



Program Management Office

Mission and Vision



Vision

The Maryland Program Management Office seeks to shape the future of healthcare—we envision a health care system that is sustainable, efficient, and coordinated. We see a dynamic system that is built on the foundation of comprehensive primary care, purposefully working to reduce costs and improve health outcomes for all.



Mission

We strive to enhance coordination and facilitate comprehensive care to all Marylanders through the implementation of our innovative primary care program. We are here to do everything we can (support, facilitate, strengthen, enable, lead, and unlock the full capabilities) to help practices successfully deliver comprehensive primary care.

Program Management Office (PMO)

Value and Commitment to the Maryland Primary Care Program (MDPCP)

The PMO brings invaluable resources and expertise to the MDPCP in the form of Education, Technical Assistance, HIT Tools, Operation, Policy, and Communication/Outreach.

Leadership



Purpose

- Guides the MDPCP towards its goals
- Provides expertise in strategy and support

How

- Works directly with practices to stimulate engagement and identify champions
 - Implements program components
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Education



Purpose

- Trains practice staff and providers in advanced primary care

How

- Develops and conducts Behavioral Health Integration webinar series
 - Posts helpful materials for participants, prospects, and the public State website
 - Provides educational materials on complex program issues
 - Payments
 - Quality reporting
 - QPP scenarios
 - Integrating behavioral health
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Technical Assistance



Purpose

- Supports the MDPCP participants in meeting program requirements

How

- Provides practice coaches to all MDPCP participants – On-the-ground resources for all practices and CTOs
 - Offers free SBIRT contractor assistance to practices
 - Offers free EMR Optimization contractor assistance
 - Provides technical assistance to enhance the sustainability of practices
 - Helps resolve participant concerns before sending to CMS
 - Provides hands-on application assistance
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HIT Tools



Purpose

- Gives providers powerful support at the point of care

How

- Ensures advanced and innovative Health Information technology tools and apps are tested, validated, and documented
- Creates and maintains comprehensive and engaging powerful claims data dashboard reports hosted on the State HIE platform CRISP to focus practices on costs and utilization for their beneficiaries

Operation



Purpose

- Develops and implements ideas to improve health outcomes

How

- Manages the CTO Arrangement and CTO Pairings process
- Provides efficient and effective communication

Policy



Purpose

- Advocates for policies to support providers and reduce the cost of care

How

- Serves as a policy development and review partner to CMS
- Is a State advocate for Maryland specific legislation and policies for our Providers
- Works to reduce the overall cost of healthcare, while still maintaining or improving quality & health outcomes
- Enhances financial sustainability of primary care practices

Communication & Outreach



Purpose

- Fosters connections with community and those involved

How

- Recruits practices and CTOs to join through extensive education and outreach events
- Conducts on-site meetings with practice and CTO leadership to encourage participation

How to reach the PMO: mdh.pcmo@maryland.gov.

Program Management Office (PMO)

Practice Coach Value Proposition

Top 10 Reasons to use a State Practice Coach:

| | |
|------------------------|--|
| Serves... | <ul style="list-style-type: none">• as a State-funded resource at <i>no cost</i> to practices and CTOs |
| Facilitates... | <ul style="list-style-type: none">• escalation process to CMS |
| Functions... | <ul style="list-style-type: none">• as a pathway to resolve program requirement issues |
| Provides... | <ul style="list-style-type: none">• expertise of MDPCP program requirements |
| Cultivates... | <ul style="list-style-type: none">• relationships with CTOs and Practices |
| Identifies... | <ul style="list-style-type: none">• practice gaps and gives guidance on the Care Transformation Requirements |
| Offers... | <ul style="list-style-type: none">• strategies to reduce administrative burden |
| Delivers... | <ul style="list-style-type: none">• hands-on in-person assistance and support |
| Encourages... | <ul style="list-style-type: none">• continuous quality improvement |
| Collaborates... | <ul style="list-style-type: none">• with CRISP to implement HIE tools |

How to reach your coach: mdh.pcmode@maryland.gov.