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**Public Stakeholder Session:  
Behavioral Health & Long Term Services and Supports**

Executive Office of Health & Human Services

June 12, 2015

Slide 1

**Goals for today**

* Review MassHealth priorities
* Gather input for Behavioral Health (BH) and Long Term Services and Supports (LTSS) topics
* Discuss next steps

Slide 2

**What we are trying to do**

* Improve the healthcare experience for members
* Improve health outcomes for members
* Make the MassHealth program more sustainable

Slide 3

**MassHealth Priorities – today’s focus**

* Improve **customer service and member experience**
* Fix **eligibility systems and operational processes**
* Improve **population health and care coordination through payment reform** and value-based payment models

The next two bullets are enclosed with a red box around them.

* Improve **integration of physical, behavioral health and LTSS care** across the Commonwealth
* Scale **innovative approaches for populations receiving long term services and supports**.
* **Improve management of our existing programs** and spend

Slide 4

**Restructuring MassHealth: principles of our approach**

Person-Centered

* Focus on improving quality and member experience

Clinically appropriate

* Ensure clinically sound design with direct input from Massachusetts members and providers

Appropriate by population

* Account for varied member populations and providers (not a one-size-fits-all model)

Pragmatic

* Identify solutions that can be implemented in a practical and timely manner

Data-based

* Make design decisions based on facts and data

Financially Sustainable

* Ensure improvements lead to a more cost effective and sustainable system

Slide 5

**On April 6th, MassHealth began a series of discussions with stakeholders. We set out the following principles and topical areas:**

* We are **committed to gathering input**
* We will be **holding sessions** across the state
* We invite you to **bring constructive ideas**:
  + Things we need to improve
  + Strategies we should consider
* After these sessions, **we will evaluate and share next steps on timelines/** sequencing of work
* We will **engage stakeholders as we begin to develop specific proposals**

Topical areas for input:

* **Member and provider experience**
* **Payment reform to improve population health and care coordination**

These last two bullets are enclosed in a red box.

* **Integration of physical and behavioral health**
* **Approaches for improving care and sustainability for long term services and supports (LTSS)**

Slide 6

**Member experience of care: what’s working and what to improve**

Questions for Discussion

**Access**

* Can you get the services and supports you need? Where do you wait to get a service?
* Can you find the providers you need and like?

**Getting to know you and your needs**

* Have you been asked what you want and what works for you? Have your opinions been respected?
* What helps providers get to know you and what you need?
* What’s the best way for MassHealth to learn what types of care and supports you need to remain in the community?

**Care coordination**

* Do your providers talk to one another, and to you?
* Have you worked with someone who coordinated your care? What worked and what didn’t?
* Would you like to work with someone to coordinate your care?

**Quality**

* What can MassHealth do to better understand the quality of services?
* How to improve quality of life for members?

**Other topics or comments?**

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**Next steps and future engagement**

* **Continue to gather input from stakeholder meetings** 
  + Times/ locations can be found at

[*www.mass.gov/hhs/masshealth-innovations*](http://www.mass.gov/hhs/masshealth-innovations)

* **After stakeholder input meetings are complete, we will**
  + Evaluate input
  + Share priorities and timelines
* **The timelines we develop will sequence various efforts**
  + Some things beginning now
  + Stagger other initiatives
* **We will be conducting significant stakeholder engagement once we begin working through more specific proposals** 
  + Details to follow

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**Thank you  
  
Share feedback and pose questions  
Sign up for mailing lists and invitations**[**MassHealth.Innovations@state.ma.us**](mailto:MassHealth.Innovations@state.ma.us)[**www.mass.gov/hhs/masshealth-innovations**](http://www.mass.gov/eohhs/masshealth-innovations) **Next Meeting:  
  
Customer Service Experience, Payment Reform, Behavioral Health and LTSS  
June 23, 2015  
10:00-12:00  
Lawrence Public Library  
51 Lawrence Street, Lawrence**