

One Care

MassHealth+Medicare
Bringing your care together

An Introduction for One Care Plans

Presenters

- **Main Presenter**

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Housekeeping Items

- We will use the “mute” feature on this conference call.
- This webinar is being recorded and will be made available at a later date.
- Audio is provided through your phone line. Call in to 617-410-9095 to join.
- For best results, turn off your computer speakers.

We encourage your participation!

- There will be a **Question and Answer** section during the last 15 minutes of the presentation.
 - We will instruct you when you are able to ask a question.
- We will ask you to participate in our **Polling Questions**.
 - A poll question will appear, and you can choose your answer.
 - Poll results will be revealed before we move on to the next slide.

Reduce Slide Size

- You may need to scroll in order to see the full slide.
- You may also reduce the slide size by pressing the control and minus '-' keys at the same time.
- The screen view will be updated once you refresh your browser or when the presenter moves to the next slide.

Polling Question 1

What is your primary area of expertise?

- Primary Care
- Specialty Care
- Behavioral Health
- Long-Term Services and Supports
- Lived experience of disability
- Advocacy
- Care Coordination/ Care Management
- Other

Polling Question 2

In which part of MA do you provide most of your services?

- Boston area
- Central
- MetroWest
- North Shore
- South Shore and Islands
- West
- More than one region

Objectives of Today's Webinar

Describe essential and unique elements
of One Care

Identify characteristics of
the One Care population

Explore how care will be
delivered & available
services

Specify eligibility criteria &
enrollment processes

Summarize enrollee rights
and protections

What is One Care?

One Care is a new option that allows people age 21-64 who are eligible for both MassHealth and Medicare (dual eligibles) to receive care as part of a single plan offering comprehensive benefits.

What services are covered?

Medicare: All Part A,
Part B, and Part D
services

Medicaid State Plan
Services

- including Long-Term Services
and Supports (LTSS)

Integrated to
Improve Quality
and Reduce
Unnecessary
Costs

Behavioral Health
Diversionary Services

Community Support
Services
Flexible Services

Why Now?

Authorized under Affordable Care Act (ACA)

Massachusetts is one of 15 states awarded a planning contract from CMS Center for Medicare and Medicaid Innovation

Supports the development of a design proposal for a State Demonstration to Integrate Care for Dual Eligible Individuals

Goals of One Care



Improve Health
& Functional
Outcomes



Person-Centered
Coordinated Care



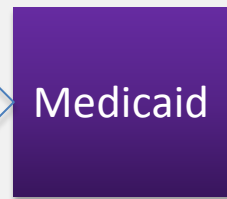
Fragmentation
Of Care

Fee For
Service
Focus



Outcome
Focus

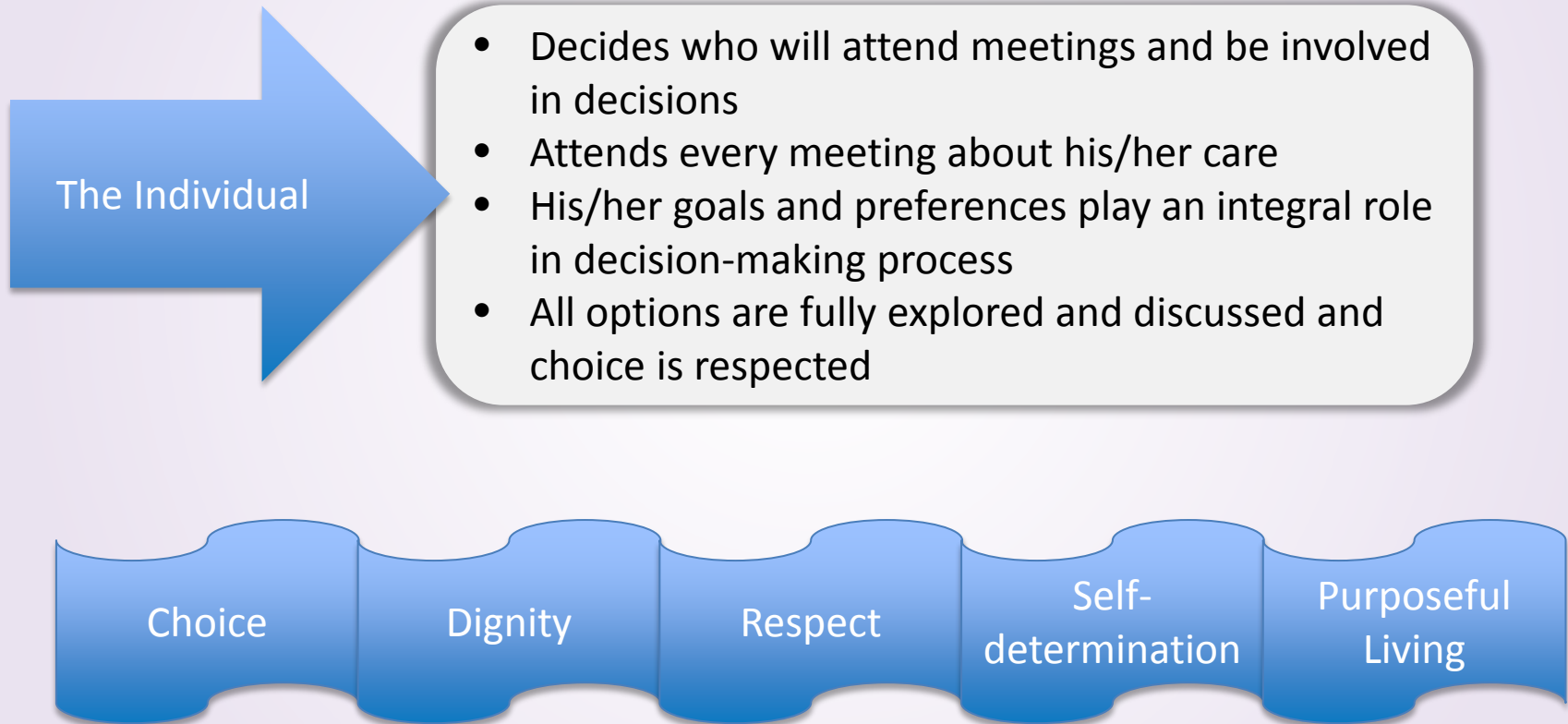
Address
Cost – Shifting
between Programs



