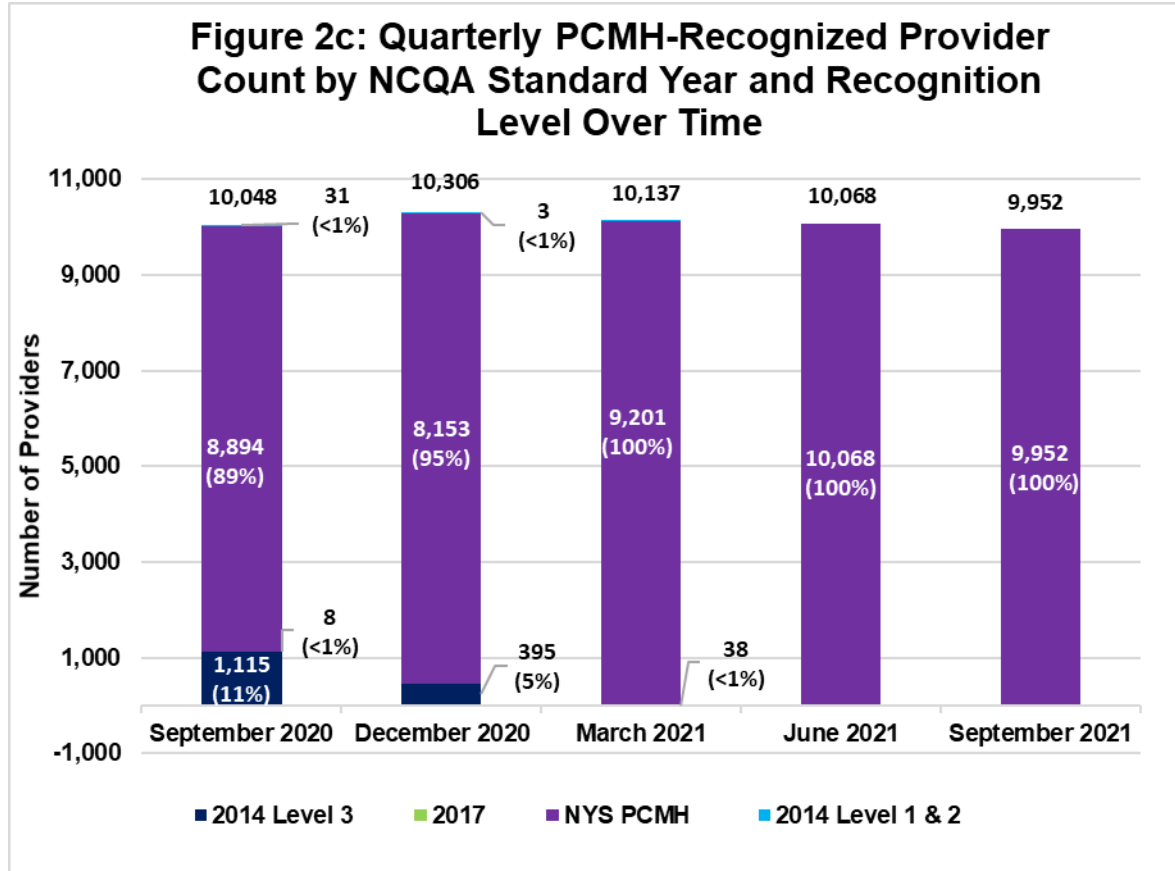
| Figure 2a: PCMH-Recognized Provider Percentage by NCQA Standard Year and Recognition Level | | |
|--|-------------------------------------|---------|
| Recognition Standard | Number of PCMH recognized practices | Percent |
| NYS PCMH | 9,952 | 100% |
| Total | 9,952 | 100% |

Figure 2b shows the number of PCMH-recognized providers that are recognized under NCQA's standards, and by level from April 2021 to September 2021.

| Figure 2b: PCMH-Recognized Providers by Standard Year and Recognition Level Over Time | | | | | | | |
|---|-------------------|-----------------|-----------------|------------------|------------------|------------------|-----------------|
| | Recognition Level | April 2021 | May 2021 | June 2021 | July 2021 | August 2021 | September 2021 |
| 2014 Standards | 2 | 1 (<1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| | 3 | 5 (<1%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) |
| NYS PCMH | | 9,866 (100%) | 9,751 (100%) | 10,068 (100%) | 10,091 (100%) | 10,138 (100%) | 9,952 (100%) |
| Total | | 9,872 | 9,751 | 10,068 | 10,091 | 10,138 | 9,952 |

Section 2: Provider Information

Figure 2c shows the number of PCMH-recognized providers by standard year and recognition level from September 2020 to September 2021.



