One Care: MassHealth plus Medicare

MassHealth Demonstration to Integrate Care for Dual Eligibles

MassHealth Updates to the Implementation Council

July 25, 2014,1:00 PM – 3:00 PM

One Ashburton Place, 21st Floor

Boston, MA

**Slide 2: Agenda for MassHealth Updates**

* Enrollment
* Auto-Assignment
* Upcoming Member Mailings
* LTS Coordinator Training
* Contract Management and Monitoring
* Community Outreach
* Provider Outreach

**Slide 3: Total Enrollment**

* Effective **July 1**, total number of enrollees: **18,836**
  + 7,828 self-selection enrollments
  + 5,531 round 3 auto-assignment
  + 2,320 round 2 auto-assignment
  + 3,157 round 1 auto-assignment
* Total Enrollment by Plan
  + Commonwealth Care Alliance (CCA) – 9,714
  + Fallon Total Care (FTC) – 7,551
  + Network Health – 1,571
  + Total – 18,836
* Total Enrollment by Rating Category
  + F1 – 22
  + C3B – 142
  + C3A – 2,628
  + C2B – 731
  + C2A – 3,633
  + C1 – 11,677
  + Unavailable – 3
    - Rating categories for three enrollments were unavailable at the time of this report.
  + Total – 18,836

**Slide 4: Rating Category Enrollment by Plan**

Note: F1 is less than 1% of enrollees in each plan

* CCA
  + C3B – 1.2%
  + C3A – 17.5%
  + C2B – 3.9%
  + C2A – 20.2%
  + C1 – 57.2%
* FTC
  + C3B – 0.2%
  + C3A – 10.4%
  + C2B – 3.6%
  + C2A – 16.0%
  + C1 – 69.8%
* NH
  + C3B – 0.4%
  + C3A – 9.2%
  + C2B – 5.3%
  + C2A – 29.3%
  + C1 – 55.8%
* Total
  + C3B – 0.8%
  + C3A – 14.0%
  + C2B – 3.9%
  + C2A – 19.3%
  + C1 – 62.0%

Rating category enrollment distribution fluctuates month-to-month with new enrollments driving most of the changes. Additionally, as plans complete assessments for new enrollees, some individuals move to a different rating category.

**Slide 5: Enrollments via Auto-Assignment Round 3**

* 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)
* April/round 2
  + Of those 6,485 individuals:
  + 53% stayed with their assigned plan for April 1
  + 5% decided to enroll in assigned plan for an earlier effective date
  + 3% switched plans
  + 30% opted out of One Care
  + 10% were cancelled for various reasons (e.g. no longer eligible, or notices came back undeliverable)
* January/ round 1
  + Of those 6,886 individuals:
  + 61% stayed with their assigned plan for Jan. 1
  + 6% decided to enroll in assigned plan for an earlier effective date
  + 2% switched plans
  + 25% opted out of One Care
  + 7% were cancelled for various reasons (e.g. no longer eligible, or notices came back undeliverable)

**Slide 6: Auto-Assignment (cont’d)**

* MassHealth will not do auto-assignments for October 2014
* MassHealth is considering auto-assigning 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 7: Upcoming Member Mailings**

* LTS Coordinator member document
  + MassHealth is readying materials to be mailed to all current enrollees (enrolled as of 8/1/14) by the end of July
  + MassHealth will make final electronic version of member document available to One Care plans, CBOs, the OCO, state agencies, and others
  + MassHealth will also make the document available on the One Care website for people to refer to when making enrollment decisions. People will be able to download or order the document from the website.
* One Care Ombudsman
  + MassHealth is preparing to mail a notice and OCO brochure to all current enrollees (enrolled as of 8/1/14) informing them of the OCO services
  + MassHealth is targeting the end of July/early August to mail this to enrollees

**Slide 8: LTS Coordinator Training**

* MassHealth and UMass Medical School are currently developing a training webinar in response to stakeholders’ request for a uniform, consistent training curriculum for the LTS Coordinator role in One Care
  + Stakeholders have provided input on webinar content; will provide continued consultation as the webinar takes shape
    - MassHealth requested additional feedback on examples of LTS Coordinators and Care Coordinators working on a care team and suggestions of LTS Coordinators who could talk about their role
  + The webinar will be recorded and posted to the One Care learning website
* There is interest in developing additional trainings and alternative formats to meet the needs of different audiences
* MassHealth is also working with the One Care plans to understand:
  + their experience from the referral process
  + challenges related to CBO/agency capacity to accept LTS Coordinator referrals

**Slide 9: Contract Management/Monitoring Activities**

* Quality Monitoring and Outcomes Measurement
  + The first quality work group meeting will be Aug. 13, 2014 from 3-5
  + The work group will assist MassHealth with review of quality and outcome measures
* Plan Monitoring
  + Accelerated monitoring for July auto-assignment (as for previous passive enrollment periods)
  + weekly calls, monitoring claims volume, authorization requests, and call center trends
  + MassHealth to convene a follow-up meeting at the end of July to continue discussions about privacy concerns with Department of Mental Health (DMH), Department of Public Health (DPH), Mental Health Legal Advisors, Implementation Council members and One Care plans

**Slide 10: Community Outreach**

* MassHealth continues to plan and participate in conferences and meetings across the state to reach key One Care audiences. Here is a schedule of upcoming events:
* August 6, 2014 in Holyoke - MassMATCH & Easter Seals Assistive Technology Expo (Exhibit Table)
* August 17, 2014 in Dorchester - 1199 SEIU Health Fair (Exhibit Table
* August 21, 2014 in Boston - National Alliance on Mental Illness Greater Boston Consumer Advocacy/Affiliate Network (NAMI GB CAN)
* September 5-7, 2014 in Boston - Abilities Expo (Exhibit Table)
* September 17, 2014 in Fitchburg - The Arc of Opportunity (AM and PM discussion)
* September 18, 2014 in Framingham - Living Longer: Aging with Intellectual Disability Conference (Hosted by Bridgewell) (Exhibit Table)
* September 30, 2014 in Worcester - Shared Living & Adult Family Care Conference
* MassHealth is planning additional events at Pine Street Inn, Rosie's Place and other organizations

**Slide 11: Community Outreach Video Vignettes**

* MORE advertising has interviewed five One Care enrollees and captured their stories on video
* MassHealth plans to share the video vignettes at the next One Care Open Meeting: Friday, Aug. 22, 1-3pm, Transportation Building
* The vignettes will be used to share member experiences with One Care

**Slide 12: Provider Outreach**

* MORE advertising has developed full- and half-page One Care ads for placement in six provider journals.
  + New England Journal of Medicine (NEJM)
  + Journal of the American Medical Association (JAMA)
  + American Family Physicians
  + Journal of Family Practice
  + MA Psychiatric Society Newsletter
  + Behavioral Magazine
* Ads will run in September, October, November and December 2014
* MORE will distribute One Care messaging to provider associations to include in newsletters, bulletins, and updates to their members and networks

**Slide 13:**

* 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)