Target
Unsustainable
Cost Increases

Person-Centered Care

Health Care based on the goals and preferences of the individual being supported in the design and implementation of services



Who are the target populations that will be served in One Care?

Adults with physical disabilities

Adults with intellectual/developmental disabilities

Adults with disabilities who are homeless

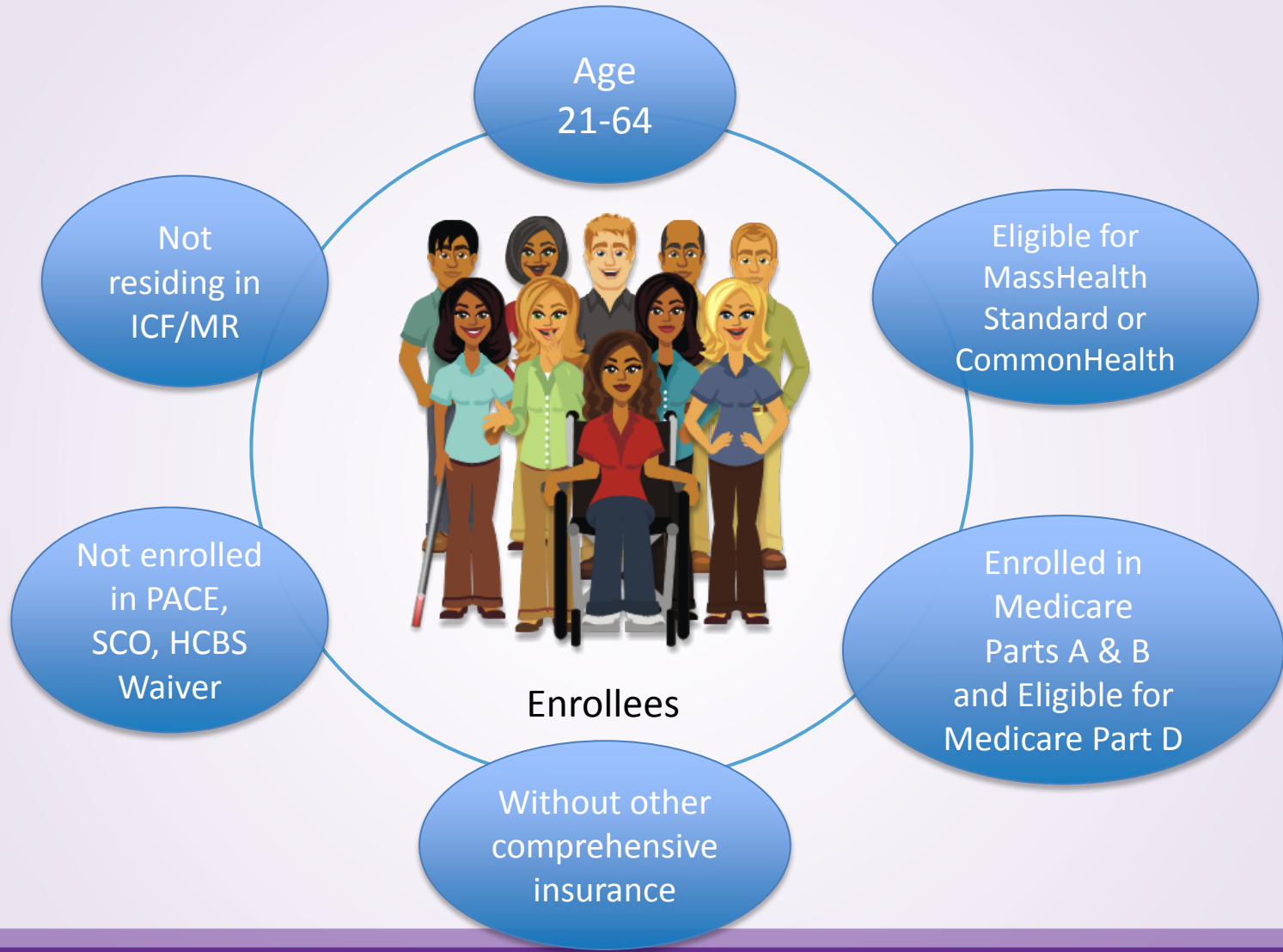
Adults with serious mental illness



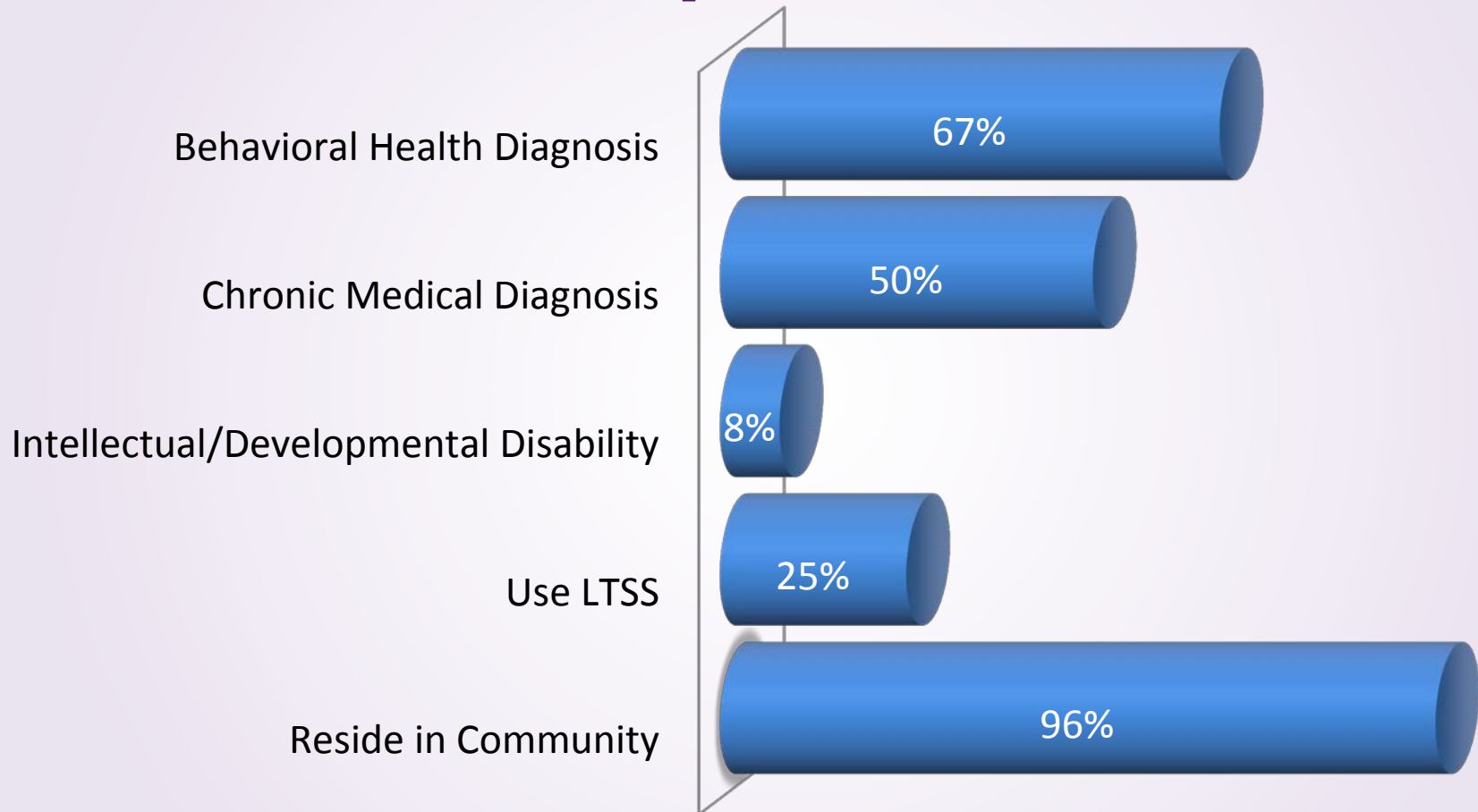
Adults with multiple chronic illness or functional and cognitive limitations

Adults with substance use disorders

Who is Eligible for One Care?



Characteristics of the One Care Population



How Will Care Be Delivered?



One Care Plans

Care delivered through Care Team and provider network

Integration of primary care, specialists, behavioral health and LTSS

Person-centered assessment, planning and service delivery using medical home or health home models as foundation

Who Will Be on the Care Team?



Care
Coordinator

or



Clinical Care
Manager



Enrollee



Primary Care
Provider



Behavioral
Health
Provider
(If indicated)



Long Term
Supports
(LTS)
Coordinator
(If indicated)

The enrollee plays the central role on the Care Team

Who Else May Be on the Care Team?



Polling Question 3

Have you been involved in a person-centered care team?

