



# One Care: Implementation Council Meeting

Executive Office of Health & Human Services

MassHealth Demonstration  
to Integrate Care for Dual Eligibles

Tuesday, May 12, 2020, 10:00 AM – 12:00 PM  
Virtual Meeting via Zoom

# COVID-19 Integrated Care Program Guidance to Date - Highlights



## ■ 2019 Novel Coronavirus (COVID-19) Guidance for Integrated Care Programs (03/18/20):

- <https://www.mass.gov/doc/2019-novel-coronavirus-covid-19-guidance-for-integrated-care-programs-one-care-program-of-all-0/download>
- Instructs Integrated Care Plans to follow federal, state, and MassHealth guidance related to COVID-19
- Flexibility for conducting assessments via telehealth:
  - Although all member accessibility, accommodation, and communication needs must still be met
  - Decision tree for in-person vs. telehealth assessments
- Food and meals delivery
- COVID-19 Integrated Care Plan Checklist Tool



# Telehealth During COVID-19

## ■ MassHealth Guidance During COVID-19:

- MassHealth is allowing providers to use telehealth technology as a way to help members continue to access necessary services during the COVID-19 state of emergency
- The following are examples of some services using Telehealth
  - COVID-19 symptom screenings;
  - Routine Primary Care visits;
  - Specialty Care Screening;
  - Behavioral Health Services (i.e. Outpatient Mental Health and Substance Use Disorder Services, medication management, etc.);
  - Wellness checks;
  - Care Coordination and Care Management engagement;
  - Member Education and Engagement around COVID-19
- MassHealth also recognizes that Telehealth is not appropriate for or wanted by all members and has issued guidance that One Care Plans must remain connected to members and evaluate the need for in-person home care on a case-by-case basis



# COVID-19 Managed Care Entity (MCE) Bulletins

- **Managed Care Entity Bulletin 21: Coverage and Reimbursement for Services Related to Coronavirus Disease 19 (COVID-19) (03/13/20):**
  - <https://www.mass.gov/doc/managed-care-entity-bulletin-21-coverage-and-reimbursement-for-services-related-to-0/download>
  - Requires One Care plans to implement provider flexibilities related to telehealth, prior authorization requirements, out-of-network access to COVID-19 testing and treatment and establish call center resources to support members around COVID-19
  
- **Managed Care Entity Bulletin 23: Temporary Rate Increases Due to COVID-19 (04/21/20):**
  - <https://www.mass.gov/doc/managed-care-entity-bulletin-23-temporary-rate-increases-due-to-covid-19-national-emergency-0/download>
  - Temporary Rate increases for Home Health Services and Personal Care Attendant Services/Personal Care Services/Personal Assistance Services
  - Rate increases implemented to support financial stabilization of services
  
- **Additional Guidance can be found at:**
  - <https://www.mass.gov/info-details/masshealth-coronavirus-disease-2019-covid-19-providers>



# Rate Increases (To Date) and Contract Amendment

Medicaid Covered Service	Increase	Rate Increase effective date	Rate Increase end date	One Care
Medicaid Home Health Services	10% increase	4/1/2020	7/31/2020	Yes
Personal Care Attendant (PCA) Services / Personal Care Services / Personal Assistance Services	10% increase	4/1/2020	7/31/2020	Yes

- MassHealth is currently working with our actuaries to review and update capitated rates to reflect these rate increases
- For One Care Plans, these directed payments will also be incorporated into an amendment to the Three-way Contract that we are currently working on with CMS. The amendment will include:
  - Extension of current One Care plans through 12/31/21
  - Financial terms (savings %, quality withhold, risk corridors) for CY21
  - Directed payment and related COVID-19 payment requirements



# MassHealth Enrollment Continuity During COVID-19

## ■ March 2020 Enrollment Continuity Plans:

- MassHealth has taken measures to ensure that benefits for all individuals who had Medicaid coverage as of March 18, 2020 will remain covered during the state of emergency
- MassHealth members (including One Care) will not lose or experience a decrease in benefits during this time
- Coverage would end only if:
  - Member voluntarily requests termination of their coverage;
  - Is no longer a resident of the Commonwealth of Massachusetts; or
  - Is deceased
- MassHealth released additional guidance on April 30, 2020 re: Integrated Care Plan Eligibility and Enrollment Continuity
  - Restoring eligibility and enrollments for One Care, PACE, and SCO enrolled members who lost their coverage on or after March 1, 2020.
  - One Care members who were scheduled to disenroll effective March 31, 2020 will continue to receive services from their One Care plan through the COVID-19 state of emergency



# Plan Management for COVID Requirements

- **Scheduled contract management discussions have an updated focus on:**
  - How plans are changing processes in accordance with MassHealth issued requirements
  - Developing tools to more systematically understand changes in processes, care management, telehealth, member engagement modes and rate of successful contacts, nature of member requests
- In addition, MassHealth is conducting calls with all managed care plans together twice each week to address COVID-19 related:
  - Policy updates
  - Rate changes
  - Implementation and other operations issues



# One Care

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EMAIL US

[OneCare@state.ma.us](mailto:OneCare@state.ma.us)