

## ATTACHMENT B

### DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP3 ANNUAL REPORT RESPONSE FORM

#### PART 1: BP3 ANNUAL REPORT EXECUTIVE SUMMARY

##### General Information

Full CP Name:	LTSS Care Partners, LLC
CP Address:	66 Canal Street, Boston, MA 02114

#### Part 1. BP3 Annual Report Executive Summary

LTSS Care Partners maximized on DSRIP investments in BP3, allocating funding to several critical initiatives. With the onset of the public health crisis, LTSS Care Partners successfully adapted to remote work, including access to electronic signature, video conferencing, as well as access to advanced virtual training software - Adobe Captivate. Member Organizations rallied for Enrollees as the public health crisis set in. Care Coordinators were pivotal in ensuring Enrollees had access to telehealth. Care Coordinators were also essential in providing ongoing education to Enrollees around COVID19, the necessity to quarantine, and the importance of selfcare during this time. Care Teams dedicated great lengths of time to supporting Enrollees around securing vital resources such as SNAP benefits, unemployment claims, rental relief, utility protection, fuel assistance and phone discounts.

LTSS Care Partners has had great success in employing a workforce that represents the rich cultural diversity of the communities served. Our multilingual workforce includes Care Coordinators bilingual in English and either **Spanish, Chinese/Cantonese, Vietnamese, Haitian Creole, Cape Verdean, and Portuguese**. Of particular note, every member of our Pediatric Care Team at JRI is bilingual, including a trilingual and a quadrilingual Care Coordinator.

LTSS Care Partners Intake Team continued to evolve and adapt over the course of BP3, particularly in relation to the launch of MassHealth's Daily Enrollment in March 2020. Despite the complexities of Daily Enrollment, our Intake Team was successful in adapting workflows and systems in place to manage both enrollment and disenrollment effectively and timely.

LTSS Care Partners engaged Milliman for the purposes of uploading MassHealth historical claims data into its MedInsight platform to produce a variety of Population Health reports, many aligned with CP Quality Metrics. In October 2020, LTSS Care Partners began providing Population Health reports specific to inpatient stays, ED visits, and risk scores to Member Organizations, information used to identify high utilizers and partner with ACOs to mitigate root causes. LTSS Care Partners has also pulled preliminary utilization data specific to IP stays and ED visits. For members enrolled with LTSS Care Partners for at least 13 months (N=329), the intervention reduced hospital admissions by 67% and ED visits by 41%.

The public health crisis inevitably impeded many of our ACO/MCO partners and their practices. Still, progress with integration efforts was made. To date, LTSS Care Partners has access to EPIC

with CHA. Care Coordination Case Reviews between LTSS Care Partners and many ACO hospitals or practices continued to gain traction this budget period, despite the pandemic. This included regular case reviews with CHA Case Management, CHA primary care, CHICO, MGB Boston, and MGB Revere. And LTSS Care Partners has seized every opportunity to take advantage of the Flex Services programs launched by ACO/MCOs in BP3. Referrals are being made to Housing programs (for example, with BIDCO) and Nutrition programs (for example, with CHA) in particular.

LTSS Care Partners is currently using the secure direct messaging functionality of the MassHIway (as a pass through eHana) to transmit care plans with many Wellforce practices.