- Yes
- No
- Not sure

Care Coordinator

Ensure completion
of person-centered
individual assessment
within 90 days of
enrollment



Coordination,
monitoring,
follow-up

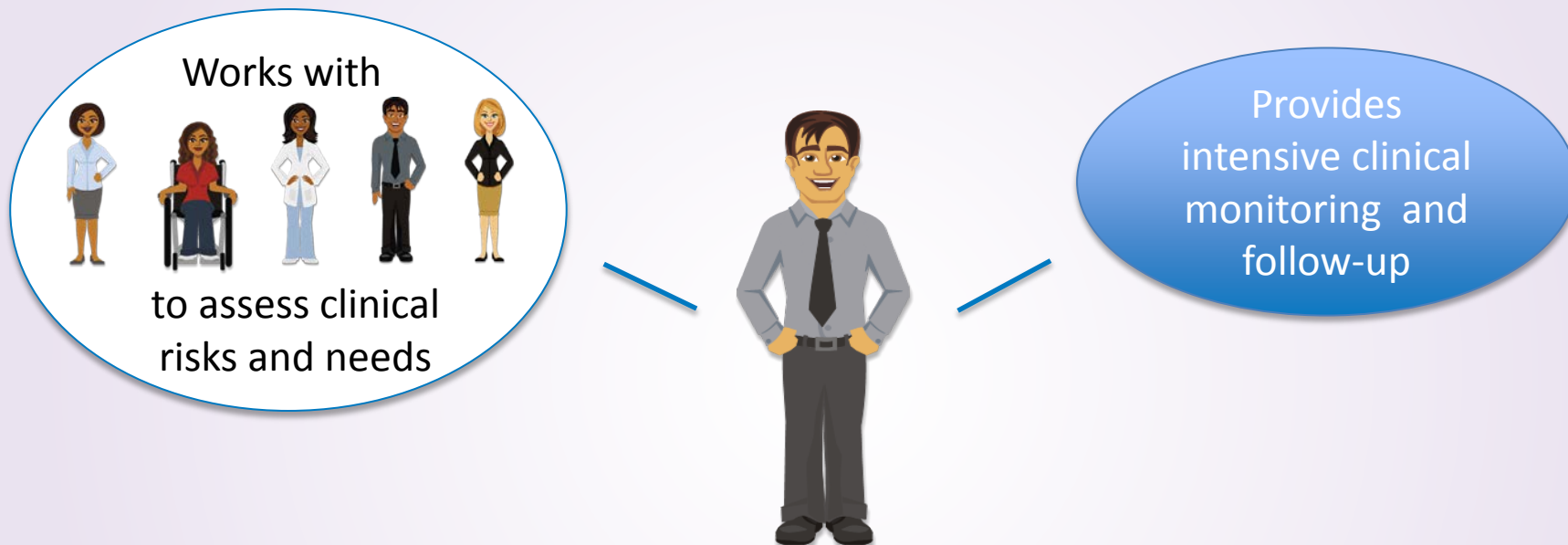
One Care plans provide Care Coordinator to each enrollee

