



Implementation Council

Oct 12, 2021

Tufts Health Unify



One Care Rating Categories| Definitions

Data is shown by rating category in this presentation. See rating category definitions below for reference:

F1 – Facility-based Care. Individuals identified as having a long-term facility stay of more than 90 days

C3 – Community Tier 3 – High Community Need. Individuals who have a daily skilled need; two or more Activities of Daily Living (ADL) limitations AND three days of skilled nursing need; and individuals with 4 or more ADL limitations

- In CY2014, C3 split into two subsets:

C3B: for C3 individuals with certain diagnoses (e.g., quadriplegia, ALS, Muscular Dystrophy and Respirator dependence) leading to costs considerably above the average for current C3

C3A: for remaining C3 individuals

C2 – Community Tier 2 – Community High Behavioral Health. Individuals who have a chronic and ongoing Behavioral Health diagnosis that indicates a high level of service need

- In CY2014, C2 split into two subsets

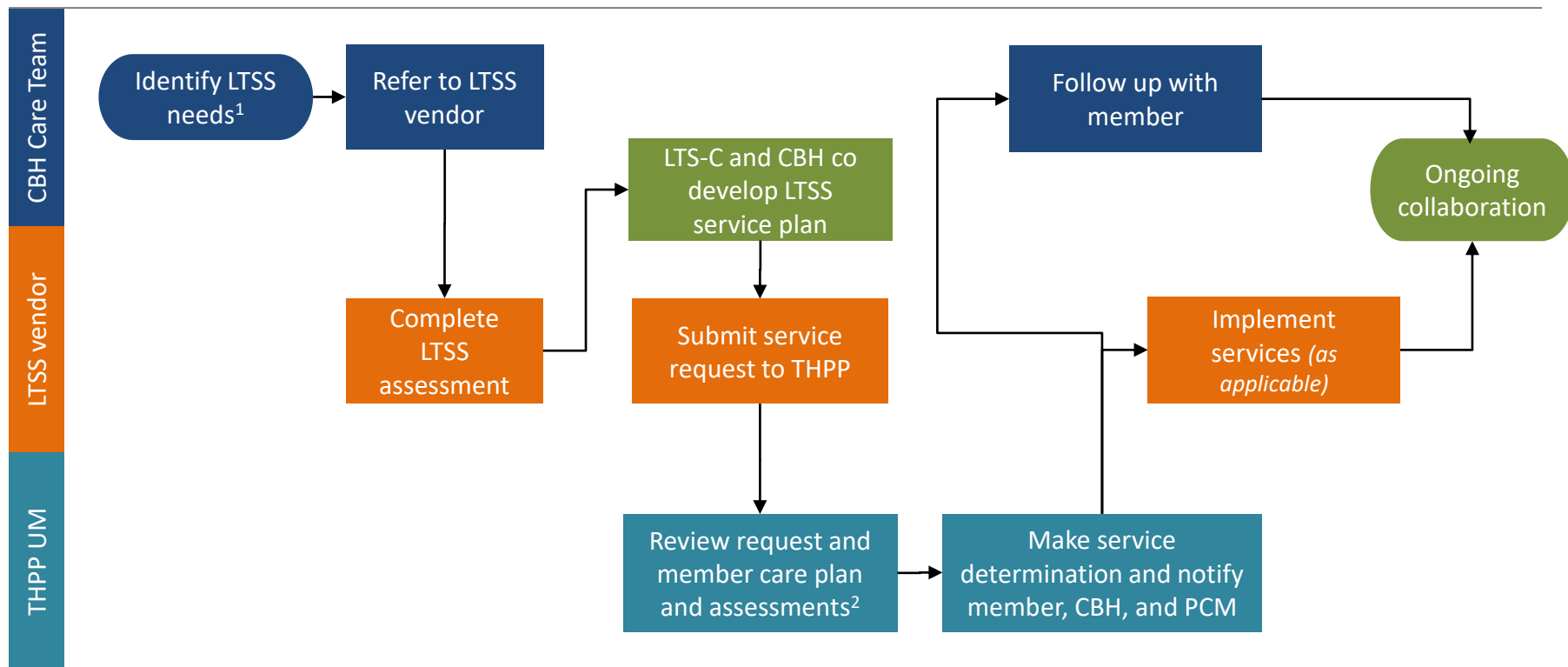
C2B: for C2 individuals with co-occurring diagnoses of substance abuse and serious mental illness

C2A: for remaining C2 individuals

C1 – Community Tier 1 Community Other. Individuals in the community who do not meet F1, C2 or C3 criteria

UM Process Slide

Tufts Health Unify approaches UM by ensuring there are close connections between Cityblock Health (delegated for Unify care management) and the Tufts Health UM team to ensure decisions are rooted in holistic understanding of member needs.



