



Updated April 2, 2024

Summary of changes to Oregon Health Authority (OHA) Patient-Centered Primary Care Home (PCPCH) Recognition Criteria

Beginning January 1, 2025 all practices applying or re-applying for [Oregon Health Authority \(OHA\) Patient-Centered Primary Care Home \(PCPCH\)](#) recognition will be required to meet revised recognition criteria. This document is a summary of the changes to the recognition criteria and answers to commonly asked questions. A [complete list of the revised standards and measures](#) is published on the PCPCH program website.

Strengthening existing PCPCH standards and measures

There are 36 PCPCH standards in the 2025 PCPCH model, each with up to four measures that demonstrate how a practice is implementing the standard. The PCPCH program has revised many existing standards and measures to advance health equity, update technical specifications, reduce documentation requirements for practices, and improve overall implementation.

Adding new PCPCH must-pass measures

Three new must-pass measures will be introduced to the recognition criteria that all PCPCHs will be required to meet. These additional must-pass measures increase the total from 11 to 13 (two current must-pass measures were combined). The additional must-pass measures are:

- **4.F.0** - PCPCH has a process for reassigning administrative requests, prescription refills, and clinical questions when a provider is not available.
- **6.D.0** - PCPCH has a written document or other educational materials that outlines PCPCH and patient rights, roles, and responsibilities and has a system to ensure that each patient, family, or caregiver receives this information at the onset of the care relationship.
- **6.E.0** - PCPCH assures that its staff is trained in delivering culturally and linguistically appropriate, trauma-informed, or trust-building care.

Adding new PCPCH standards

Three new standards will be included in the PCPCH recognition criteria. The measures in these standards are optional, except for 6.E.0 as noted in the “Adding new PCPCH must-pass measures” section of this document.

- A **Value-Based Payment (VBP) standard** designed to align with Oregon’s focus on transitioning away from fee-for-service payment models to VBPs that can support PCPCH’s team-based care and care management efforts.
- A **health care cost transparency and navigation standard** that will encourage PCPCHs to share cost information with their patients and help them navigate payment options for their care.
- A **building a culturally responsive workforce standard** that will require PCPCHs to assure their staff is trained in delivering culturally and linguistically appropriate, trauma-informed, or trust-building care, and encourage PCPCHs to utilize traditional health workers in their care delivery.

Adding new Health Equity Designation

The PCPCH program will introduce a new special designation to encourage PCPCHs to prioritize supporting health equity for their patients in their practices. A PCPCH at any tier level is eligible to apply for the designation. To meet this designation, a PCPCH must attest to 15 out of 20 health equity-focused measures and submit all required documentation for these measures at the time of application. More information about the designation and measures will be available in the 2025 technical assistance guide when it is released in March 2024.

Changing tier levels and point distribution

The PCPCH recognition criteria will include three tier levels – Tiers 3, 4 and 5 – to encourage practices to continually improve the quality of care for their patients. Practices attest to meeting measures in the standards and their PCPCH tier level is determined by the total point value of the measures they attested to. In the revised recognition criteria, the points for each tier level will be distributed so that practices that have attested to a similar number of measures (points) have the same PCPCH tier level. In addition, Tiers 1 and 2 have been removed from the recognition criteria because no practice has been recognized at these tier levels for several years. The table below provides information on the new tiers.

2025 PCPCH Tiers		
Tier level	Tier point range	Tier point distribution
Tier 3	100- 245 points + 13 must-pass measures	145 points
Tier 4	250- 390 points + 13 must-pass measures	140 points
Tier 5	395 - 530 points + 13 must-pass measures	130 points

Implementation timeline *(subject to change)*

March, 2024: The *PCPCH 2025 Recognition Criteria Technical Specifications and Reporting Guide* (i.e., Technical Assistance Guide or TA Guide) was published on the [PCPCH program website](#).

January 1, 2025: Practices will begin applying under the revised PCPCH standards.



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Frequently Asked Questions (FAQs) about changes to the Oregon Health Authority's Patient-Centered Primary Care Home (PCPCH) Recognition Criteria

Why are the PCPCH recognition criteria changing?

The Oregon Legislature created the OHA PCPCH Program in 2009 as part of a comprehensive statewide strategy for health system transformation. The PCPCH Program develops primary care delivery standards in partnership with an [advisory committee](#) and certifies practices in Oregon that meet those standards. The committee is reconvened periodically to review best practices, clarify existing measures, and refine the model based on lessons learned and current literature. The intent of this work is to incrementally adapt the PCPCH model to the changing health care needs of Oregonians, align the model with the best evidence where available, and improve the effectiveness of the standards and measures overall. The PCPCH recognition criteria has been revised four times since 2011; the fifth revised criteria will be implemented in 2025.

Who was involved in revising the PCPCH recognition criteria?