Works with



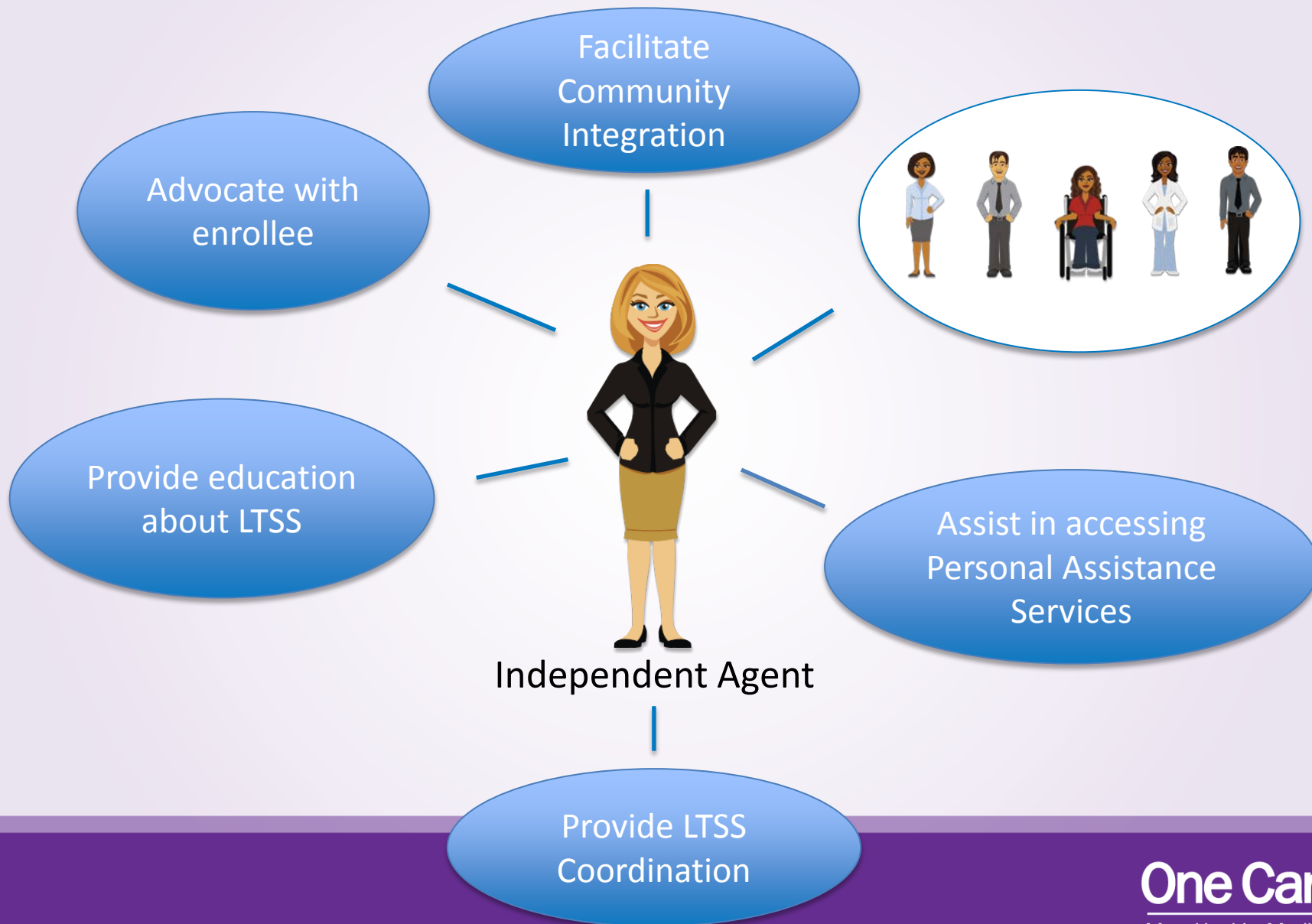
to create Personal
Care Plan

Clinical Care Manager



One Care plans will offer Clinical Care Management
for enrollees with complex care needs

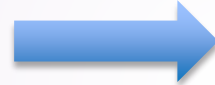
LTS Coordinator's Role



Personal Care Plan



Develops
Personal Care
Plan



Informed by comprehensive
in-person assessment

Enrollee directs Care Team
and is involved every step of
the way

Covers the whole range of
medical, functional,
behavioral health, social
and support needs

If does not reflect his/her
Needs Enrollee has right to
disagree or appeal

Polling Question 4

Do you currently work with any members who receive both MassHealth and Medicare?