1. LTSS needs are identified through comprehensive assessment, MDS, and the care planning process
2. THPP UM can request additional information if gaps in information are found through an RFMI (request for more information) process
3. THPP UM shares daily reporting with Cityblock that provides detail on authorizations
4. Member follow-up includes overview on how to file appeal and grievances and care manager advocacy to support member filing an appeal or grievance (as needed).

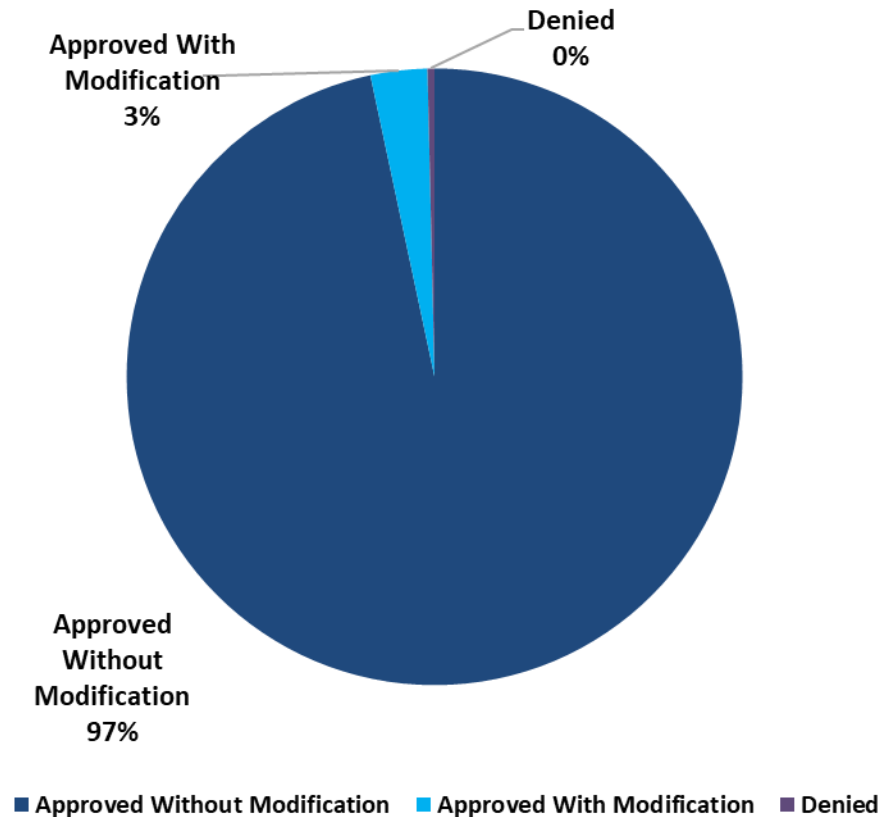
Key
CBH
LTSS vendor
CBH/LTSS
THPP UM

99% of all PCA PA decisions are Approved

Of the 1913 PCA requests received by THPP since 2018*:

- **~99%** were Approved
 - 97% were approved without modification
 - 3% were approved with modification
 - All modifications are downgrades and considered “partial approvals”
- **<1%** were denied

