

# CENTERS FOR MEDICARE & MEDICAID SERVICES CONTINUING EDUCATION (CMSCE)

## 03-08-2016 Meeting Complex Needs of Your Population: Targeted Solutions for High-Risk and High-Utilizing Patients Centers for Medicare & Medicaid Innovation (CMMI) Comprehensive Primary Care (CPC) Initiative

### *Continuing Education (CE) Activity Information & Instructions*

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## Continuing Education Credit Information

### Continuing Education Credit

#### Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **live activity** for a maximum of 1 AMA PRA Category 1 Credit™. Physicians should only claim credit commensurate with the extent of their participation in the activity. Credit for this course expires at midnight on March 28, 2016.

#### International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer .1 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on March 28, 2016.

### Accreditation Statements

[Please click here for accreditation statements.](#)

## Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management and Product Ordering System (LM/POS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password for the LM/POS. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LM/POS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMS-Upgrade.pdf>.

### Learning Management and Product Ordering System (LM/POS) Instructions

In order to receive continuing education credits (CEU) for this live activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

**The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management and Product Ordering System (LMS/POS). Participants will need to login or register to access the post-assessment.**

### Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

#### To register (if you do NOT have an account):

1. Go to the LM/POS Homepage <https://learner.mlnlms.com>;
2. Click on “Create Account;” and
3. Enter information for all the required fields (with the red asterisks) and click “Create.”

**\*NOTE:** When you get to the ‘Organization’ field, click on Select. From the ‘Select Organizations’ screen, leave the ‘Find Organization’ field blank and click Search. Select ‘CMS-MLN Learners Domain - Organization’ and click Save.

Please add [MLN@cms.hhs.gov](mailto:MLN@cms.hhs.gov) to your address book to prevent MLN communication from going into your spam folder.

#### To login (if you already have an account):

1. Go to the LM/POS Homepage <https://learner.mlnlms.com>; and
2. Enter your login ID and password and click on “Log In.”

#### Finding the Post-Assessment:

1. Go to the LM/POS Homepage <https://learner.mlnlms.com>;
2. Enter your login ID and password and click on “Log In;”
3. Click on “Training Catalog” in the menu beneath the MLN logo;
4. Enter “**CMMI CPC**” in the “search for” box and click “search;”
5. Click on “**03-08-2016 Meeting Complex Needs of Your Population: Targeted Solutions for High-Risk and High-Utilizing Patients;**”
6. Click “Enroll;”
7. Click “Access Item;”
8. Scroll down on the page and click on the link titled “Post-Assessment;”
9. Click “Open Item;”
10. A new window will open. Click “Post-Assessment” in this new window for it to display;
11. Complete the assessment and click “close;”
12. Click the grey and white “x” in the upper right-hand corner to close the window; and
13. Click “OK” when prompted about closing the window.

#### Viewing Your Transcript and Certificates:

1. Go to the LM/POS Homepage <https://learner.mlnlms.com>;
2. Enter your login ID and password and click on “Log In;”
3. Click on “Transcript;”
4. Search for “**03-08-2016 Meeting Complex Needs of Your Population: Targeted Solutions for High-Risk and High-Utilizing Patients;**”
5. If you do not see a “View Certificate” button, then you need to complete the evaluation. Click on the title;
6. On the left-hand side, you will see “web-based training” listed under “Surveys.” Click on “web-based training;”
7. Complete the evaluation and click “Submit;”
8. You will now see a “View Certificate” button. Click on this to view your certificate;

9. If you haven't already selected your credit type (or if you selected the wrong type before), click on "Select Credit Type" next to the credit type you want;
10. Click "View Certificate;"
11. When you get a message asking if you want to open the certificate at the bottom of your screen, click "Open;" and
12. Your certificate will open in a new window. Select "File" and then either "Save As" or "Print" to save or print your certificate.

For questions regarding continuing education credit contact [CMSCE@cms.hhs.gov](mailto:CMSCE@cms.hhs.gov) via email.

### ***Hardware/Software Requirements***

[Please click here for hardware and software requirements.](#)

### ***CMS Privacy Policy***

[Please click here for CMS' Privacy Policy.](#)

### ***Help***

For assistance with questions regarding the post-assessment, your certificate, the Medicare Learning Network® (MLN) Learning Management and Product Ordering System (LM/POS), or continuing education in general, please contact CMSCE at [CMSCE@cms.hhs.gov](mailto:CMSCE@cms.hhs.gov) via email.



## Activity Information

### Activity Description

This national webinar will focus on strategies to address targeted work with high-risk and high-utilizing patients. Comprehensive Primary Care (CPC) practices will share specific strategies they have successfully integrated into their practices and subject matter experts will discuss considerations surrounding high-risk and complex patients.

