



Putting the focus on the patient

Blue Cross Blue Shield of Michigan's patient-centered medical home program is transforming primary care across Michigan. The PCMH model was developed to strengthen the doctor-patient relationship and improve health care quality by helping primary care doctors and their health care teams more effectively manage their patients' care.

To accomplish this goal, PCMH practices use such features as e-prescribing, chronic disease management, 24-hour access to a clinical decision-maker and patient registries to track and monitor care. Health care teams also work closely with patients to help them set individualized health goals and encourage them to take a more active role in their own health management.

In June 2011, more than 2,500 primary care physicians — representing 774 practices from across Michigan — were designated by BCBSM as PCMH primary care physicians. This is more than double the number of physicians who were designated in 2009 when the designation process began.

To learn more...

- Go to valuepartnerships.com and click on the *Patient-Centered Medical Home* tab.



What they're saying about PCMH...

"The key elements of the patient-centered medical home model have been addressed in the BCBSM initiative. More specifically, BCBSM is exploring how this model affects the delivery of care to our patients. With this knowledge, we can spread systems that truly create value with improved quality, lower costs and greater patient and health care provider satisfaction."

Kevin Taylor M.D., M.S.

"It's invigorating to see so much accomplished across the state as part of a collaborative payer/provider relationship. The participating physicians have eagerly embraced PCMH because they truly believe it's the right approach for patients, providers and payers."

Paul D. Ponstein D.O.

"Physicians practicing in a patient-centered medical home take a holistic and comprehensive approach to patient care. They work with their health care team to coordinate a patient's prescriptions, therapies, tests and visits to specialists. They also keep track of the services recommended to patients to promote improved health and outcomes."

Thomas Simmer, M.D.

Frequently asked questions about PCMH



Q. What's so significant about the Michigan Blues' patient-centered medical home program?

It is the largest PCMH program in the country and one of the components at the core of national health care reform discussions.

Q. What professional medical associations have endorsed PCMH?

It has been formally endorsed by several major professional associations, including the American Academy of Pediatrics, the American College of Physicians, the American Academy of Family Physicians and the American Osteopathic Association.

Q: What are the benefits to BCBSM members?

Members enjoy an enhanced relationship with their doctor and extended health care team, more coordinated care, expanded access to necessary health care services and better health outcomes.

Q: Will the program result in increased costs for patients?

The PCMH program will not result in increased premiums for groups or individuals. Because the Blues provide PCMH-designated physicians with increased fees for office visits in recognition of the additional time they invest in their patients' care, members with percentage copays (as opposed to flat-fee copays) may notice a slight increase in the cost of their office visits.

Q: How can someone determine if a physician is designated as a PCMH doctor?

Go to bcbsm.com and click on *Find Doctor* tab. Next, click on the *Designated Physicians List*, located in the center of the page.



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