**Slide 1**

**One Care: MassHealth plus Medicare**

MassHealth Demonstration to Integrate Care for Dual Eligibles

Open Meeting

August 22, 2014 1:00 PM – 3:00 PM

State Transportation Building

Boston, MA

**Slide 2**

**Agenda for Today**

* One Care Outreach and Engagement Activities
  + Consumer video vignettes
  + Community outreach sessions
  + Provider outreach
* Update on Rates
* Update on Enrollments
* Early Indicators Project (EIP) Update
* LTS Coordinator
* Implementation Council Update
* One Care Ombudsman Update

**Slide 3**

**Outreach and Engagement Activities**

**Slide 4**

**Community Outreach Video Vignettes**

* MassHealth is putting together video vignettes to share the personal experiences of One Care from consumers
* The stories bring to life some of the key features of the program told from the perspective of an enrollee, including
  + - Care Coordination
    - Person-centered Care
    - Care Team
    - Independent Living
    - No co-payments
* MassHealth will use these stories to continue to raise awareness of One Care from the perspective of members

**Slide 5**

**Discussion /Questions?**

**Slide 6**

**Community Outreach**

MassHealth continues to participate in conferences and meetings across the state to reach key audiences (e.g., members, providers, advocates), including:

This information was presented in table format with date, conference name, and location.

8/6/14 MassMATCH & Easter Seals Assistive Technology Expo (Exhibit Table) in Holyoke

8/13/14 Boston Health Care For the Homeless Program Health Fair (Exhibit Table) in Boston

8/17/14 1199 SEIU Health Fair (Exhibit Table) in Dorchester

8/21/14 National Alliance on Mental Illness Greater Boston Consumer Advocacy/Affiliate Network (NAMI GB CAN) in Boston

9/17/14 The Arc of Opportunity (AM and PM discussion) in Fitchburg

9/18/14 Living Longer: Aging with Intellectual Disability Conference (Hosted by Bridgewell) (Exhibit Table) in Framingham

9/20/14 Worcester Celebrates National Recovery Month Miracles Peer Recovery Center (Exhibit Table) in Worcester

If you are interested in MassHealth coming to one of your events, please email us at [OneCare@state.ma.us](mailto:OneCare@state.ma.us)

**Slide 7**

**Provider Outreach**

* MassHealth will be implementing a provider engagement plan to communicate general information about One Care to providers
* The plan was developed in response to feedback from providers and the Implementation Council and will include
  + Placement of ads in provider journals that target primary care and behavioral health providers (Sept-Dec 2014)
  + Mailing information to providers in One Care service areas
  + Providing One Care information to provider associations to include in newsletters, bulletins, and updates to their members and networks

**Slide 8**

**Provider Outreach (continued)**

* Communications will focus on key features of One Care that will benefit providers and their patients, including
  + - Single authorization for payment
    - Enhanced care coordination
    - Team-based, person-centered care
    - No co-payments for members
    - Enhanced dental and vision services and additional community-based services

**Slide 9**

**Discussion /Questions?**

**Slide 10**

**Update on Rates**

**Slide 11**

**Updates to Risk Corridor Adjustments**

* Risk-sharing mechanism intended to mitigate the financial risk One Care plans assume as they begin to implement the integrated care model and provide coordinated services to One Care enrollees
* The three-way contract established risk corridors for the first year of the demonstration
* MassHealth and CMS amended the three-way contract to extend risk corridors for the second and third years as follows:

Year 2:

* + - For plan gains/losses up to 3%, no sharing
    - For plan gains/losses 3.1-10%, 50%-50% sharing between plan and CMS/MassHealth
    - For plan gains/losses >10%, no sharing

Year 3:

* + - For plan gains/losses up to 4%, no sharing
    - For plan gains/losses 4.1-8%, 50%-50% sharing between plan and CMS/MassHealth
    - For plan gains/losses >8%, no sharing

