

EXECUTIVE SUMMARY

LTSS Care Partners maximized on DSRIP investments in BP1 and allocated funding to a variety of critical initiatives that served to further build and strengthen its infrastructure and programming. Funding was dedicated to workforce development, enhanced technology and operational infrastructure. These investments in turn further advanced LTSS Care Partners' efforts with regard to integration with ACOs/MCOs, its Quality Management program and its Consumer Advisory Board.

LTSS Care Partners and its Member Organizations prioritized recruitment of a multilingual workforce that represents the rich cultural diversity of the communities served and had success in hiring care coordinators who are often bilingual in English and either Spanish, Mandarin, Cantonese, Vietnamese, Haitian Creole, or Portuguese. LTSS Care Partners has also been fortunate to hire a seasoned care coordinator who specializes in partnering with enrollees identifying as LGBTQ. This need is prevalent and LTSS Care Partners is glad to have the capacity to meet it.

LTSS Care Partners was successful in implementing a customized CCIT Platform, which was go-live ready on July 1 and served the immediate needs of care coordinators during start up. Additional functionalities were fine tuned in the months that followed. Care coordinators efforts have been strengthened by having access to one streamlined system in which to document and track their outreach and care coordination activities with enrollees, and to develop Care Plans. LTSS Care Partners' CCIT platform has the automated functionality to ensure that eligibility checks can be performed against the MassHealth EVS system. This is a tremendous advantage and a functionality on which care coordinators rely heavily.

LTSS Care Partners has entered into service agreements with two ENS vendors, MAeHC and PreManage ED, which in turn further advance the efforts of care coordinators in the field. Care coordinators benefit greatly from having access to real time ADT feeds. With PreManage ED, in particular, care coordinators not only have access to real-time admissions alerts. They also have access to other pertinent enrollee details, including contact information of any medical providers recently seen by an enrollee. Upon outreach to these healthcare providers, care coordinators have been able to secure updated enrollee contact information and in turn locate otherwise hard-to-find enrollees. Once alerted to an event, care coordinators have had success in engaging directly with hard-to-reach enrollees at the Emergency Department or hospital. At these vulnerable times for an enrollee, care coordinators are generally welcomed as a critical link to supports and services.

LTSS Care Partners collaborates with 11 ACO/MCO partners in the Greater Boston region as well as in Malden to the north and Brockton to the south. Its care coordinators are geographically based which allows for a lead Member Organization to align with each ACO/MCO. The goal in implementing this structure is to promote and facilitate relationship building and communications between specific Member Organization team and ACO/MCO clinical staff. LTSS Care Partners is beginning to reap the benefits of promoting this structure. To date, monthly case reviews have been implemented with some ACO/MCO partners. And there are some ACO/MCO partners who contact LTSS Care Partners care coordinators directly when a shared enrollee has presented to the Emergency Department or hospital. LTSS Care Partners is dedicated to advancing its efforts with ACO/MCO partners to further impact fragmented care and promote a more integrated healthcare paradigm that will benefit the physical and mental wellness of MassHealth members.