Distribution of PCA UM Decisions

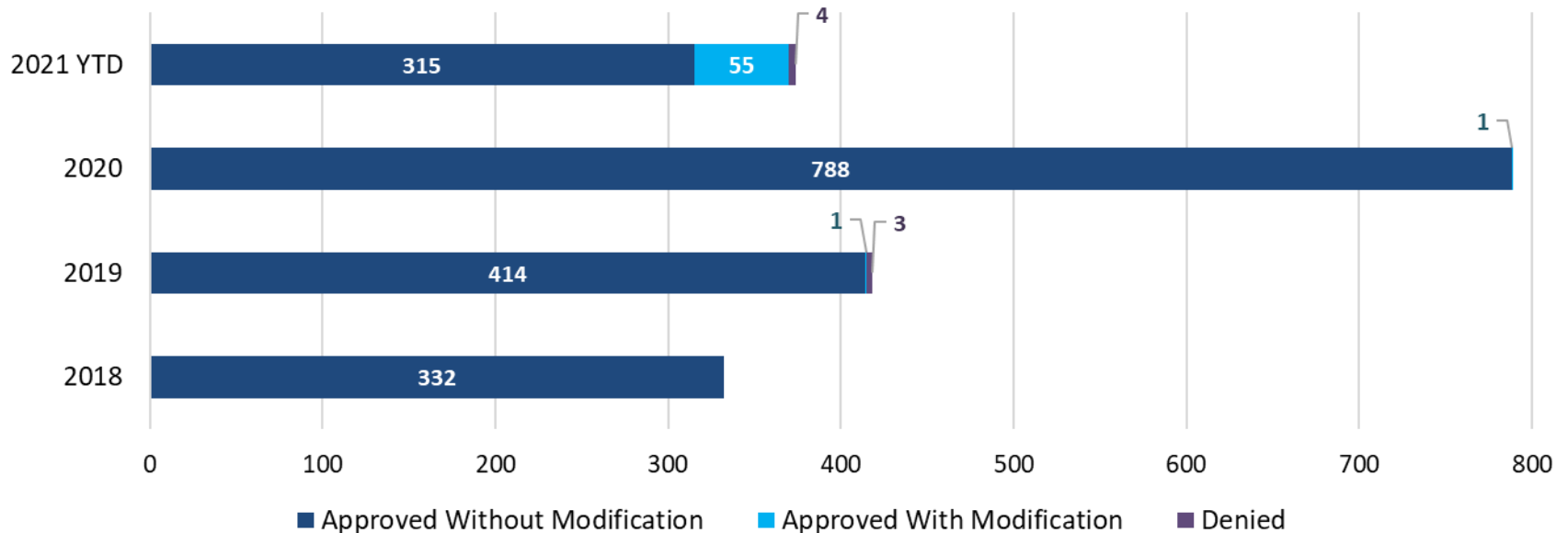


*Data reflects the time period 2018- July 2021

99% of all PCA PA decisions are Approved

Year	Approved Without Modification N (%)	Approved With Modification N (%)	Denied N (%)	Total
2021 YTD*	315 (84%)	55 (15%)	4 (1%)	374
2020	788 (100%)	1 (0%)	0 (0%)	789
2019	414 (99%)	1 (0%)	3 (1%)	418
2018	332 (100%)	0 (0%)	0 (0%)	332
Grand Total	1849 (97%)	57 (3%)	7 (0%)	1913

Volume of PCA Requests by Final Decision and Year



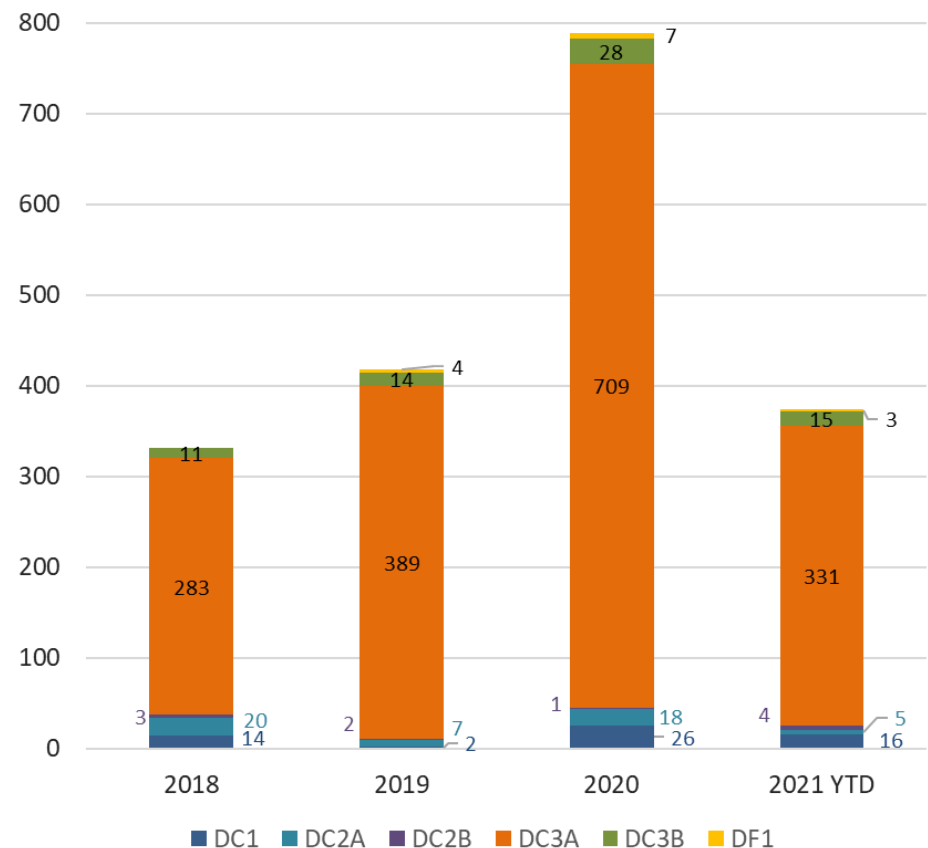
*2021 YTD reflects data through July 2021