**Slide 12**

**Coding Intensity**

* CMS applies an adjustment to the Medicare payment rate called coding intensity
* The coding intensity adjustment is intended to offset the differences in diagnosis coding patterns between Medicare FFS and managed care (i.e., Medicare Advantage)
* CMS prorated the coding intensity adjustment in One Care for 2014, and has agreed to prorate the adjustment in 2015 in consideration of auto-assignments
* A prorated coding intensity adjustment means plans receive more in capitation from Medicare

**Slide 13**

**Update on Enrollments**

**Slide 14**

**One Care Rating Category Definitions**

* **F1 – Facility-based Care.** Individuals identified as having a long-term facility stay of more than 90 days
* **C3 – Community Tier 3 – High Community Need.** Individuals who have a daily skilled need; two or more Activities of Daily Living (ADL) limitations AND three days of skilled nursing need; and individuals with 4 or more ADL limitations. In CY2014, C3 split into two subsets:
  + **C3B:** for C3 individuals with certain diagnoses (e.g., quadriplegia, ALS, Muscular Dystrophy and Respirator dependence) leading to costs considerably above the average for current C3
  + **C3A:** for remaining C3 individuals
* **C2 – Community Tier 2 – Community High Behavioral Health.** Individuals who have a chronic and ongoing Behavioral Health diagnosis that indicates a high level of service need. In CY2014, C2 split into two subsets
  + **C2B:** forC2 individuals with co-occurring diagnoses of substance abuse and serious mental illness
  + **C2A:** for remaining C2 individuals
* **C1 – Community Tier 1 Community Other.** Individuals in the community who do not meet F1, C2 or C3 criteria

**Slide 15**

**Total Enrollment**

* Effective **August 1**, total number of enrollees: **18,067**
* 6,068 self-selection enrollments
* 5,333 round 3 auto-assignment
* 2,827 round 2 auto-assignment
* 3,839 round 1 auto-assignment

This slide contains two charts with the following information:

Chart 1: Total Enrollment by Plan

Commonwealth Care Alliance (CCA) = 9,765

Fallon Total Care (FTC) =6,800

Network Health =1,502

Total =18,067

Chart 2: Total Enrollment by Rating Category

F1=23

C3B=140

C3A=2,747

C2B=738

C2A=3,694

C1=10,724

Unavailable\*=1

Total=18,067

\*The rating category for one enrollment was unavailable at the time of this report.

**Slide 16**

**Enrollments via Auto-Assignment** **July 1, 2014 Effective Date (Round 3)**

This slide was presented in table format and include the following:

**Who was Included**

9,314 individuals from across the target population, including those with higher levels of LTSS and behavioral health need (i.e., C1, C2 and C3 rating categories)

**Assignment Approach**

In addition to primary care, MassHealth used data on where individuals accessed LTSS and behavioral health services to match individuals to a One Care plan

**Key Dates**

* April 28: 60-day notices mailed
* May 29: 30-day notices mailed
* July 1: Coverage effective
* Of those 9,314 individuals who were included in auto-assignment:
* 59% stayed with their assigned plan for July 1
* 4% decided to enroll in assigned plan for an earlier effective date
* 2% switched plans
* 24% opted out of One Care
* 10% were cancelled for various reasons (e.g. no longer eligible, or notices came back undeliverable)
* 6,104 enrollments effective July 1 from auto-assignment

**Slide 17**

**Opt-Outs**

* Total number of opt-outs as of August 1: 24,775
  + Will be excluded from any future auto-enrollment
  + If eligible, can choose to enroll by self-selection at any time
* Total opt-out number includes individuals who may be ineligible
* Of approximately 95,700 individuals who received a One Care enrollment package, approximately 26% have chosen to opt out

This slide contains a chart that includes the following information:

