# Slide 1:

# Implementation Council Building a Dashboard to monitor One Care and inform stakeholders

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# Slide 2:

# Objective

## Learn about what other states are doing to monitor their Medicaid programs and inform stakeholders using data.

## Review information that has been shared by MassHealth related to One Care

## Develop action steps for proposing a transparent and easy to use dashboard in MA

## Slide 3:

## “Demonstrating early achievements and positive beneficiary/provider experiences in new integrated care programs *is essential* to both *maintain support from legislators, providers and advocacy groups* and *increase beneficiary enrollment*.”

### Center for Health Care Strategies from “*Communicating Early Results of Integrated Care Efforts for Dually Eligible Individuals: State Approaches.”*

# Slide 4:

# Purpose and Use of Dashboards

# Slide 5:

# What is a dashboard?

## Easy to read program management tool

## Snapshot of current status and historical trends for key performance indicators

## Helps to identify potential operational issues

## Informs stakeholders (consumers, providers, legislators) about the program

# Slide 6:

# California’s Managed Care Dashboard

This slide includes three graphs depicting trends in service utilization (Outpatient visits, prescriptions, and mental health visits) per 1,000 member months over the course of one year, from April 2014 to March 2015.

Medi-Cal Managed Care Performance Dashboard Released March 16, 2016

Graph 1 depicts Out Patient (OP) Visits per 1,000 Member Months. Data from March 2015 is included below.

As of March 2015

* Senior and People with Disabilities (SPD): 2,314
* Duals Demonstration (Duals): 1,214
* Affordable Care Act (ACA): 709
* Other: 609
* Optional Targeted Low Income Children (OTLIC): 482

Graph 2 depicts Prescriptions per 1,000 Member Months. Data from March 2015 is included below.

As of March 2015

* Senior and People with Disabilities (SPD): 3111
* Duals Demonstration (Duals): 979
* Affordable Care Act (ACA): 517
* Other: 364
* Optional Targeted Low Income Children (OTLIC):291

Graph 3 depicts Mental Health Visits per 1,000 Member Months. Data from March 2015 is included below.

As of March 2015

* Senior and People with Disabilities (SPD): 545
* Duals Demonstration (Duals): 154
* Affordable Care Act (ACA): 118
* Other: 89
* Optional Targeted Low Income Children (OTLIC): 86

# Slide 7:

# Minnesota Interactive Dashboard

This slide includes a screen shot from the Minnesota Department of Human Services webpage. The example graph shown is titled “People with Disabilities Have Choices in How They Live, Work and Play” and shows the 2014 value and 2016 goal for three metrics: 1) Percent of people with Intellectual/Developmental Disabilities (I/DD) report making all major life decisions; 2) Percent of people with I/DD report making everyday decisions; 3) Percent of people with disabilities other than I/DD in charge of services and supports.

# Slide 8

# Minnesota LTSS Dashboard

This slide includes a screen shot from the Minnesota Department of Human Services webpage. The page depicts an example option of request information from the Minnesota Long Term Services and Supports Dashboard. Data selections options on the screen include: Type of service: Homemaker, Home Care Nursing (HCN), Personal Care Assistance (PCA), Skilled Nursing Visit (SNV); Report Fiscal Year Quarter: [User selects beginning and ending year and quarter]. Definitions of each service type are included.

Slide 9:

Duals Demonstration Dashboards

Slide 10:

# What data has MA shared?

### Assessment Completion Rates

### IL-LTSS Coordinator data

### One Care Ombudsman data

### Monthly enrollment reports

### Aggregate One Care plan financial data

### Self-reported member data from Early Indicators Project Customer Service data

# Slide 11:

# What data are other state’s sharing in dashboards for Duals Demonstrations?

### Contract management information

### Claims processing data *[encounter data*]

### Call center feedback

### Appeals and grievances activity

### Health Risk Assessment and Plan of Care completion rates

### Enrollment data

# Slide 12:

# Action Steps

## Create a short-term Subcommittee to:

### Understand what MassHealth is collecting

### Determine what other states are collecting

### Propose dashboard for Massachusetts demonstration