

Health Care Home/Medical Home Frequently Asked Questions

What is a health care home?

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A) A "health care home," also called a "medical home," is an approach to primary care in which primary care providers, families and patients work in partnership to improve health outcomes and quality of life for individuals with chronic health conditions and disabilities.

The development of health care homes in Minnesota was part of health reform legislation passed in May 2008. The legislation includes monthly payments to primary care providers for partnering with patients and families to provide care coordination. This includes such things as telephone calls, reminder mailings, and consultations that occur whether or not the member goes to the clinic for an office visit.

What happens in a health care home?

Q) What happens in a health care home?

A) When members are part of a health care home, they are encouraged to choose a primary doctor, physician assistant or nurse practitioner with whom they can develop a good relationship. They will be part of a team that includes the primary provider and other health care professionals, and includes trusted friends or family members.

As a certified health care home, the provider will deliver care that is:

Care	Explanation
Accessible and Continuous	<ul style="list-style-type: none"> The provider/clinic has convenient office hours for appointments with the primary doctor or nurse. The provider/clinic makes it easy for members to get in touch with their primary provider. The health care home team knows the member and their family. They can help manage total health care. Members can see the same team each time they visit the clinic and can help answer your health questions.
Patient / Family-Centered	<ul style="list-style-type: none"> The member and the primary provider work as partners to plan care.

How will members know if their provider is certified as a health care home?

Q) How will members know if their provider is certified as a health care home?

A) The Minnesota Department of Health has developed a set of certification standards that a clinic must meet in order to be labeled as a health care home. Health care homes change the way care is delivered and accessed, building on primary care and the importance of a relationship between the patient, family members and care team. Health care homes focus on care coordination, team care, evidence-based medicine and patient- and family-centered care. [Search for certified health care home providers on the MDH website,](#)

Who can enroll in a health care home?

Q) Who can enroll in a health care home?

A) Members/patients with one or more chronic conditions are most suited for enrollment in a health care home. Providers invite patients to participate, when appropriate. It is up to the patient if he/she want to participate or not.

For which products and plans are providers able to bill for health care home services?

Q) For which products and plans are providers able to bill for health care home services?

- A) Members in the following products and plans are included:
- Health Reimbursement Account (HRA) plans [Not Health Savings Account (HSA) plans]
 - Individual and Family Business (those with 6-digit group numbers which usually contain a letter *and* those with group/policy #IFB). This also includes the following 5-digit group numbers: 80200, 80201, 80202, 80203, 80220, 80221, 80222, 80300, 80301, 80302, 80320, 80321, 80322, 80107
 - Medica MinnesotaCare
 - Minnesota Comprehensive Health Association (MCHA)
 - Medica Senior Care Plus (MSC+)
 - Medica Choice[®] Passport
 - Medica Choice[®]
 - Patient Choice InsightsSM
 - Prepaid Medical Assistance Program (PMAP)
 - Medica AccessAbility Solution[®] — Special Needs Basic Care (SNBC) (5-digit group numbers)
 - Medica DUAL Solution[®] — Minnesota Senior Health Options (MSHO)
 - Certain 6-digit self-insured groups (policy numbers) that have agreed to payment for Health Care Home care coordination services. These policy numbers include the following: 098400, 168504, 185002, 188415, 192086, 221775, 226310, 229050, 701669, 702804, 702769, 703352, 703808, 704285, 704389, 706717, 708303, 708963, 709763, 711096, 711943, 713276, 718397, 730046, 730579, 743018, 752219, 752446, 752497, 753836, 755920

How much does it cost?

Q) How much does it cost to be in a health care home?

- A) There is no additional cost to the member to participate in a certified health care home. Medica is required by law to reimburse certified health care home providers through a monthly care coordination/care management fee for most health plan products.

Do members receive an EOB each month?

Q) Do members receive an explanation of benefits (EOB) each month?

- A) Yes, members receive an EOB each month health care home care coordination services are billed. Certified health care home providers receive a monthly management fee for coordination of care whether or not the member goes to the clinic during the month for an office visit. Medica pays these negotiated fees directly to the provider. The member is not responsible for a copayment, co-insurance or deductible. Providers should not balance bill members for Health Care Home care coordination payments.

Why aren't claims being paid even though the provider is a certified HCH provider?

Q) Why aren't claims being paid even though the provider is a certified health care home (HCH) provider?

- A) If the provider is not yet set up in the system to receive payment, the provider should contact their contract manager. Certified HCHs need to inform their contract manager upon receiving health care home certification. [View the administrative policies regarding network providers who become certified health care homes.](#)

If the patient is a member of a self-insured group that does not accept this payment methodology and pay for related services, claims will deny as member liability. If a provider is in an alternative contracting arrangement, they can be exempt from additional health care home payments in accordance with the legislation.

How are services reimbursed?

Q) How are services reimbursed?

- A) Medica supports the Health Care Home payment methodology developed by the Minnesota Department of Human Services (DHS). Health care home providers submit a CMS-1500 physician claim form or electronic equivalent to initiate payment.
- This is not to be confused with Home Health providers who submit a UB-04 claim form for payment.
 - Payment to the provider is considered a monthly per-member payment regardless if the member/patient is seen by a provider or not.
 - There is no member liability for health care home or medical home services.
 - Services are to be billed with a place of service 11.
 - Certified health care home providers receive payment based on a tiered level of complexity using modifiers. Modifiers U1, TF, U2 and TG signify the level of complexity. Modifiers U3 and U4 signify additional reimbursement to the provider for patients with a primary language other than English and/or that have a severe and persistent mental illness. If both U3 and U4 happened to be billed in addition to one of the complexity modifiers, the total increase will be 30%. Rates are based on DHS fee schedules and adjust up or down according to DHS. The DHS base rates listed below are current as of the review date in the footer of this document.

Tier	Patient Complexity Level (DHS Base Rates)	Primary Language non-English = additional 15%	Severe and persistent mental illness = additional 15%
1	Basic = \$9.84 (U1)	U3	U4
2	Intermediate = \$19.66 (TF)	U3	U4
3	Extended = \$39.32 (U2)	U3	U4
4	Complex = \$58.99 (TG)	U3	U4

Eligible CPT codes: S0280, S0281

- Providers using the Medica Medical Home payment methodology receive payment based on an agreed upon dollar amount on a per member per month (PMPM) basis. Thus far, the rate has been \$50.00 PMPM using the G9002 code.

What type of denials might providers experience?

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- A) Examples may include, but are not limited to:
- Member not active with Medica
 - Member not eligible for program (only members with products/plans listed on p. 2 are eligible)
 - Not eligible charge - do not bill patient (This could be the result of the provider not contacting their contract manager to inform them of their certification status.)