The number of PCMH-recognized providers with 2014 recognition and NCQA's 2017 standards have been reduced to zero due to the expiry of 2014 and 2017 recognition standards. The number of NYS PCMH recognized providers increased from 8,894 in September 2020 to 9,952 in September 2021.

Section 2: Provider Information

Figure 3a shows the proportion of PCMH-recognized PCPs that participated with MMC from September 2020 to September 2021. PCPs are defined as MDs, DOs, and NPs who have a primary or secondary specialty in Internal Medicine, Family Medicine, Pediatrics, Geriatrics, or General Practice. There are 8,921 PCMH-recognized PCPs that participate with MMC as of September 2021. Around 90% of PCMH-recognized PCPs participate with MMC. There may be other PCMH-recognized PCPs that participate with FFS Medicaid that are not included in this figure. Although only 38% of MMC providers are recognized as a PCMH, over half of the Medicaid population is assigned to these PCPs, indicating that these providers have large Medicaid panels. On page 15, Figure 7a shows the number of MMC enrollees assigned to PCMH-recognized PCPs.

| Figure 3a: Proportion of All PCPs in MMC That are Recognized as a PCMH by Quarter | | | | | |
|--|----------------|---------------|------------|-----------|----------------|
| | September 2020 | December 2020 | March 2021 | June 2021 | September 2021 |
| PCMH PCPs participating with MMC | 8,683 | 9,187 | 9,044 | 8,935 | 8,921 |
| All PCPs participating with MMC | 22,808 | 22,906 | 23,218 | 23,413 | 23,750 |
| PCMH Penetration Rate in MMC | 38 | 40 | 39 | 38 | 38 |

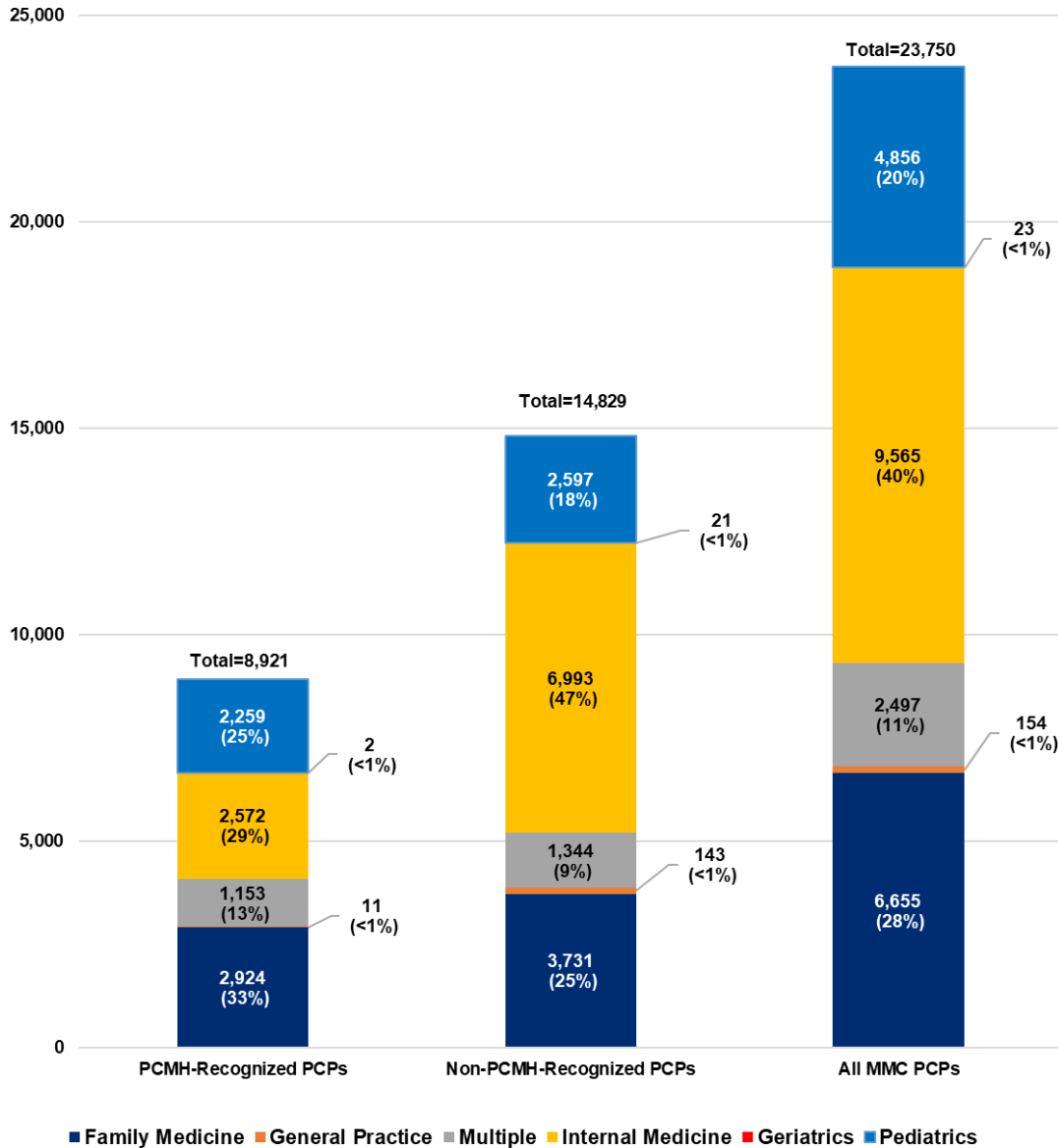
Figure 3b shows all MMC PCPs are recognized under NYS PCMH as of Quarter 3 of 2021.

