



Fallon Total Care Presentation to the Implementation Council

July 24, 2015

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

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- Incorrect/outdated contact information for auto assigned members makes engagement challenging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

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

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