PCA Decisions – Rating Category

The vast majority of PCA requests are for C3A members.

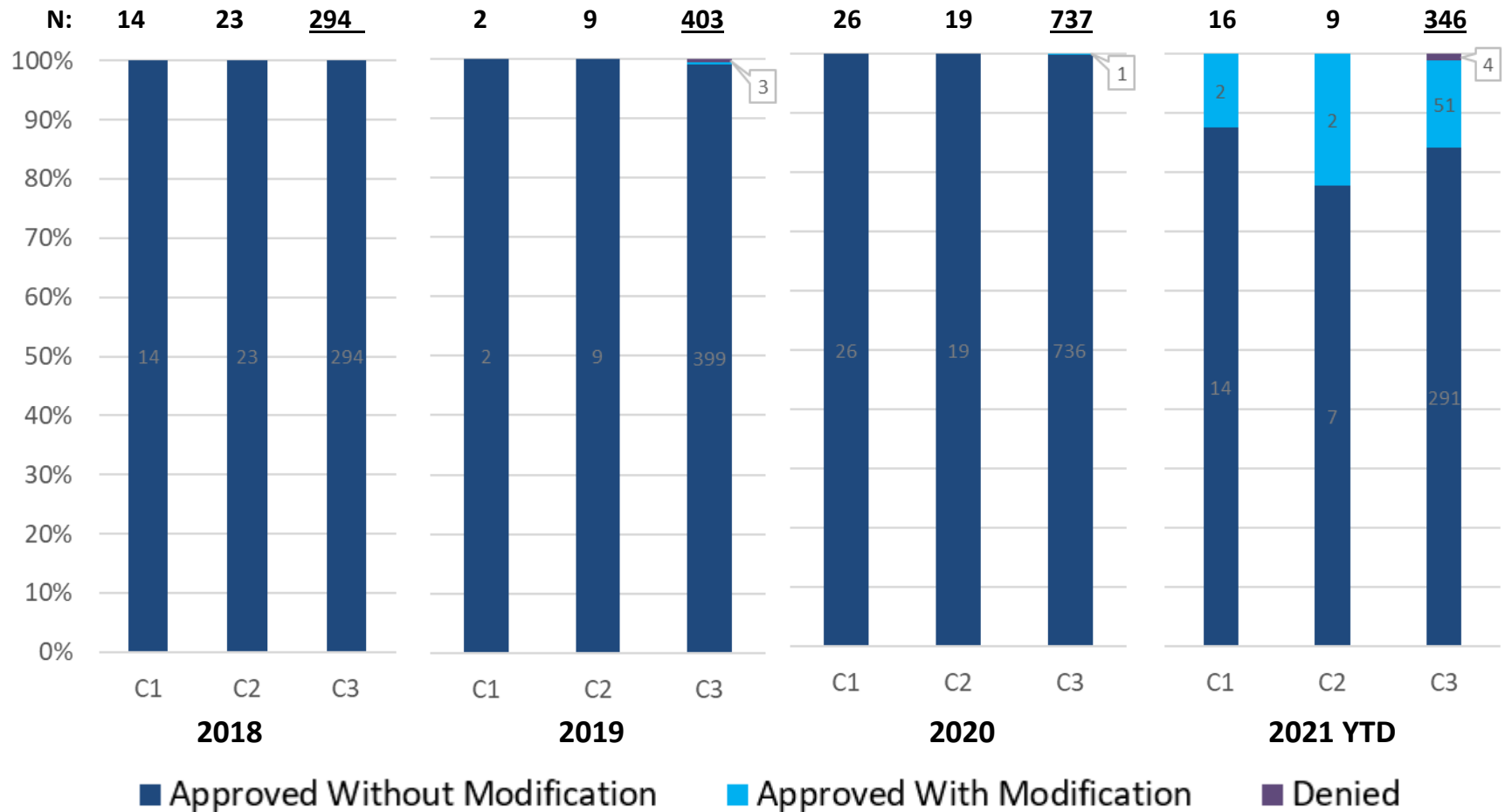
- C1: 3%
- C2: 3%
 - C2A: 3%
 - C2B: <1%
- C3: 94%
 - **C3A: 90%**
 - C3B: 4%
- F1: <1%

