



## PPC-PCMH Standard PPC 3, Care Management Commonly Asked Questions

### **PPC3, Element A: Guidelines for Important Conditions**

#### **Can I use clinical guidelines that I developed for important conditions?**

No, the guidelines must be evidence-based and you must indicate the source of the guidelines.

#### **Can I use a screen shot of a test patient to show that we use the guidelines?**

Yes, if the screen shot shows a template or treatment plan that prompts the clinician based on the diagnosis or the problem list, a test patient can be shown.

#### **What types of supporting documentation can my practice provide to show it adopts and implements evidence-based diagnosis and treatment guidelines?**

Practices show the templates (workflow organizers) that clinicians use to prompt them to document clinical information in accordance with the practice's adopted guidelines at the time of the patient visit. Using a template (whether paper or electronic) shows implementation of the adopted guidelines.

For example, the following types of supporting documents meet the intent of the element:

- Paper-based supporting documentation may include flow sheets or templates used for documenting treatment plans or patient progress. (See an example in the PPC-PCMH Standards Workshop slides). [www.ncqa.org/rptraining.aspx](http://www.ncqa.org/rptraining.aspx)
- Electronic supporting documentation includes templates from a registry, EHR or practice management system. Practices may show screenshots of templates used for documenting treatment plans and patient progress. (See an example in the PPC-PCMH Standards Workshop slides). [www.ncqa.org/rptraining.aspx](http://www.ncqa.org/rptraining.aspx)
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#### **What types of documentation do not meet the intent of Element 3A?**

Examples of supporting documentation that do not meet the intent of this Element include:

- Patient education materials (these documents do not show that the practice clinicians implement the adopted guidelines).
- A list of guidelines the practice uses (a list does not show adoption or implementation).
- A copy of the guidelines without a template showing how the clinicians document patient progress at the time of the visit (a copy of the guidelines does not show how the practice actively implements the guidelines).
- Guidelines without the source.

### **PPC 3, Element D: Care Management for Important Conditions**

#### **For Factor 1, what is pre-visit planning?**

Pre-visit planning assures that all needed information is available to the healthcare provider at the time of the visit. It is planning for the next appointment prior to that visit. For example, pre-visit planning ensures that the results of lab or imaging test results are available to the healthcare provider at the time of the visit.



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**PPC 3, Element E: Continuity of Care**

**How much documentation does my practice need to submit for Element E? How many examples are required?**

- For each factor where the practice responded “yes”, the practice shows documentation to support the response. The supporting documentation must include the process the practice uses and examples.
- When a patient receives disease management or case management services, one example is required for each of the factors regarding factors 6, 7 and 8. The practice must show the frequency of communication between case manager and patient and one example of case manager and physician communication.

**My practice only has a process in place to identify and follow up with patients from one health plan but does not have a process in place for all of our patients, does that meet the intent of the requirements?**

No, the practice must have processes in place for the entire patient population. If one health plan represents the majority of the practice’s patient population, then that could meet the intent. If that is the case the practice must indicate this in the Survey Tool.