

## Kristina Mody

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**From:** Dana Pong  
**Sent:** Friday, December 22, 2017 1:09 PM  
**To:** Dana Pong  
**Subject:** PRIME Express Volume #12 (December 2017)

**Follow Up Flag:** Follow up  
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### PRIME Express Volume #12: December 2017



*Happy holidays and New Year from SNI!*

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#### I. Policy and Reporting News

- **DY13 Mid-Year Manual Release.** The DY13 Mid-Year PRIME Reporting Manual is due to be released by the end of December 2017 and will be posted [here](#). Should there be a delay until in release, DHCS will send a communication about the. NCQA will provide an overview of key changes as a webinar on January 17, 11-12 (register [here](#)). PRIME entities are required to use this manual release for DY13 Mid-Year Reporting in March 2018.
- **DY13 Benchmarks.** Updated DY 13 benchmarks are now available on the [PRIMEone website](#). The updated version outlines changes that have been made since the prior version of DY 13 Benchmarks. DHCS is working to correct the DY13 targets currently displayed in the DHCS Reporting Portal.
- **DY12 Supplemental Payments.** Entities should be in receipt of IGTs for DY12 Supplemental Payments (for unearned funds) by December 29, 2017.
- **DY12 Year-End Clinical and Comprehensive Review of Reports – Reminder to CC SNI.** If additional clarification is needed on DY12 Year-End Reports, PRIME managers will be contacted by DHCS and will need to respond in no later than 14 calendar days. Please cc [Dana](#) on your responses.

#### II. PRIME Manager Support

- **Baby Friendly Peer Sharing.** At a recent PRIME Manager webinar, UCSF requested peer-sharing on about Baby Friendly designation. The two systems who have submitted information has now been posted on [SNI Link/Member Information](#). If you would still like to submit your system's information, please respond to [Kristina](#) with the following information:
  - Send examples of policies and visual displays
  - Share who outsourced their training requirements for Baby Friendly, and if so: to what vendors; approximate cost; how did the training go; would you outsource again?
- **PRIME External Webinar.** On December 14, CAPH/SNI, Contra Costa Regional Health Center and Ventura County Medical Center presented updates on PRIME program progress to members and outside entities looking to learn more about PRIME. Feel free to share the recording and presentation with PRIME with your stakeholders [[link](#) on [SNI External PRIME Support Website](#), not SNI Link].

- **NCQA Audit.** On November 20, NCQA presented a refresher webinar about the optional audit process; materials and recording are posted [here](#). *Reminder:* Please let [SNI](#) know if you are planning on engaging with an LO for an NCQA PRIME Audit.

### III. Implementation Resources

We've highlighted resources useful for PRIME program and project implementation, more of which are posted on [SNI Link/PRIME/Project Implementation Resources](#).

- **Tools to Implement Patient Centered Medical Homes in the Safety Net.** On November 30, Qualis Health reviewed a new package of improvement methods and support tools to help safety net health systems in their PCMH transformation, and Riverside University Health System then shared their experience in implementing these resources to transform care [\[link\]](#).
- **HCAHPS Best Practices: Reaching PRIME Targets.** On December 18, On December 18th, UC Irvine shared their work to improve care transitions for patients and reach HCAHPS targets for PRIME. San Mateo County will present their experience with HCAHPS at the February 12 PRIME Manager Webinar [\[link\]](#).

### IV. Upcoming Events / Key Dates

#### Upcoming SNI Events

- **January 8 (12-1): PRIME Manager Webinar.** Presentations and recording links will be posted on [SNI Link/PRIME/Webinars](#)
- **January 17 (11-12): PRIME DY13 Manual Walkthrough.** Register [here](#). Presentations and recording links will be posted [here](#).
- **January 30 (12-1): PRIME Office Hours.** Presentations and recording links will be posted [here](#).
- **January 31 (12-1): System Transformation Spotlight: San Francisco's Call Center.** Join us for SNI's first "System Transformation Spotlight," a quarterly webinar series meant to share innovative and impactful member initiatives that support all waiver program outcomes (PRIME, GPP, Whole Person Care). On January 31 (12-1), leaders from San Francisco Health Network will present on their call center, including implementation, lessons learned, and patient impact. Register [here](#).
- **February 12 (12-1): PRIME Manager Webinar.** San Mateo will share their work to improve care transitions for patients and strengthen HCAHPS performance in PRIME. Presentations and recording links will be posted on [SNI Link/PRIME/Webinars](#)

#### Key Dates

- **Mar. 31, 2018** : PRIME Mid-Year DY13 Report Due

**About:** The PRIME Express is sent every 4<sup>th</sup> week to CAPH members with information, tools and recent news about PRIME. If you have any topics suggested for a webinar or this Express, please contact [Kristina Mody](#).

All PRIME materials, including this newsletter, are posted on [SNI Link](#). SNI Link is open to all CAPH members with registration.

\*Document sharing and discussion board for all PRIME participants can be found on [DHCS' PRIMEOne portal](#). Email [PRIME@dhcs.ca.gov](mailto:PRIME@dhcs.ca.gov) to obtain access.

To add or remove people from the PRIME Express please email [Abby Gonzalez](#). Please note that this list is the same as the "PRIME Webinar" distribution list.

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