| Figure 3b: PCMH-Recognized PCPs in MMC by Level and Standard Year | | |
|--|---------------------|----------------------|
| Recognition Standard | Number of PCMH PCPs | Percent of PCMH PCPs |
| NYS PCMH | 8,921 | 100% |
| Total | 8,921 | 100% |

Section 2: Provider Information

Figure 4 shows the percentage of PCMH-recognized PCPs, non-PCMH-recognized PCPs, and all PCPs that participate in MMC in NYS. As of September 2021, there are 1,031 PCMH-recognized providers that do not participate with MMC or have another specialty outside of the primary care specialties presented in this report. These providers may participate in Medicaid FFS.

Figure 4: MMC PCPs by Specialty and PCMH-Recognition Status

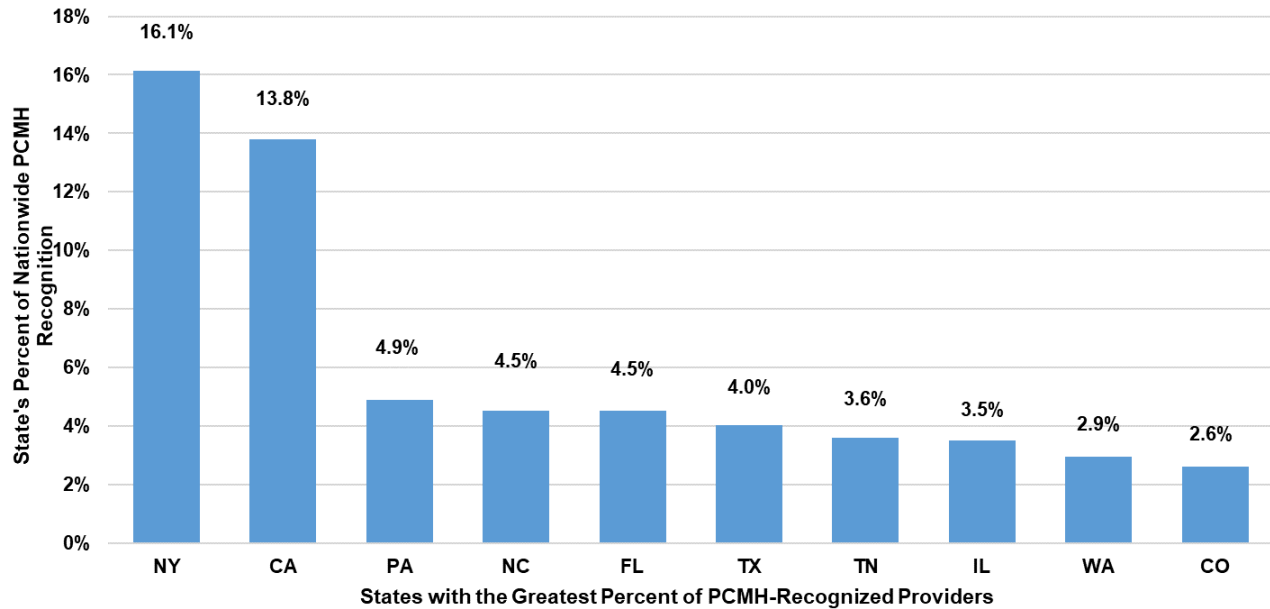


The data in Figure 4 was derived from the most recently available NCQA recognized PCMH provider lists (for this report: September 2021) and September 2021 PNDS.