**Total Opt-Outs by County**

Essex=2,326

Franklin=380

Hampden=5,590

Hampshire=1,309

Middlesex=3,375

Norfolk=1,439

Plymouth=1,055

Suffolk=3,040

Worcester=6,160

Non-Demo Counties=101

Total=24,775

**Slide 18**

**Auto-Assignment**

* MassHealth will not do auto-assignments for October 2014
* MassHealth will be auto-assigning approximately 1,350 members to Network Health for coverage beginning November 1, 2014
  + Network Health did not take any auto-assigned enrollments in round two (April 1, 2014 coverage effective date)
  + MassHealth has been working closely with Network Health and is comfortable with the plan’s capacity to accept auto-assigned enrollments for November 1, 2014
* MassHealth and CMS continue to work closely with all of the plans to understand their capacity to accept potential auto-enrollments in 2015

**Slide 19**

**Discussion /Questions?**

**Slide 20**

**Early Indicators Project (EIP) Update**

**Slide 21**

**EIP Goals**

* Use mixed methods, including focus groups, surveys, and enrollment and other administrative data, to:
  + Assess early experiences of One Care among members
    - Enrolled in One Care (voluntarily enrolled and auto-assigned)
    - Opting-out of One Care
  + Examine members’ perceptions/experiences with:
    - Enrollment process
    - Decision-making about One Care
    - Their care team
    - Assessment and care planning process
    - Their care plan and getting services
    - Overall perceptions of One Care
  + Provide regular reports on administrative data

**Slide 22**

**EIP Activities to Date**

* Monthly data reports – ONGOING
* 4 Focus groups – COMPLETE
  + Early self-selects
  + Early opt-outs
  + Spanish-speaking enrollees
  + Auto-assigned enrollees
* Survey #1 (N=300) COMPLETE & REPORTED
* Survey #2 (N=3,000) N PROGRESS

EIP Reports are available on the One Care website:  
<http://www.mass.gov/eohhs/consumer/insurance/one-care/one-care-early-indicators-project-eip-reports.html>

**Slide 23**

**Survey #2**

* 6,000 randomly selected enrollees in three cohorts of 2,000 each
  + Goal of 50% response rate (3,000 completed surveys total)
  + Administered by mail, phone, and on-line
* Samples enrollees who have been enrolled for approx. 120 days

This slide contains a chart with the following information:

**Cohort: Month of enrollment Enrollee cohort sampled**

Cohort 1: January-March 2014 June-August 2014

Cohort 2: April-June 2014 August-October 2014

Cohort 3: July-September 2014 November 2014 – January 2015

**Slide 24**

**Major Domains**

* Comprehensive survey of enrollees’ early experiences in One Care
  + One Care enrollment process
  + Transition into One Care
  + Care team
  + Assessment and care planning processes
  + Overall satisfaction with the individualized care plan
  + Extent to which needs for care are being met under One Care
  + Overall perceptions of One Care
  + Demographic information

**Slide 25**

**Preliminary results (N=375)**

* 375 early responses from Cohort 1 have been compiled to date (target=1,000)
* Cohort 1 is open through August; additional responses are being compiled
* A summary of preliminary results will be available soon on the One Care website: [**http://www.mass.gov/eohhs/consumer/insurance/one-care/one-care-early-indicators-project-eip-reports.html**](http://www.mass.gov/eohhs/consumer/insurance/one-care/one-care-early-indicators-project-eip-reports.html)

This slide contains a chart with the following information:

Question:

Have you had contact with Care Coordinator? Yes 76%; No 17%; Unsure 6%

Do you need/want LTS Coordinator? Yes 40%; No 40%; Unsure 18%

Have you been offered LTS Coordinator? Yes 46%; No 20%; Unsure 33%

Do you plan to stay in One Care? Yes 85%; No 3%; Unsure 11%

Rate you satisfaction with:

Your Care Coordinator

* Completely or somewhat satisfied 89%
* Somewhat or extremely dissatisfied 6%
* Not sure / refused 4%

Your LTS Coordinator

* Completely or somewhat satisfied 95%
* Somewhat or extremely dissatisfied 3%
* Not sure / refused 2%

Your One Care plan

* Completely or somewhat satisfied 94%
* Somewhat or extremely dissatisfied 4%
* Not sure / refused 2%

Your services under One Care

* Completely or somewhat satisfied 93%
* Somewhat or extremely dissatisfied 4%
* Not sure / refused 4%

