

One Care: MassHealth plus Medicare

MassHealth Demonstration
to Integrate Care for Dual Eligibles

Implementation Council Meeting

February 12, 2016 1:00 PM – 3:00 PM

1 Ashburton Place, 21st Floor
Boston, MA



Review: Encounter Data Refresher

- What are encounter data?
 - Data about services members receive from a health plan. The One Care plans use this data to pay claims for covered services delivered to their enrollees. When they submit it to MassHealth and CMS, we call this encounter data.
 - The data includes:
 - date of service
 - member who received the service
 - name and address of the provider
 - service provided
 - amounts billed to the plan and paid to the provider
- After the One Care plans began submitting encounter data, MassHealth has been working with them to ensure the data are accurate
 - Examples: confirming all fields are completed (no missing information), and that the plans place the types of services in the correct categories (using the same definitions for the data)
 - This process of “scrubbing” the data continues as we begin to analyze what the data may tell us
- MassHealth will use encounter data in addition to data from the Early Indicators Project, quality reports, financial reports, and other data to understand how One Care is impacting health outcomes, member experience, and costs

Initial Analysis of One Care Encounter Data

- MassHealth is beginning analysis of encounter data to look at the utilization and cost of four types of services initially:
 - Emergency Department
 - Acute Inpatient Hospital
 - Inpatient Behavioral Health
 - Nursing Facility

- We will be looking at utilization and cost of these services by grouping One Care members according to how long they have been enrolled:
 - 6 months
 - 7-12 months
 - 12-18 months, and
 - greater than 18 months

- MassHealth will compare the cost and use of these services in One Care to the cost and use of these services by this same group of members prior to joining One Care (while in fee for service)

Next Steps for One Care Encounter Data Work

- In Spring 2015, MassHealth convened an encounter data workgroup with Implementation Council members to help identify key questions for analysis.

- Once this initial analysis is finalized, MassHealth will meet again with this encounter data workgroup in late February/early March to:
 - Share and discuss data in this initial analysis
 - Identify additional questions for further analysis based on initial results
 - Discuss next steps

- MassHealth will be working to build a comparison of utilization and cost of inpatient and emergency services to community-based services, such as primary care, diversionary behavioral health, and long-term services and supports, to better understand how One Care is working

Evaluation of Fallon Total Care Member Transitions

- MassHealth will be working with the University of Massachusetts Medical School (UMMS) to gather data from former Fallon Total Care (FTC) members on their experiences
- In particular, MassHealth is interested in understanding more about:
 - Members' care experiences in FTC versus Fee for Service (FFS), e.g.:
 - Care coordination and communication
 - Access to community-based services
 - Behavioral health
 - LTSS
 - Members' experience with the transition process
 - Overall experience
 - Clarity of written and/or other communication
 - Continuity of care
 - The research will also gather data on the experiences of members who moved from FTC to another One Care plan
- We anticipate that this work will take place during spring/summer of 2016

Visit us at www.mass.gov/masshealth/onecare

Email us at OneCare@state.ma.us