Section 2: Provider Information

Figure 5 displays the 10 states with the most NCQA PCMH-recognized providers in the country as of September 2021. NYS represents 16.1% of all PCMH-recognized providers in the country. As of September 2021, NYS had the highest percentage of providers compared to the other states. Figure 5 represents states with the greatest number of PCMH-recognized providers. These 10 states account for 61% of all PCMH-recognized providers in the country; all other states that are not included in this graph represent the remaining 39% of PCMH-recognized providers in the country. This figure only represents the PCMH providers that are recognized by the NCQA. Providers may participate in other primary care transformation programs that are similar to NCQA's model.

Figure 5: PCMH-Recognized Providers by Top Adopting States



Section 3: Enrollee Information

Figure 6a shows the PCMH penetration rate for MMC, HARP, and HIV SNP enrollees. A higher proportion of HIV SNP enrollees are assigned to a PCMH recognized PCP compared to other Medicaid product types.

| Figure 6a: PCMH Penetration Rate of Assigned MMC, HARP, and HIV SNP Enrollees | | | | |
|--|-------------------------------|--------------------------------|-----------------------------------|------------------------|
| | Assigned MMC Enrollees | Assigned HARP Enrollees | Assigned HIV SNP Enrollees | Total Enrollees |
| Total Enrollees Assigned to a PCMH-Recognized Provider | 3,399,772 | 106,821 | 12,972 | 3,519,565 |
| Total Enrollees Assigned to a non-PCMH- Recognized Provider | 1,612,115 | 44,885 | 2,153 | 1,659,153 |
| Total Enrollees | 5,011,887 | 151,706 | 15,125 | 5,178,718 |
| PCMH Penetration Rate | 68 | 70 | 86 | 68 |

Figure 6b shows the number of NYS MMC, HARP, and HIV SNP enrollees assigned to PCMH-recognized PCPs by level and standard year as of Quarter 3 of 2021. The majority of enrollees are assigned to PCPs recognized at NCQA's NYS PCMH standards recognition.

| Figure 6b: MMC, HARP, and HIV SNP Enrollees Assigned to PCMH Providers | | | | |
|---|-------------------------------|--------------------------------|-----------------------------------|------------------------|
| Recognition Standard | Assigned MMC Enrollees | Assigned HARP Enrollees | Assigned HIV SNP Enrollees | Total Enrollees |
| NYS PCMH | 3,399,772 | 106,821 | 12,972 | 3,519,565 |
| Total Enrollees | 3,399,772 | 106,821 | 12,972 | 3,519,565 |

Section 3: Enrollee Information

Figure 7a shows the number of MMC, HARP, and HIV SNP enrollees assigned to PCMH-recognized PCPs from September 2020 to September 2021. As of September 2021, 68% of NYS MMC enrollees are assigned to PCMH-recognized PCPs.

| Figure 7a: MMC, HARP, and HIV SNP Enrollees Assigned to PCMH-Recognized PCPs by Quarter | | | | | |
|---|----------------|---------------|------------|-----------|----------------|
| | September 2020 | December 2020 | March 2021 | June 2021 | September 2021 |
| MMC Enrollees Assigned to PCMHs | 3,396,715 | 3,590,019 | 3,428,460 | 3,429,095 | 3,519,565 |
| Enrollees Assigned to Non-PCMHs | 1,412,800 | 1,382,144 | 1,538,197 | 1,614,177 | 1,659,153 |
| Total Enrollees | 4,809,515 | 4,972,163 | 4,966,657 | 5,043,272 | 5,178,718 |
| PCMH Penetration Rate | 71 | 72 | 69 | 68 | 68 |

Figure 7b shows the rate of auto-assignment between PCMH-recognized and non-PCMH recognized practices in MMC. Auto-assignment is a process where an enrollee is assigned to a PCP by their health plan when the enrollee did not select a PCP. As of September 2021, the majority of MMC, HARP, and HIV SNP enrollees were not auto-assigned. Enrollees assigned to a PCMH-recognized provider had the highest rate of auto-assignment.