- Yes
- No
- Unsure

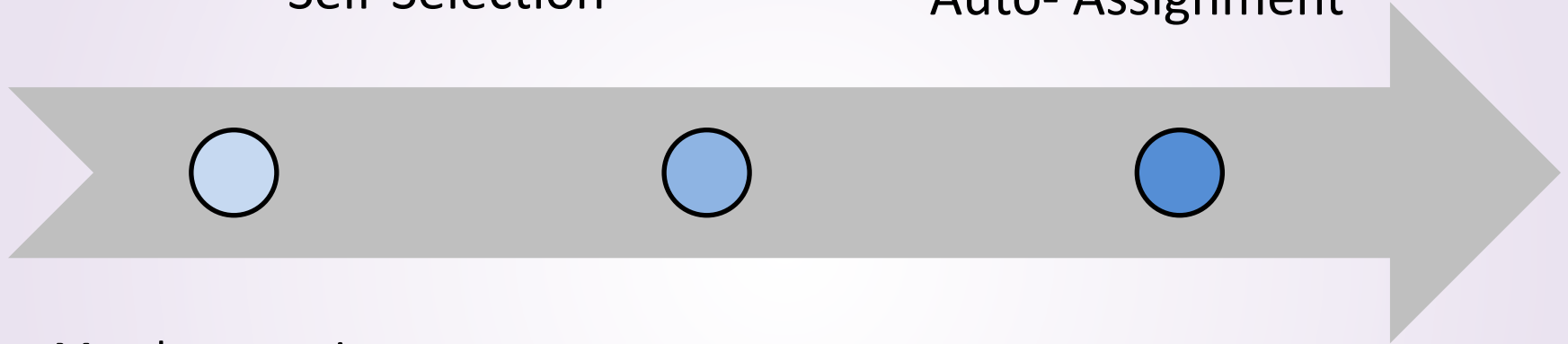
Enrollment Process

Phase 1

Self-Selection

Phase 2

Auto- Assignment



Members receive
letter from
MassHealth
re: enrollment in
One Care plans

Members may
choose to **opt-in**

Members may
choose to **opt-out**

For members who do
not make a choice

Enrollee Choice

Enroll or disenroll
at any time

Member always
has a choice

Can choose a
different
One Care plan
at any time

May have
non-network
provider
options

Coverage is
month to
month



Enrollees

Enrollment Assistance

MassHealth Customer
Service

Trusted state agency and
community resources

SHINE
Counselors

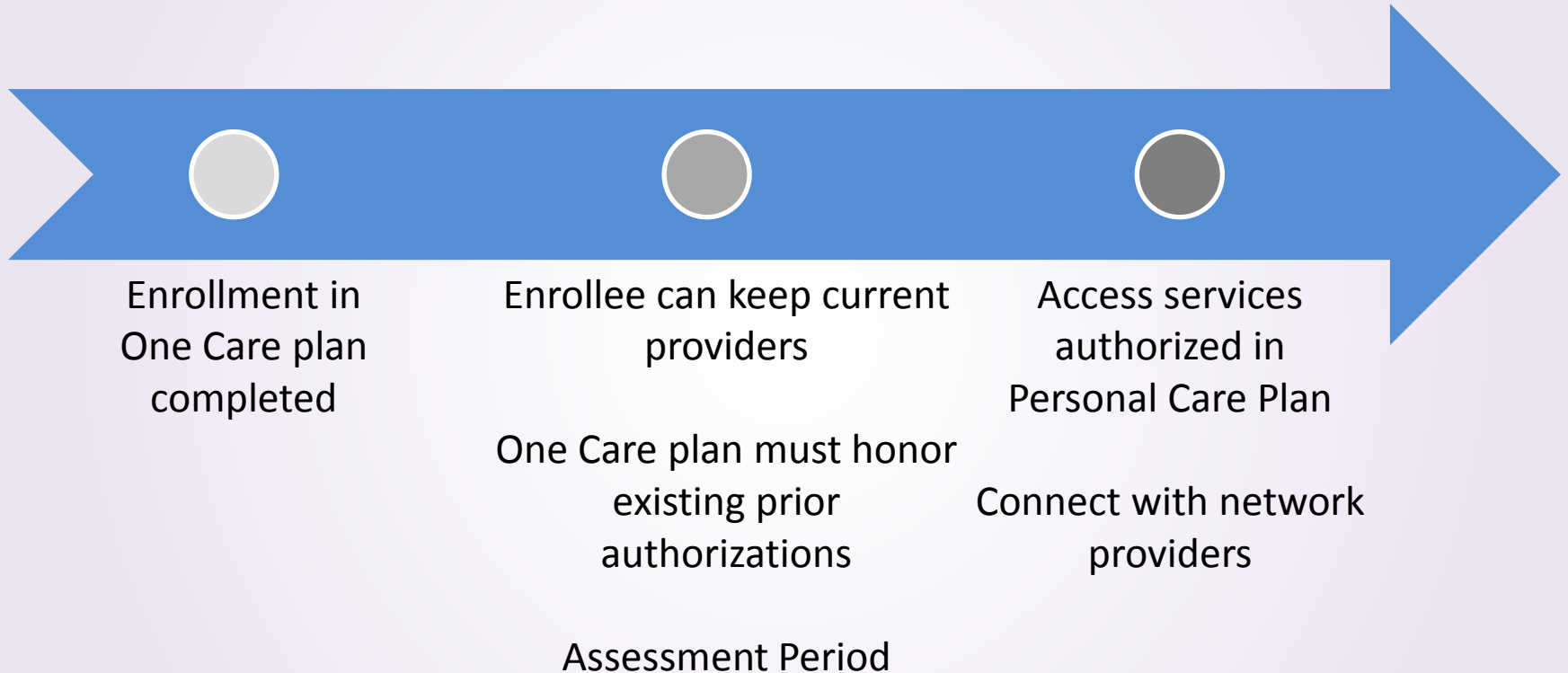
Important! Members may be most concerned whether preferred clinicians and providers are in the One Care plan's network.

Assessment Timeline

Day 1

Day 1-90

Day 90



Any immediate critical need that arises must be addressed at that time

Continuity of Care

One Care plans must provide written notification if the Personal Care Plan proposes changes to authorized services

Clinician/ Provider can join One Care plan



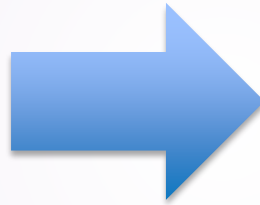
One Care plans can create a single case agreement

Care Team can help identify new Clinician/ Provider

Grievances



Can file an internal grievance to express dissatisfaction with One Care plan or provider regarding quality of care, failure to respect Enrollee rights, etc.



Timely response required:

- Within 30 days
- Within 24 hours for expedited grievances

Process must include Medicare and Medicaid managed care requirements

Can file an external grievance at any time directly with MassHealth or Medicare

Appeals



Can appeal to request formal review of any decision to change services:

- Deny
- Terminate
- Suspend/ reduce services
- One Care plan service/coverage delay