The revised PCPCH recognition criteria was developed by OHA in partnership with the [PCPCH Standards Advisory Committee](#), other community partners, and subject matter experts. The committee met nine times from July 2022 to February 2023 and their work was informed by community members who participated in [listening sessions](#), feedback about the standards from practices and other organizations directly engaged with the program, and advice from national health equity consultant [Ignatius Bau, JD](#). The committee's recommended revisions to the recognition criteria were published in a [report](#) in April 2023.

In August 2023, the PCPCH program published and distributed a summary of the proposed revisions based on the committee's recommendations and sought additional input from practices, payers and other community partners that otherwise may not have had a chance to contribute. The feedback received was incorporated into the proposed revisions which were adopted by OHA as the official 2025 PCPCH Recognition Criteria.

How will these revisions impact a practice's PCPCH tier level?

PCPCH recognition is a quality improvement framework that provides a guide for how a practice of any size or type can improve care for their patients. The higher-level measures within each standard and the three recognition tier levels acknowledge the great work a practice is already doing and encourages the practice to think forward about how to become better. It should be noted that the PCPCH recognition criteria has been revised four times since 2011 and there is always a chance that a practice's tier level could increase or decrease when applying under new criteria.

In the revised PCPCH recognition criteria, the point ranges for each tier level have been redistributed so practices that attest to a similar number of points are recognized at the same tier level. It is difficult to estimate how this point redistribution will impact any PCPCH's specific tier level since all practices attest to different measures and the revised criteria will have more total measures and flexible expectations for some existing measures. However, some practices may experience a reduction in their tier level if they do not attest to any additional measures under the revised criteria. OHA has reduced the chance of any practice having a reduction in their PCPCH tier level as much as possible by aligning the point ranges for Tier 3 and Tier 4 closely with the current recognition criteria point ranges.

Is there a 5 STAR designation in the 2025 PCPCH recognition criteria?

No. The 5 STAR designation will be replaced with a Tier 5 that is point-based like Tier 3 and Tier 4. To achieve the current 5 STAR designation, practices are required to meet 13 out of 16 advanced PCPCH measures identified as "5 STAR Measures" and have a verification site visit from OHA. Over the years the PCPCH program has received feedback that the 5 STAR designation is very difficult to achieve for small, rural and/or pediatric practices because they lack the resources to meet 13 or more of the "5 STAR Measures" that are required. Retiring the 5 STAR designation and replacing it with a point-based Tier 5 will provide the opportunity for all practices to achieve the highest tier level in the model, not just those practices with the most resources. Many practices with the current 5 STAR designation will be able to achieve Tier 5 in the revised recognition criteria. In addition, any practice seeking to advance equity for their patients could pursue the new Health Equity designation.

When will practices apply under the revised PCPCH recognition criteria?

Practices will begin applying under the revised PCPCH recognition criteria on January 1, 2025. All practices applying or re-applying for PCPCH recognition after this date will have to meet the revised recognition criteria. Practices will continue to be recognized under the current PCPCH recognition criteria until they are due to re-apply. Re-application deadlines vary by practice. A practice's application deadline is typically two years from their most recent attestation. However, practices that apply or re-apply under the current recognition criteria during the 2024 calendar year will be required to re-apply under the revised recognition criteria within 12 months. By December 31, 2025, all PCPCHs will be recognized under the revised criteria. The

PCPCH program will communicate directly with practices by email about their recognition application due date.

Will I get any help understanding the changes?

Yes! In addition to the *PCPCH 2025 Recognition Criteria Technical Specifications and Reporting Guide* (TA Guide) which will be published in March 2024, the PCPCH program will be hosting a webinar series to help practices prepare to implement the 2025 PCPCH recognition criteria. At each webinar PCPCH program staff will review a specific standard's technical specifications and answer any questions practices may have about the standard. These technical assistance webinars will take place from April 2024 through December 2024. You can find the webinar schedule and links to register [here](#). The PCPCH Program will provide information about specific TA opportunities through the [listserv](#) in the coming months.

How will this affect my practice's site visit?

All site visits are based on the standards that practices attested to in their most recent application. In other words, if a practice applied under the current standards, they will not be held to the new standards in their site visit, regardless of when the new standards go into effect.

Additional information

OHA Patient-Centered Primary Care Home Program website

www.PrimaryCareHome.Oregon.gov

PCPCH Standards Advisory Committee information

<https://www.oregon.gov/oha/HPA/dsi-pcpch/Pages/SAC.aspx>

PCPCH Program Health Equity Initiative report (community listening sessions)

<https://www.oregon.gov/oha/HPA/dsi-pcpch/Documents/PCPCH%20Program%20Health%20Equity%20Initiative%20Community%20Feedback%20and%20Next%20Steps%20Report%20December%202021.pdf>

Evaluation Report of Oregon's Patient Centered Primary Care Homes on Expenditures and Utilization from 2011 to 2019

<https://www.oregon.gov/oha/HPA/dsi-pcpch/Documents/PCPCH%20Eval%202011-19%20Final%20022423.pdf>

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