| Figure 7b: Auto-Assignment Rates Between PCMH-Recognized and Non-PCMH Recognized PCPs in MMC, HARP, and HIV SNP | | | | | |
|---|-------------------|------------------|---------------|--------------|-------------------|
| | Not Auto-Assigned | Auto-Assigned | Not Reported | Unassigned | Total Enrollees |
| Total Enrollees Assigned to a PCMH-Recognized Provider | 2,156,084 61% | 1,351,775 38% | 11,706 <1% | 0 0 | 3,519,565 100% |
| Total Enrollees Assigned to a non-PCMH-Recognized Provider | 953,639 57% | 614,236 37% | 2,743 <1% | 88,535 5% | 1,659,153 100% |
| Total | 3,109,723 60% | 1,966,011 38% | 14,449 <1% | 88,535 2% | 5,178,718 100% |

Medicaid (FFS): There were 59,493 unique Medicaid FFS enrollees that had a qualifying visit resulting in an add-on payment, with a PCMH-recognized provider from January 1, 2021 to September 2021.

Section 3: Enrollee Information

Figure 8 shows how select demographics of MMC, HARP, and HIV SNP enrollees assigned to PCMH-recognized PCPs, are distributed as compared to the demographics of enrollees assigned to non-PCMH-recognized providers. There is a higher proportion of enrollees assigned to a PCMH-recognized provider in all regions except for Long Island and the Hudson Valley, of Black, Asian and Hispanic racial/ethnic groups, those that receive TANF or Supplemental Security Income, and that are in age group 0-20 as compared to the demographics of the percent of enrollees assigned to non-PCMH-recognized providers.

| Figure 8: MMC, HARP, and HIV SNP Enrollee Characteristics | | | |
|--|-------------------------------------|---|---|
| Demographic Category | | Members Assigned to PCMH Providers (%) | Members Assigned to Non-PCMH Providers (%) |
| Region | New York City | 55.9 | 57.6 |
| | Central | 7.2 | 7.7 |
| | Long Island | 7.7 | 12.5 |
| | Hudson Valley | 8.6 | 10.5 |
| | Northeast | 6.4 | 4.0 |
| | Western | 14.2 | 7.6 |
| Race | Black | 17.1 | 15.6 |
| | White | 27.2 | 30.2 |
| | Asian | 10.1 | 10.3 |
| | Hispanic | 8.1 | 5.6 |
| | Other | 37.4 | 38.3 |
| Aid Category | Safety Net | 30.0 | 38.9 |
| | Supplemental Security Income | 6.8 | 5.7 |
| | TANF | 63.2 | 55.4 |
| | Other | 0.1 | 0.1 |
| Age | 0-20 | 45.5 | 34.8 |
| | 21-54 | 42.8 | 51.1 |
| | 55-64 | 9.8 | 11.8 |
| | 65-74 | 1.6 | 2.0 |
| | 75+ | 0.3 | 0.5 |
| Gender | Male | 47.4 | 48.2 |
| | Female | 52.6 | 51.8 |

Section 4: Expenditures

The figures in this section display the amounts paid for the New York Statewide Medicaid PCMH Incentive Payment Program. Figure 9 shows the amount spent on PCMH-recognized providers via increased capitation payments to practices for their MMC, HARP, HIV SNP, and CHP enrollees from January 2021 through September 2021.

**Figure 9: Medical Home Spending by MMC Product Line
January 2021 through September 2021**

| | MMC | HARP | HIV SNP | CHP | Total |
|-------|----------------|--------------|------------|---------------|----------------|
| Total | \$ 153,784,912 | \$ 5,008,441 | \$ 626,726 | \$ 11,662,608 | \$ 171,082,687 |

*The Family Health Plus (FHP) program ended on December 31, 2014. PCMH payments are only given for MMC, HARP, HIV SNP, and CHP products, and Medicaid FFS Add-ons. The HARP plans began serving NYC enrollees in October 2015 and began serving the rest of the state in July 2016.

For more information on PCMH initiatives in Medicaid, please visit:

https://www.health.ny.gov/health_care/medicaid/program/update/medup-pa-pn.htm#patiented

Important Links

Information on New York State PCMH Initiatives in Medicaid

https://www.health.ny.gov/health_care/medicaid/program/update/medup-pa-pn.htm#patiented

New York State PCMH Brochure

https://www.health.ny.gov/technology/nys_pcmh/docs/pcmh_brochure.pdf

New York State PCMH Standards and Guidelines

<https://store.ncqa.org/recognition/patient-centered-medical-home-pcmh.html>

NCQA PCMH-Recognition State Comparison

<http://reportcards.ncqa.org/#/practices/list>

Previous PCMH Quarterly Reports

https://www.health.ny.gov/technology/nys_pcmh/

Questions?

Contact the Office of Quality and Patient Safety, NYSDOH, via email at:

pcmh@health.ny.gov