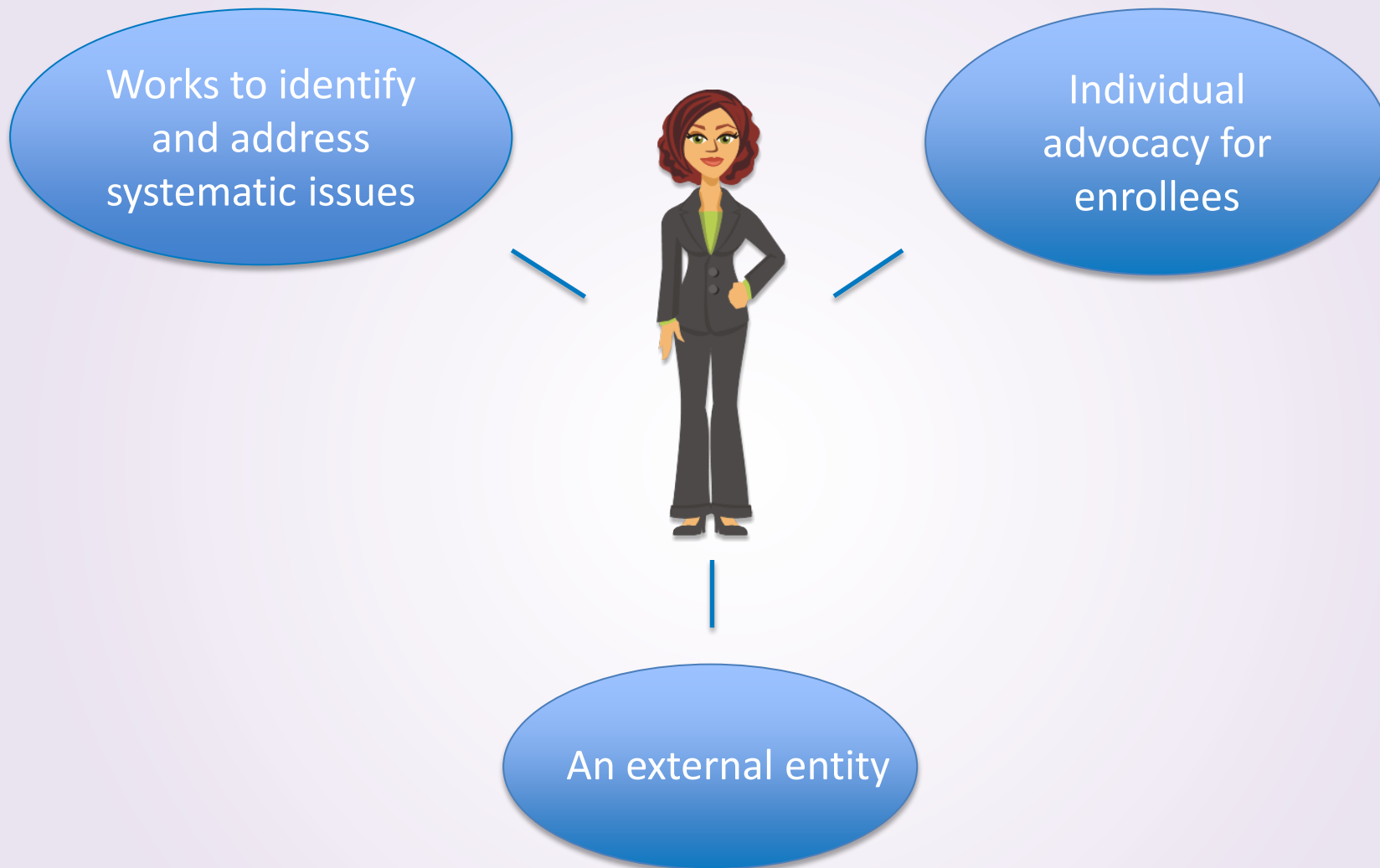
Internal Appeals:

Will continue to receive services until conclusion of process

External Appeals:

Will be handled by either CMS IRE, MH BOH or both

Ombudsman



Americans with Disabilities Act Compliance

One Care plan must have a designated ADA compliance officer and plan

One Care plan must reasonably accommodate enrollees and ensure programs are accessible

One Care plan and provider accommodations include but are not limited to:

- Communication access such as ASL interpreters
- Physical Access
- Flexibility in scheduling

Who are the Prospective One Care Plans?



Readiness Review

Plans must pass a joint federal-state Readiness Review process to be allowed to accept enrollments

Key Areas Assessed

Care coordination
policies and
procedures

Network
adequacy

Enrollee and
provider
communications

Systems

Organizational
structure and
staffing

Plans that pass the Readiness Review will sign a three-way contract with MassHealth and CMS

How Will One Care Plans Be Paid?



How Will Providers Be Paid?



Providers

Network Providers

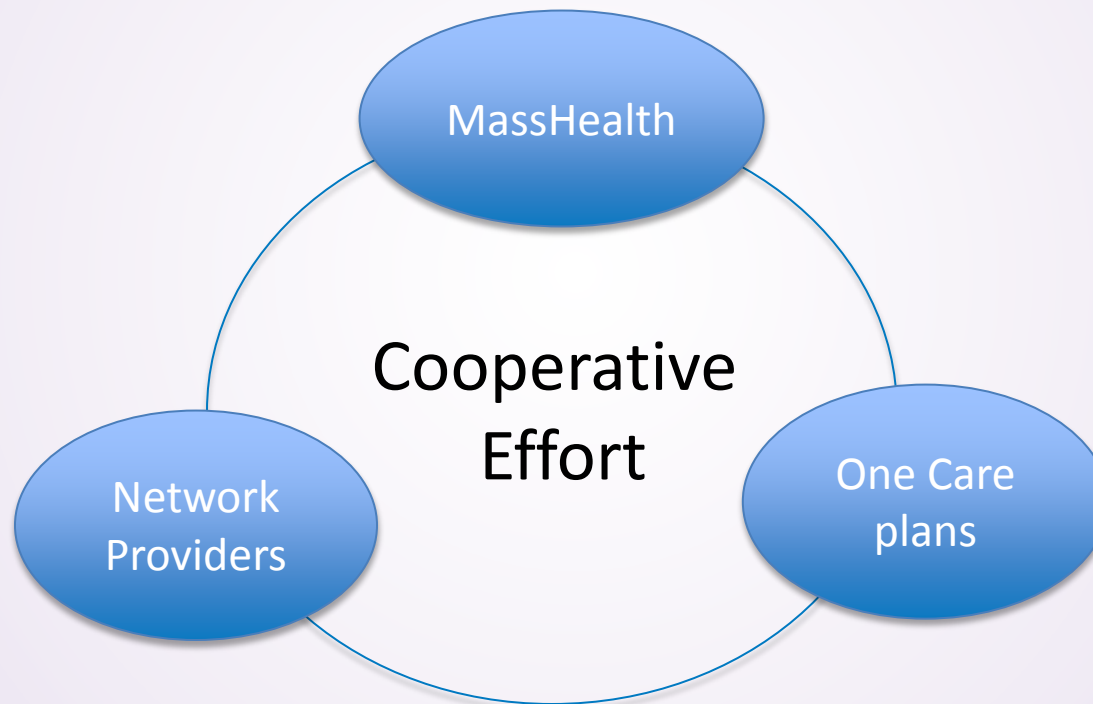
Negotiate rates and
payment methods with
One Care plan

