



2023 Fact Sheet Patient-Centered Medical Home and Collaborative Care

Sep. 2023



Patient-Centered Medical Home

A Patient-Centered Medical Home is a care team, led by a primary care physician, that focuses on each patient's health needs and coordinates patient care across all settings. Patients receive the right care in the right setting, and physicians are compensated for the additional time and effort required to manage their patients' care.

Collaborative Care

A Collaborative Care practice adds a behavioral health component to the patient-centered medical home. A behavioral health care manager and a psychiatrist are added to the care team and can quickly connect patients to appropriate behavioral medicine treatment.

By the Numbers

- **1,641** BCBSM-designated PCMH practices across Michigan
- **4,713** physicians in those designated practices
- **244** BCBSM-designated Collaborative Care practices across Michigan
- PCMH-designated practices deliver care to roughly **3 million** Blue Cross members in Michigan.
- BCBSM-designated PCMH practices are **96%** of Michigan counties with primary care doctors.
- **\$626 million** in prevented costs in program's first nine years

PCMH Program Results

PCMH-designated doctors manage their patients' care to keep them healthy and prevent complications that require treatment with expensive medical services. In 2020, in comparison with non-PCMH practices, the PCMH practices had:

- 37.5% lower rate of adult ambulatory care sensitive* inpatient stays
- 26% lower rate of adult primary care sensitive** ER visits
- 25% lower rate of adult readmissions to the hospital
- 10.5% lower rate of high-tech radiology use in adults
- 40% lower rate of pediatric primary care sensitive** ER visits
- 28.5% lower rate of overall pediatric ER visits

*Ambulatory care-sensitive conditions are those that shouldn't require inpatient hospitalization if appropriately managed by a primary care physician.

**Primary care-sensitive conditions are those that should be managed by a primary care physician so that an emergency department visit isn't necessary.