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DIVISION OF HEALTH CARE ACCESS AND ACCOUNTABILITY

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Date: July 5, 2017

To: Contract Administrator  
Medical Home Liaison

From: MetaStar, on behalf and under the direction of the Department of Health Services  
Division of Medicaid Services

Subject: Reviews and Request for Records  
OB Medical Home Initiative for High Risk Pregnant Women

The purpose of this memo is to continue the record submission process for the OB Medical Home Initiative for High Risk Pregnant Women for calendar year 2017.

The Department of Health Services (DHS) communicated changes in policies and procedures for the OB Medical Home initiative to Contract Administrators and Medical Home Liaisons in a memorandum dated December 9, 2016, titled *Changes Regarding OBMH Registry Reporting for births in CY2016*. The memo noted that the selection criteria for records requests will change in CY2017.

The request for records for OB Medical Home enrollees that include **members who delivered infants between 1/1/2017 and 3/31/2017** has been sent via MetaStar's Secure File Transfer System at the same time as this memo is being sent.

Within 10 business days (*July 19, 2017*) of receiving the records list, the HMO shall agree the list is complete and accurate for the selection criteria noted above, or identify any discrepancies between the Department's list and medical home site records. Please notify, via secure email, the Department at [DHSOBMH@wisconsin.gov](mailto:DHSOBMH@wisconsin.gov) and MetaStar at [dsersch@metastar.com](mailto:dsersch@metastar.com). MetaStar will provide a final list of members following the 10 business day review period.

Any records that meet the above criteria but are not included as part of this record review will not be reviewed at a later date. Please work with your OB Medical Home clinics to ensure that all women enrolled in the medical home and meet the review criteria for this selection are included in this review. **The Department will not issue payment for any member whose record was not reviewed.**

**Please submit or provide electronic access to these women's records to MetaStar no later than close of business August 31, 2017. Please confirm that submissions or electronic access includes all of the components of the medical records that relate to requirements described on the following page.**

HMO liaisons please email the OB Medical Home inbox, [DHSOBMH@wisconsin.gov](mailto:DHSOBMH@wisconsin.gov), and Danielle Sersch, [dsersch@metastar.com](mailto:dsersch@metastar.com), if you believe you will be unable to meet the deadline.

The timeframe associated with this request for medical records begins with the first date of service related to the pre-natal care and includes services provided during the 60-day postpartum period. MetaStar will accept any documentation from the medical records that verifies the following:

- The member met the eligibility criteria for enrollment in the OB medical home, that is:
  - Enrollment was within the first 16 weeks of pregnancy.
  - The member met the stated criteria (e.g., <18 and is diabetic)
  
- The basic requirements of the program were met. At a minimum, the documentation must show that the member:
  - Received care coordination services from a designated individual, e.g., regular communication with the patient, other care providers and other service providers was initiated and maintained throughout the pregnancy and included monthly home visits or alternative if home visits were refused.  
*Note: DHS is not responsible for accessing PNCC records. Care coordination should be an active component of the medical home with patient information shared among providers. The medical home or the HMO is responsible for providing documentation that this on-going communication is occurring.*
  - Had a care management plan developed by the care team that met the stated criteria (e.g., includes a patient self-care component and monthly home visits; if no home visits occurred, there must be a documented reason or alternative.)
  - Had a minimum of 10 prenatal visits with her OB care provider
  - Remained enrolled in the medical home through the 60<sup>th</sup> day post-partum and had at least one post-partum visit. If no visit was completed, the reason is documented in the record.
  - Had a discharge plan that addressed:
    - Member education: family planning, breast feeding, newborn care, interconception care
    - Post-delivery transition back to her PCP, including communication with the PCP, as appropriate
  - If her birth outcome was poor, had a treatment plan that documents referrals to ongoing services and that there was follow-up to ensure the initial appointment(s) were kept and needed services offered.

**Instructions for Submitting Documents**

Three options (in order of preference) are available for submitting documents to MetaStar.

1. Grant remote access to MetaStar to review requested documents by contacting Danielle Sersch at: [dsersch@metastar.com](mailto:dsersch@metastar.com) or 800-362-2320, extension 8224
2. Submit electronic documents. See below for instructions on submitting electronic documents to MetaStar.
3. Paper copies will be accepted, if that is the only option. In order to submit paper copies of medical records, please contact Danielle to communicate the reasons that remote access or electronic submission is not an option for your HMO. See below for instructions on submitting paper/hard copy documents that are not available electronically to MetaStar.

<p><b>For electronic documents:</b>          Submit to Danielle Sersch via MetaStar’s Secure File Transfer System  <a href="https://www.metastar.com/SFT/">(https://www.metastar.com/SFT/)</a>.          If possible, please zip or compress all documents into one file.</p>	<p><b>For paper/hard copy documents that are not available electronically:</b>          Send via U.S. Mail to          MetaStar, Inc. Attention: Danielle Sersch          2909 Landmark Place          Madison, WI 53713</p>
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If there are any questions about document requests and submissions, please contact Danielle Sersch, 800-362-2320, extension 8224. Thank you for your assistance and cooperation with the Medical Home Initiative Review process.

Enclosure (1)

**CC:** Jenny Klink, MetaStar  
 Laurie Hintz, MetaStar  
 Ann Marie Ott, MetaStar  
 Danielle Sersch, MetaStar  
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