**Slide 26**

**Discussion /Questions?**

**Slide 27**

**LTS Coordinator**

**Slide 28**

**LTS Coordinator Member Mailing**

* MassHealth collaborated with stakeholders to develop a member-facing document about the LTS Coordinator role in One Care. It describes:
  + Members’ rights to access an LTS Coordinator
  + What an LTS Coordinator is and does
  + How to request and get an LTS Coordinator
* It is two-sided (English/Spanish)
* MassHealth mailed the document to all current enrollees at the end of July
* The document will be available on the One Care website for reference, and to download or order

On the slide was a sample of a OneCare Long-term Support (LTS) Coordinator information sheet. The information on the sheet was the following:

(The Spanish translation was on the back of this hand-out)

**You have the right to a Long Term Support (LTS) Coordinator**

Everyone who enrolls in a One Care plan has the right to have an independent living and long term services and supports coordinator (LTS Coordinator, for short) on their care team.

**What is an LTS Coordinator?**

An LTS Coordinator will work with you as a member of your One Care plan to find resources and services in your community that can support your wellness, independence, and recovery goals. These services are sometimes called long-term services and supports, or LTSS.

LTS Coordinators do not work for One Care plans. They come from independent community organizations and are experts in areas like independent living, recovery, and aging. This means that they can work for you and help you advocate for your needs.

You can choose to have an LTS Coordinator work with you as a full member of your care team at any time. This is a free service for you.

**What does an LTS Coordinator do?**

As a member of your care team, an LTS Coordinator will work with you to:

**• Identify and understand your needs** and the kind of help and

supports you want from your One Care plan;

**• Identify community services and resources** that are available

to you, including support that can help you in your recovery;

**• Develop a personal care plan** that includes services that will

support your health, safety, independence, and/or recovery;

**• Help connect you to the services** in your personal care plan; and

**• Help you understand and protect your rights** as a One Care

plan member.

**How do you get an LTS Coordinator?**

You can ask for an LTS Coordinator at any time. Tell your care coordinator in your One Care plan that you would like to meet with an LTS Coordinator. Your care coordinator will give you information about the LTS Coordinators that the One Care plan works with. Then, you can choose the one you want. If you are age 60 or older, you have the right to work with an LTS Coordinator who is an expert in aging. You may also ask for an expert in mental health and substance use recovery or in intellectual challenges.

**What are long-term services and supports (LTSS?)**

LTSS can help you live independently and participate fully in your community. Here are some examples of LTSS:

• Things that help you with basic tasks, like a wheelchair, or a device that helps you communicate;

• Support from a peer with experience in recovery;

• Help preparing your meals or shopping;

• Help managing your medications;

• Ramps or grab bars in your home;

• Accessible transportation to help you go places in your community; and

• Training and education to support your wellness and recovery goals.

**An LTS Coordinator can help you get the supports you need. www.mass.gov/masshealth/onecare.**

**Slide 29**

**LTS Coordinator Training**

* MassHealth and UMMS are currently developing a training webinar for the LTS Coordinator role in One Care
  + Developed in response to and with stakeholder input on a uniform training for the LTS Coordinator role in One Care
  + The webinar is tentatively scheduled for September 18, 2014
  + The recorded webinar will be posted to the One Care learning website
* The audience for the webinar includes LTS Coordinator providers, One Care plan staff, and providers of long-term services and supports
* MassHealth may consider developing additional trainings and alternative formats to meet the needs of different audiences
* MassHealth is also working with the One Care plans to understand:
  + the plans’ experience referring members to CBOs for long-term services and supports
  + challenges related to CBO/agency capacity to accept LTS Coordinator referrals

**Slide 30**

**Implementation Council Update**

**Slide 31**

**One Care Ombudsman**

**Slide 32**

**Discussion /Questions?**

**Slide 33**

**Visit us at** [**www.mass.gov/masshealth/onecare**](http://www.mass.gov/masshealth/onecare)

**Email us at** [**OneCare@state.ma.us**](mailto:OneCare@state.ma.us)