Cover Page

Fallon Total Care Presentation to the Implementation Council

July 24, 2015

fallonhealth.org

Slide 1

Member Transitions

* Fallon has and continues to provide information to MassHealth for planning purposes
* We will support efforts to transition members to other plans or to the FFS system
* FTC is meeting with our largest provider and LTSS Coordination partners
* Member information sessions in Springfield and Worcester have been scheduled

Slide 2

Key Operational Challenges

* Incorrect/outdated contact information for auto assigned members makes engagement challenging
* Large waves of auto assignment in relatively short periods of time put pressure on new staff and systems
* Mismatch between individual member rating categories at entry into the program and their rating categories post member assessments

Slide 3

Financial Challenges

* One Care is operationally complex but Fallon Total Care’s withdrawal from One Care is based solely on financial sustainability concerns
* Large upfront investment before any members became part of Fallon Total Care
* Anticipated savings occur farther down the road than originally expected

Slide 4

Financial Challenges Continued

* Intensive clinical model and high medical needs of members are not fully covered by existing rates
* MassHealth and CMS have made improvements to the pieces of the rates but we do not foresee a break even scenario under current or existing proposed changes
* Financial pressures in the larger health care environment