



## Flexible Benefits

One Care Implementation Council Meeting

Commonwealth Care Alliance (CCA)

*April 2024*



# Awareness around Flexible Benefits

Flexible Benefits: **Items or services other than** – or beyond the amount, duration, and scope of – **covered services** that would have **clinical value** to the member and **keeps the member independent** in the least restrictive setting.

## Member Awareness

- **Member Handbook:** Recommend members ask their Care Partner
- **Initial Welcome Call:** Talk about needs and tailor recommendations to meet their needs
- **Care Partners:** Deeply knowledgeable & looking for opportunities to offer to members
  - Other Team Members (like LTSCs, Community Clinicians, etc.) would route member needs to the Care Partner

## Staff Training

- **Comprehensive, Ongoing Staff Training:**
  1. Incorporated into workflows & resources
  2. Available on CCA's Learning Platform
- **Standardized, Transparent Documentation:** Standard Operating Procedure & Medical Necessity Guidelines
- **Address in Case Conferences**
- **Document on Care Plan**
- **Explore other opportunities** if the member is not eligible for flexible benefits

# Ensuring Access to Flexible Benefits

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Our systems are designed to track via:

**Utilization Management Requests**

**Care Plan**



CCA then monitors access & impact via:

- 1. Ongoing assessment of member needs**
  - Through Care Partners & members feedback
- 2. Annual review using utilization data**
  - To consider what benefits should be broadly available
  - To ensure flexible benefits are being utilized (demonstrating awareness and access)
- 3. External reporting**
  - Utilization report to MassHealth when requested (e.g., Care Management Focus Initiative)
    - Utilization reports are utilized as the fullest view of all requested flexible benefits

## Highlighting Examples of Flexible Benefits

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Many our flexible benefits fall into the following categories:

- Small appliances
- Services to support a member during an out of home episode
- Social connectedness
- Additional LTSS services

Care Partners work with Members on individual unique needs, flexibly.