Volume of PCA Requests by Year and Rating Category



PCA Decisions – Rating Category

PCA Requests by Rating Category* and Year

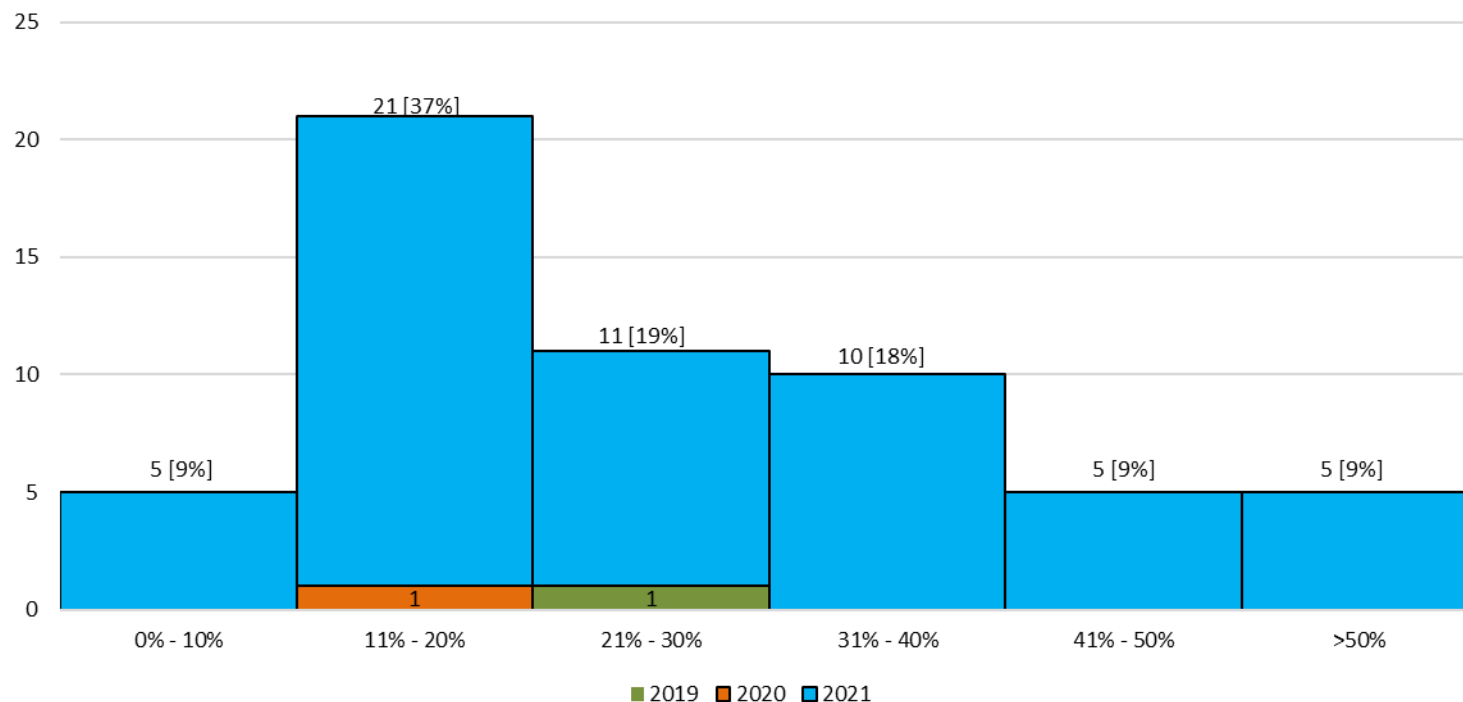


*F1 members excluded due to low volume (<1%)

