

Topic: Member Engagement and the Assessment and Care Planning Process

Plan Presentation: The Assessment and Care Planning Process

- **How are enrollees initially contacted?**

In addition to receiving a welcome packet in the mail with their ID card and member handbook, new CCA enrollees receive a welcome call from a CCA Member Services team member. The purpose of the initial call is to welcome the member to CCA One Care and to provide an introduction to the member's rights and responsibilities, as well as to answer any initial questions members may have. At the end of this initial conversation, members are transferred to a scheduler to set up the initial assessment meeting.

- **Who conducts the in-person, comprehensive assessment?**

A Registered Nurse (RN). Whenever possible this is a CCA-employed RN. Vendor-employed RNs are utilized to meet demand when necessary. RNs from vendor agencies receive orientation to CCA's model of care. They work collaboratively with CCA NPs and BH specialists to review all assessments and ensure a high standard of care.

- **What tool is used to complete the in-person assessment (ie. validated tool or home-grown based on required domains)?**

We utilize the Minimum Data Set survey plus supplemental questions, which are required to be completed for all One Care enrollees. We now have an MDS smart form in our electronic centralized enrollee record that exactly mirrors the MDS form which we are required to submit to the state.

- **How are members made aware of the purpose of the comprehensive assessment and their rights and responsibilities regarding participation?**

CCA informs the member during the introductory call that a nurse will visit to learn about their individual needs and will work with the member to develop a plan to meet those needs. CCA member services staff have been trained and scripted to reiterate that the member's disability benefits will not be affected by this assessment, and to explain that their participation in the annual comprehensive assessment is a key tool in enabling CCA to effectively address their unique needs.

- **How is the assessment process evaluated to determine whether the enrollee understood and participated in the process?**

During the assessment visit the RN uses language that explains that the purpose of the assessment is to ensure that CCA understands the member's individual needs and is therefore able to provide appropriate services and support. This is reiterated at the end of the visit when the initial care plan is developed. The member is informed by the RN that they will receive a copy of their care plan and will have an opportunity to discuss it with their care manager either by phone or in person depending on their situation and level of need. Once the member has been assigned a care manager, the care manager reviews the care plan with member for accuracy and understanding, adds additional problems identified by member and reviews the plan for each in collaboration with the member. CCA utilizes consumer engagement meetings to solicit additional feedback from our consumers about the care planning and other experiences with CCA. We are currently working to expand on our approach to consumer feedback and engagement as we focus on key process improvements.

Discussion: How can the assessment process be enhanced to be a vehicle for member education and engagement?

- **How can enrollees be better informed about One Care and their rights and responsibilities within the program.**

We would like to discuss with the group the potential role of peers in helping to onboard new enrollees and to set expectations. We are also interested in feedback about the information provided in written form and whether this is sufficiently illustrative and well-written.

- **Who should participate in the assessment process?**

The member plus family member/caregiver according to member's wishes. At CCA and RN completes the initial assessment visit including the initial care plan with the member. This information is reviewed with an NP and on a case by case basis with a CCA Behavioral Health Specialist and the patient's PCP and/or specialists as needed.

- **How can plans encourage members to take a more active role in the assessment process?**

Plans can encourage members to be more active in the assessment process by using language that helps make clear to members the value of the assessment in helping CCA understand their individual needs. Moving away from language that talks about needing to "assess" members to language that talks about learning the individuals' "story" to fulfilling one's own dreams, goals, wishes, desires for improving quality of life.