



Public Stakeholder Session: Behavioral Health & Long Term Services and Supports

Executive Office of Health & Human
Services

June 12, 2015

Goals for today

- Review MassHealth priorities
- Gather input for Behavioral Health (BH) and Long Term Services and Supports (LTSS) topics
- Discuss next steps

What we are trying to do

- Improve the healthcare experience for members
- Improve health outcomes for members
- Make the MassHealth program more sustainable

MassHealth Priorities – today's focus

- Improve **customer service and member experience**
- Fix **eligibility systems and operational processes**
- Improve **population health and care coordination through payment reform** and value-based payment models
- Improve **integration of physical, behavioral health and LTSS care** across the Commonwealth
- Scale **innovative approaches for populations receiving long term services and supports**
- Improve **management of our existing programs** and spend

Restructuring MassHealth: principles of our approach

Person-centered	Focus on improving quality and member experience
Clinically appropriate	Ensure clinically sound design with direct input from Massachusetts members and providers
Appropriate by population	Account for varied member populations and providers (not a one-size-fits-all model)
Pragmatic	Identify solutions that can be implemented in a practical and timely manner
Data-based	Make design decisions based on facts and data
Financially Sustainable	Ensure improvements lead to a more cost effective and sustainable system

On April 6th, MassHealth began a series of discussions with stakeholders. We set out the following principles and topical areas:

- We are **committed to gathering input**
- We will be **holding sessions** across the state
- We invite you to **bring constructive ideas**:
 - Things we need to improve
 - Strategies we should consider
- After these sessions, **we will evaluate and share next steps on timelines/sequencing of work**
- We will **engage stakeholders as we begin to develop specific proposals**

Topical areas for input:

- **Member and provider experience**
- **Payment reform to improve population health and care coordination**
- **Integration of physical and behavioral health**
- **Approaches for improving care and sustainability for long term services and supports (LTSS)**

Member experience of care: what's working and what to improve

Questions for discussion

Access

- Can you get the services and supports you need? Where do you wait to get a service?
- Can you find the providers you need and like?

Getting to know you and your needs

- Have you been asked what you want and what works for you? Have your opinions been respected?
- What helps providers get to know you and what you need?
- What's the best way for MassHealth to learn what types of care and supports you need to remain in the community?

Care coordination

- Do your providers talk to one another, and to you?
- Have you worked with someone who coordinated your care? What worked and what didn't?
- Would you like to work with someone to coordinate your care?

Quality

- What can MassHealth do to better understand the quality of services?
- How to improve quality of life for members?

Other topics or comments?

Next steps and future engagement

- **Continue to gather input from stakeholder meetings**
 - Times/ locations can be found at www.mass.gov/hhs/masshealth-innovations
- **After stakeholder input meetings are complete, we will**
 - Evaluate input
 - Share priorities and timelines
- **The timelines we develop will sequence various efforts**
 - Some things beginning now
 - Stagger other initiatives
- **We will be conducting significant stakeholder engagement once we begin working through more specific proposals**
 - Details to follow

Thank you

Share feedback and pose questions
Sign up for mailing lists and invitations
MassHealth.Innovations@state.ma.us

www.mass.gov/hhs/masshealth-innovations

Next Meeting:

**Customer Service Experience, Payment
Reform, Behavioral Health and LTSS**

June 23, 2015

10:00-12:00

Lawrence Public Library

51 Lawrence Street, Lawrence