82% of decreases were modifications of <40%

- All PCA Approvals with modifications¹ since 2018 have been reductions.
- For 82% of PCA modifications, the decrease was less than 40%

Magnitude of Service Level Modifications with Decreases

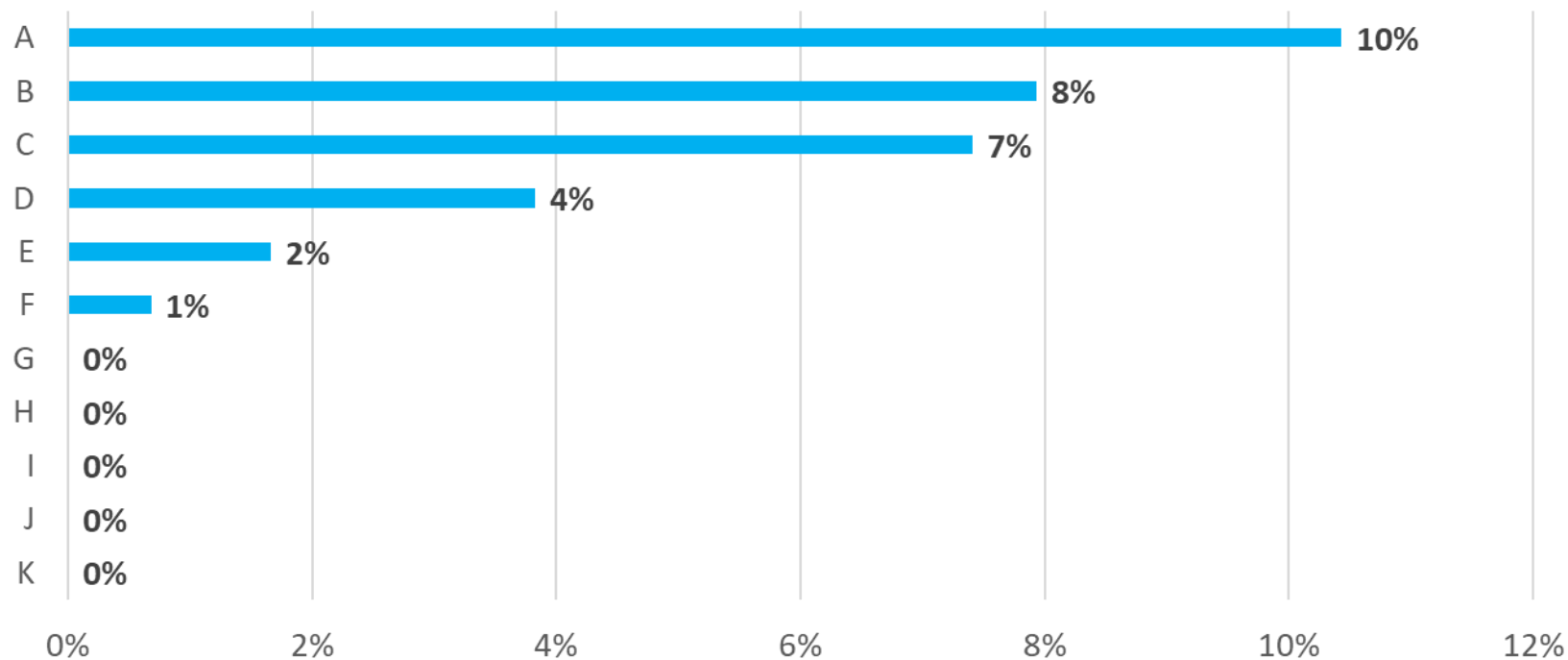


¹Examples of Common Reasons for PCA Modifications include: 1) Comprehensive assessment not yet completed or overdue 2) Current services already address member needs, 3) Time Requested exceeds allocated time based on member's level of functioning and internal standards

PCM Agency Modification Rates

- PCA Modifications constitute ~3% of all decisions
- PCM agencies range in modification rates.
- No PCM has had more than 10% of PCA decisions as modifications

Approvals with Modifications as a % of All Decisions by PCM*



*PCMs with less than 5 PCA PA requests excluded