Development of Early Warning Indicators

Introduction

The Implementation Council (Council), a working committee convened by the Massachusetts Executive Office of Health and Human Services (EOHHS), will assist EOHHS by monitoring access to care and compliance with the American Disabilities Act as well as tracking quality of services for One Care: MassHealth plus Medicare. The Council recognizes the importance of early data collection and reporting in order to determine if policy changes are necessary during program implementation. To this effect, the Council is developing a set of early warning indicators for the following purposes: 1) to identify possible issues or patterns of concern that need to be immediately corrected; 2) to measure how well the program is being implemented; and 3) to measure access to and quality of care for enrollees during at least the first year of One Care implementation. This document captures key questions or concerns to assist in the development of these early warning indicators. Data sources may include, but are not limited to, One Care plans, EOHHS, and interviews with and surveys of individuals who are eligible for One Care. In response to the identified questions and concerns within this document, data sources and metrics will be identified and reporting frequency will be determined.

Accessing the Program: Questions or concerns pertaining to access to information about and enrollment in One Care

Categories	Key Questions or Concerns
Enrollment Process	What are the demographics of individuals who enroll or opt out of One Care? • By disability • By gender • By race and ethnicity • By sexual orientation • By geographic region • By guardian status • By rating category
	Why do individuals choose to enroll or opt out of One Care? • By disability • By gender • By race and ethnicity • By sexual orientation • By geographic region • By guardian status • By rating category
Information and Customer Service	Do eligible individuals have access to the information they need to make an informed decision about enrollment? Information may include lists of network providers and formularies.
	What are the average wait times for speaking with someone from: • MassHealth Customer Service? • One Care plan customer service?

Accessing Care within the Program: Questions or concerns pertaining to experiences of enrollees within One Care

Categories	Key Question or Concern
Access	Are enrollees receiving the long term services and supports that they need?
	What are the approval and denial rates for services such as: • Medical care • Specialist care • LTSS • Medical Transportation • Durable medical equipment • Supplies To what extent are these services denied or modified by Utilization Management after they were recommended by the Care Team?
	What percent of enrollees receive LTSS? • By disability type
	How has service utilization (duration, scope and intensity) changed pre and post One Care enrollment? • By service (including emergency room utilization, inpatient care, therapy, medication management, durable medical equipment (DME), recovery services, peer supports) • By CBO provider • By populations, including people previously enrolled in HCBS waivers and PACE • Trending overtime

Categories	Key Question or Concern
	How many enrollees have an LTS Coordinator on their Care Team? How many enrollees requested an LTS Coordinator?
	How many enrollees request to change LTS Coordinators?
	How are service expenditures changing over time?
Accessibility	How many ADA-related complaints are received by One Care plans? By the Ombudsman entity? • By type (physical, equipment-related, communication, etc.)
Continuity of Care	How many enrollees could not maintain relationships with current preferred providers after enrollment?
	How many enrollees have providers with single case agreements?
	How many providers believe that their ability to provide services is restricted?
	How well are Community Based Organizations working with One Care plans by: • Responding to One Care plans in a timely fashion? • Addressing issues in a timely fashion? • Providing services as defined in care plans?
Disenrollment	What are the demographics of individuals who choose to disenroll from One Care? • By disability • By gender • By race and ethnicity • By sexual orientation • By geographic region • By guardian status • By rating category
	What is the length of enrollment for individuals who subsequently disenroll?

Categories	Key Question or Concern
	Why are individuals choosing to disenroll from One Care?
Member experience	How many enrollees report feeling in control of their care?
	How many enrollees had a negative experience in an Emergency Room?
	How many enrollees experienced an unnecessary hospitalization?
	How many enrollees experienced a decrease in LTSS services or approved units or hours? • Which services? • By how many units or hours?
	How many 51a reports are filed (abuse and neglect) in comparison to rates of filing prior to the demonstration?
	How many and what types of Critical Incidents were reported?
	How many and what types of calls does the Ombudsman entity receive regarding One Care concerns or issues?
	How many and what types of grievance and appeals are filed by enrollees? • Internal grievances to One Care plans • External grievances with MassHealth or Medicare • Internal appeals to One Care plans • External appeals to MassHealth Board of Hearing • External appeals to CMS Independent Review Entity (IRE)