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

Executive Office of Health & Human Services

June 12, 2015

Slide 1

**Goals for today**

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

Slide 2

**What we are trying to do**

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

Slide 3

**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

The next two bullets are enclosed with a red box around them.

* 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

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**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

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**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**

These last two bullets are enclosed in a red box.

* **Integration of physical and behavioral health**
* **Approaches for improving care and sustainability for long term services and supports (LTSS)**

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**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?**

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**Next steps and future engagement**

* **Continue to gather input from stakeholder meetings**
	+ Times/ locations can be found at

[*www.mass.gov/hhs/masshealth-innovations*](http://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

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**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**](http://www.mass.gov/eohhs/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**