



One Care: Implementation Council Meeting

Executive Office of Health & Human Services

MassHealth Demonstration to
Integrate Care for Dual Eligibles

April 11, 2023, 10:00 AM – 12:00 PM
Virtual Meeting via Zoom



Care Coordinator Shared Learning

CMFI determined that addressing challenges in the Care Coordinator role will require promoting effective, accountable, person-centered relationships between Care Coordinators and Enrollees; encouraging ICT representation within the health plan; and ensuring Care Coordinators effectively “navigate” on Enrollees’ behalf.

Objectives

- Establish principles guiding Care Coordinators in executing their roles; connect principles with expected outcomes to drive a goal-oriented approach to the Care Coordinator role
- Develop options to drive person-centeredness in executing the Care Coordinator role

Scope

- Align on and develop principles to which Care Coordinators can refer to successfully execute their roles
- Brainstorm potential materials, programs, and/or exercises to standardize elements of Care Coordinator training across health plans
- Explore and document best practices for Care Coordinator in relating to Enrollees, engaging with Care Teams, and navigating to advance Enrollee goals within the health plan

CMFI Deliverable

- An agreed-upon set of principles and principle-driven outcomes to guide Care Coordinators in person-centered care, ICT leadership, and Enrollee empowerment



Care Coordinator Shared Learning

The Care Coordinator Shared Learning initiative will provide an opportunity to standardize and enhance understanding in how Care Coordinators approach their role through a series of training modules, each woven together with themes from CMFI.

Key Accomplishments

- Aligned on training topics and methods with Care Coordinator Shared Learning work group leads
- Shared Learning initiative is broken into seven modules, each with training objectives aligned to topics identified during CMFI
- Established Care Coordinator Shared Learning Taskforce, a multidisciplinary team comprised of health plan representatives, IC members, and For Health Consulting training leads
- Taskforce will provide input and feedback on training, but will not perform a governance/ oversight role
- Conducted Module 1 and Module 2 live training sessions

Upcoming Activities

- Continue to hold monthly taskforce meetings
 - Next taskforce meeting: April 18, 2023
- Provide Module 1 and Module 2 needs assessment survey data and post-evaluation findings data to One Care Plans.
- Solicit broader training recommendations and expertise from community-based organizations for future modules (i.e. a joint training with Care Coordinators and Long Term Support Coordinators).
- Module 3 (TBD) target training dates are mid to end-May 2023.



Care Coordination Share Learning Module 1

- Module One: Best Practices in Person-Centered Engagement
- Purpose:
 - To maximize Enrollee engagement and enhance person-centered care across One Care plans
- Objectives:
 - Reflect on your current care coordination practices
 - Identify ways that you can improve engagement with Enrollees
 - Examine your unconscious biases
- Three virtual training sessions completed in February 2023
- Two hundred and sixty-one (261) Care Coordinators participated in live trainings

Module 1: Needs Assessment Survey



Questions	Response Options
Are you able to access key historical and current information for a newly enrolled or newly assigned member in the Central Enrollee Record?	All of the time; Most of the time; Some of the time; None of the time
What previous information would be most helpful to you prior to engagement with the member?	<ul style="list-style-type: none"> • Current and previous treatment both inpatient/ outpatient • Current and previous medications • Prior authorizations
If current and previous information were available to you prior to the engagement, would you have time in your schedule to review?	Yes; No; Depends on my Schedule; Rarely
If you have accessed information prior to an interaction with a member, please rate the overall ease of access in the Central Enrollee Record.	Very difficult; Difficult; Neutral; Easy
Please rate your familiarity with the use of open-ended questions when in discussion with a member. (Add a definition of open ended)	Very familiar; Familiar; Some knowledge; Not familiar
How often do you find yourself explaining/teaching members what the 'health care' terminology means? (e.g., such as their care plan, Care Coordinators, denials, rights, prior authorizations, etc.)	Always; Sometimes; Occasionally; Never
Please rate your familiarity with the use of the repeat back technique to affirm understanding when in discussion with a member. (Add definition of repeat back technique)	Very familiar; Familiar; Some knowledge; Not familiar
Do you have a reliable technique for encouraging a member to share their health care problems?	Yes; No Please Describe:
Please rate how much current policies/procedures at your health plan create barriers to engage members more fully.	1 – None; 5 - Some; 10 - All Please name at least two barriers you experienced
Please rate how much current policies/procedures at your health plan create opportunities to engage members more fully.	1 – None; 5 - Some; 10 - All Please name at least two opportunities you experienced
Please rate your belief you would learn information/skills that would enhance your current knowledge/skills to deepen engagement with a member.	Rate from 1-10 - where 10 is most definitely and 1 is no possibility
Do you require special accommodations?	Please Describe:



Care Coordination Share Learning Module 2

- Module Two: Best Practices as Enrollee Internal Advocate
- Purpose:
 - To enhance Care Coordinators knowledge and expertise as an internal Enrollee advocate within One Care plans
 - To prepare the Care Coordinator to advocate and support the Enrollee during all phases of the Health Plan specific Service Request processes: Requests, Denials, Appeal levels
- Objectives: Consider the evidence base for advocacy
 - Enhance current knowledge of utilization management and service requests, appeal policies and denials for your plan
 - Enhance knowledge to use flexible services to further meet Enrollee's social, clinical, functional needs and/or goals
- Three virtual trainings were completed in March 2023

Module 2 Needs Assessment Survey



Questions	Response Options
In a short statement, how would you describe your role as an advocate for Enrollees?	Please describe:
What are the biggest challenges you face as an advocate for Enrollees?	Please describe:
Does your health plan have a repository where you can access procedures and policies (e.g., service requests, service notification process, service denials, appeal process for service)?	Yes, No
If your health plan has a repository, how easy is it to navigate (i.e., how easy is it to find policies you are seeking)?	Very difficult; Difficult; Neutral; Easy; N/A
Please rate how effectively current policies/procedures at your health plan support Care Coordinators serving as internal advocates for assigned Enrollees.	1 – None; 5 - Some; 10 - All Please describe:
Does your health plan policies and procedures effectively outline the differences between a standard and expedited authorization request?	Yes, No
When a service is requested, how often do you communicate updates to Enrollees?	Never; Rarely; Sometimes; All the time; Other - Please describe:
How do you monitor pending service requests following submission to utilization management?	Please describe:
Please rate how effectively current policies/procedures at your health plan explain how the internal and external appeals processes work.	1 – None; 5 - Some; 10 - All
Please rate your understanding for how to provide support to your Enrollees when assisting them in filing an appeal and following up on the appeal for service.	1 – None; 5 - Some; 10 - All
How often do you verify the Individualized Care Plan (ICP) meets the Enrollee's needs?	Once a month; Once every 90 days; Once every six months; Once a year; Other - Please describe:



VISIT US ONLINE

www.mass.gov/one-care

EMAIL US

OneCare@state.ma.us