### Target Audience

This activity is designed for home health agencies, hospices, nurses, physicians, residents, physician assistants, medical assistants, care managers, care coordinators, and care navigators.

### Learning Objective

By the end of this webinar, participants should be able to:

- Recognize the relationship between behavioral, mental health/psychosocial needs, and high-utilization, such as repeated emergency room (ER) visits or hospitalization;
- Identify a successful strategy for targeting the highest utilizing patients, without focusing all efforts and resources on this group;
- List different models and modalities for creating a targeted division of labor in your individual practice;
- Describe a successful approach for identifying priority areas for high-risk/high-utilization and successful strategies to address those areas; and
- Identify the potential for moving targeted strategies forward, utilizing multiple Comprehensive Primary Care (CPC) strategies.

### Participation

[Please click here for participation and credit requirements.](#)

### Speaker Bios & Disclosures (alphabetical by last name)

All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

**Trisha Erhart, presenter**, has been employed by Family Medical Group (FMG) for over five years. She has participated in many collaborations and quality improvement efforts at FMG. She transitioned from being on the floor to care coordination in June 2013.

Trisha Erhart has nothing to disclose.

**Lisa Gatti, developer**, has been employed by TMF Health Quality Institute as a Senior Health Services Consultant, since May 2015. Ms. Gatti works on development and facilitation of the National Learning Sessions for the Comprehensive Primary Care (CPC) program. Her previous positions include management of women's primary healthcare, quality improvement, and clinical research. Ms. Gatti has a Master's Degree in Health Leadership and extensive experience with creating and delivering individual presentations and full curricula for a variety of topics within nursing, healthcare delivery, and research.

Lisa Gatti has nothing to disclose.

**Russell Kohl, MD, FAAFP, developer**, has been involved with the Comprehensive Primary Care (CPC) Initiative since the beginning, first with TransforMED, and now with TMF Health Quality Institute. Dr Kohl also maintains a part-time clinical practice with the University of Oklahoma Rural Family Medicine Residency Program. He has extensive experience in Advanced Primary Care, from both the perspective of a practicing physician and as a facilitator of practice transformation. Dr Kohl has been a featured national speaker on various aspects of patient centered primary care and medical neighborhood development, as well as a key leader in the development of the CPC implementation curriculum.

Russell Kohl, MD has disclosed that he is currently an employee of TMF Health Quality Institute, the University of Oklahoma, the United States Air Force, and 2.0 Healthcare, LLC.

**Lisa Kranz, Administrator, presenter**, has been employed by Family Medical Group Northeast (FMGNE) as a Practice Administrator, since September 2010. Prior to joining FMGNE, she worked as a practice manager for numerous practices, including Body Imaging, PC (Radiology), Portland Family Practice (Family Practice with OB), Perry Clinic (Internal Medicine), Oregon Orthopedic Associates (Ortho), and Olson and Shields (OB/GYN).

Ms. Kranz's consulting experience began in 1989, when she joined Legacy Health System as a Practice Management Consultant for primary care clinics. She later expanded this experience when she joined Brim Healthcare (a hospital management company), as a Practice Management Consultant for primary care clinics. Ms. Kranz continued to expand this experience when she joined Brim Hospitals, who were developing integrated delivery systems. In 2007, she joined Anesthesia Associates Inc./Anesthesia Billing Company as a practice management consultant.

Lisa Kranz has nothing to disclose.

**Angie Lopeman, presenter**, has been a medical assistant at DTC family Health since 2008. She began working as a care manager in 2011 and her responsibilities include conducting onsite training and working closely with physicians.

Angie Lopeman, has nothing to disclose.

**Benjamin Miller, MD, presenter**, is an assistant professor in the Department of Family Medicine at the University of Colorado, Denver School of Medicine, where he serves as the Director of the Eugene S. Farley, Jr. Health Policy Center (Farley Center). The center was created in 2014 to be a leader in conducting policy studies relevant to particular health and healthcare challenges, disseminating evidence to those positioned to use it in their decision-making issues related to health policy for the University, and to be a leader locally and nationally on a variety of topic areas. Under Dr. Miller's leadership, the Farley Center has worked on four main areas: behavioral health and primary care integration, payment reform, workforce, and prevention.

Dr. Miller is a principal investigator on several Federal grants, foundational grants, and State contracts related to Comprehensive Primary Care (CPC), mental health, behavioral health, and substance use integration. He leads the Agency for Healthcare Research and Quality's Academy for Integrating Behavioral and Primary Care project, as well as the highly touted Sustaining Healthcare Across Integrated Primary Care Efforts (SHAPE) project.

Benjamin Miller, MD has nothing to disclose.