During 90-Day continuity of care period & Out of Network Providers

MassHealth or Medicare
FFS rate paid

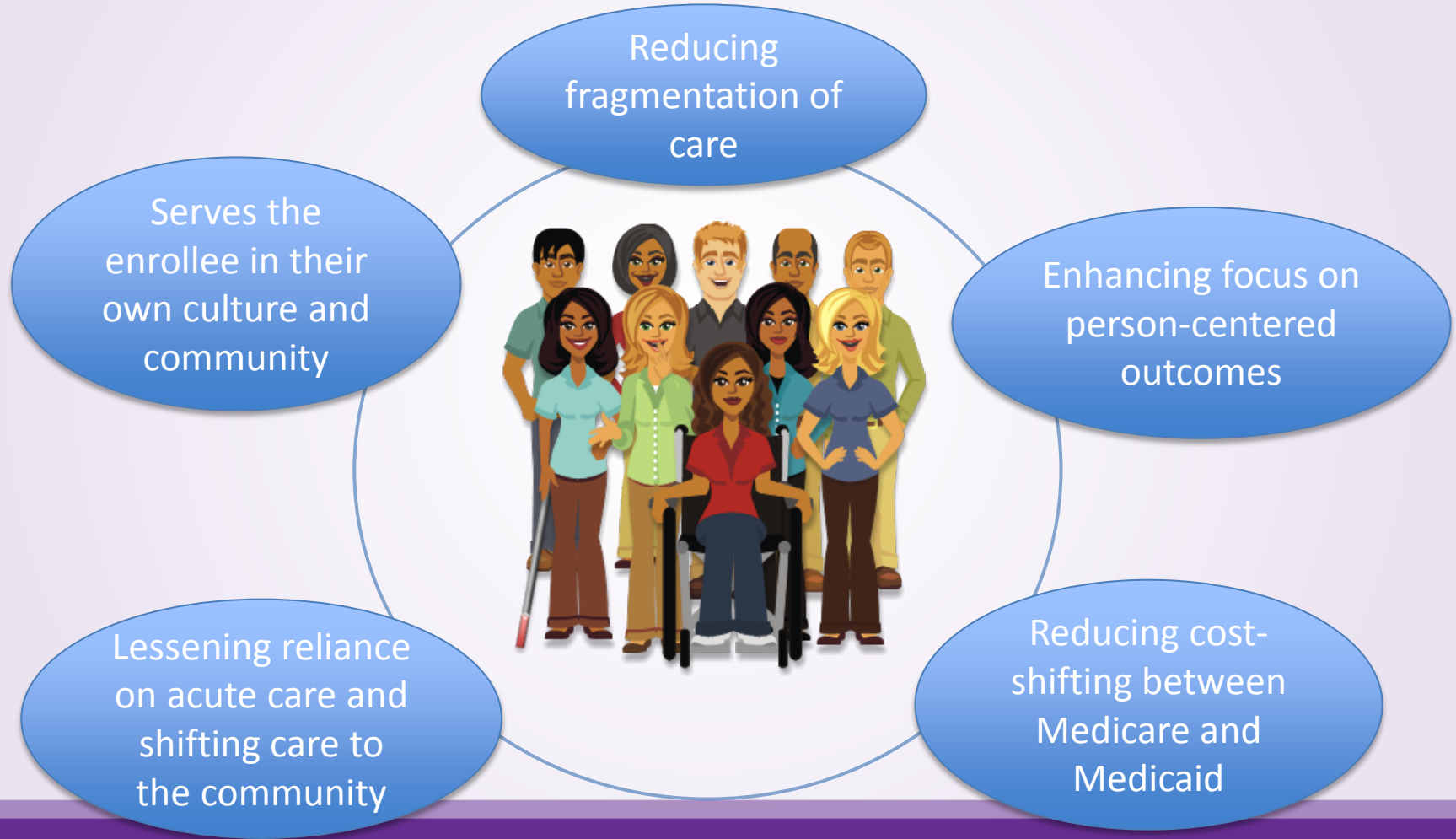
Quality and Reporting

High priority for One Care



Conclusion

Provides opportunities to enhance person-centered care and contain costs by:



Questions?

- To Ask A Question:
 - Click the “Ask a Question” button at the upper left hand side of your screen.
 - Type in your question and click “send question”.
 - Questions will be answered in the order they are received.
- After the webinar, for further information, please see www.mass.gov/masshealth/duals.

Future Training Efforts

Live Webinars

6/13

6/27

7/11

8/1

Recorded Webinars

Posted online after each
live webinar

Online Modules

First module in late June

Regional Learning Sessions

Learning sessions throughout
the state

Thank You!

To formally complete this webinar and receive a certificate of completion, go to this link:

<http://www.surveymonkey.com/s/OneCare523>

You can click directly from the webinar or copy and paste the link into your browser.