

One Care: MassHealth plus Medicare

MassHealth Demonstration
to Integrate Care for Dual Eligibles

Open Meeting

March 20, 2015 2:00 PM – 4:00 PM

State Transportation Building

Boston, MA



Agenda for Today

- Remarks from Assistant Secretary Daniel Tsai
- One Care Enrollment
- Public Awareness and Outreach
- One Care Spending and Finance
- Early Indicators Project (EIP) Update
- Addressing Implementation Council Vacancies
- Implementation Council Update

One Care Enrollment

One Care Enrollment Reporting

- MassHealth publishes monthly enrollment reports that include:
 - Total enrollment by plan
 - Total enrollment by rating category
 - Enrollment penetration by county
 - Opt-outs by county and overall opt-out percentage

- MassHealth has added certain data and charts based on stakeholder feedback, such as:
 - Enrollment by rating category in each plan
 - Monthly enrollment over time
 - Enrollment activity compared to eligible population

- What additional enrollment detail would you like to see? For example:
 - Age or gender
 - Target population (e.g., behavioral health diagnosis, ID/DD)
 - Length of enrollment

Considerations for Future Outreach and Enrollment

- Seeking input on best ways to get to scale, including self-selection, auto-assignment, and other strategies
- MassHealth is considering several mailing outreach strategies:
 - Targeting members who:
 - Have not taken any action (no opt out, no enrollment)
 - Have opted out (One Care is still an option)
 - Will see a change to their Part D prescription drug plan under Medicare rules (typically at end of calendar year)
 - Become newly eligible on an ongoing basis
 - Alternative approaches for auto-assignment?
 - Smaller, more regular outreach?
 - Target members as they become newly eligible?
 - Different approaches to provider matching?
- Additional One Care health or enrollment fairs
- Continued provider network development

Enrollment Approach Discussion

- What has worked well and what could we improve from previous enrollment approaches?
- How should we reach out to people who have taken no action, or opted out?
- What else should we consider to increase enrollment?
- Do you have specific ideas for how to improve the auto-assignment process?

Public Awareness and Outreach

Community Outreach

- MassHealth will be participating in a number of conferences and meetings across the state to reach key One Care audiences, including (but not limited to):

Date	Session/Conference/Event	Location
3/26/15	Brain Injury Association of Massachusetts (BIA-MA) Annual Conference	Marlborough
3/27/15	Association of Developmental Disabilities Providers (ADDP) Conference	Worcester
4/16/15	Massachusetts Health Council Conference (The 5 th Women's Health Forum: Getting Healthy, Staying Healthy: Knowledge is Everything)	Boston
April/May	Deaf Inc. Annual Deaf Community Health Fair	Framingham
5/19/15	Changing Outcomes: 6th Annual Patient Navigator/ Community Health Worker Conference	Norwood

- If you are interested in MassHealth coming to one of your events or have additional event suggestions, please email us at OneCare@state.ma.us

Provider Training Opportunities: Online Modules

- MassHealth is developing a series of online modules for providers and plan staff
 - Quick reference guides about One Care
 - Short, self-paced trainings (usually 5-15 minutes) available to plan staff and providers at their convenience
 - Another tool for providers to learn about the key features of One Care
 - A certificate of completion will be sent to attendees after viewing the modules

- MassHealth has posted a new module on the One Care Provider Training website: “How to talk about One Care with the individuals you serve”, www.mass.gov/masshealth/onecare/learning
 - Provides an overview of One Care in Massachusetts and aims to help providers answer questions their patients/clients may have about One Care

- MassHealth is currently finalizing another module on Enrollee Rights and will publish it on the Provider Training website in Spring 2015

Provider Training Opportunities: Upcoming Webinar

- MassHealth and UMMS are developing the next One Care training webinar: Enhancing Care to Homeless Individuals through One Care
- Experts working with, and providing health care and supports to individuals experiencing homelessness will share their insights
- Attendees will:
 - Learn strategies for identifying individuals experiencing or at risk of homelessness
 - Gain insight into issues around providing care to individuals experiencing homelessness
 - Understand how to communicate the benefits of One Care to individuals who are homeless and their caregivers
- When: Thursday, April 2, 2015, 12-1pm
 - Registration is open on the One Care Provider Training website, www.mass.gov/masshealth/onecare/learning
 - The recorded webinar will be posted to the One Care learning website

One Care Paid Media Campaign

- MassHealth has contracted with MORE advertising to develop and implement a paid media campaign to continue to raise awareness of One Care
- Launching March 31, 2015
- We are targeting the campaign to areas where many eligible members have not made an enrollment decision, and in markets where there are at least two plans.
- Goals:
 - Educate members, their families, and their providers about the benefits of One Care
 - Encourage potential enrollees to visit the website or call MassHealth
 - Feature familiar One Care members sharing their personal experiences with One Care

Media Plan

- Staggered launch:
 - Transit: exterior buses, interior Car Cards, station posters
 - Billboards in the community
 - Launch dates:
 - March 30th: begins in Boston and Worcester
 - May 18th: begins in Springfield
- May 18th: TV ad begins in Boston, Worcester and Springfield
 - Features Nancy from Worcester
 - Runs for 10 weeks

Billboard

“One Care gives me
the care I had
and *much more.*”



One Care member

One Care

MassHealth+Medicare
Bringing your care together

www.mass.gov/masshealth/OneCare

Bill Board - Spanish



**“No cambiaría
One Care por
nada del mundo.”**

Miembro de One Care

One Care

MassHealth+Medicare
Bringing your care together

www.mass.gov/masshealth/OneCare

Exterior Bus Queen



**“With One Care,
I can live
independently.”**

One Care
MassHealth+Medicare
Bringing your care together

One Care member

www.mass.gov/masshealth/OneCare TOLL FREE 1-800-841-2900

Exterior Bus Queen - Spanish



“No cambiaría
One Care por
nada del mundo.”

One Care
MassHealth+Medicare
Bringing your care together

Miembro de One Care

www.mass.gov/masshealth/OneCare

Llamada gratuita **1-800-841-2900**

Transit Interior



“One Care gives me
personalized attention.”

- No Co-Payments
- More Dental and Vision Care
- Community Support Services
- More Behavioral Health Services
- A Care Coordinator

One Care member

One Care

MassHealth+Medicare
Bringing your care together

www.mass.gov/masshealth/OneCare

TOLL FREE 1-800-841-2900

Transit Interior - Spanish



“No cambiaría One Care por nada del mundo.”

- No hay copagos
- Más servicios dentales y de la vista
- Servicios de apoyo comunitario
- Más servicios de salud conductual
- Un coordinador de la atención

One Care

MassHealth+Medicare
Bringing your care together

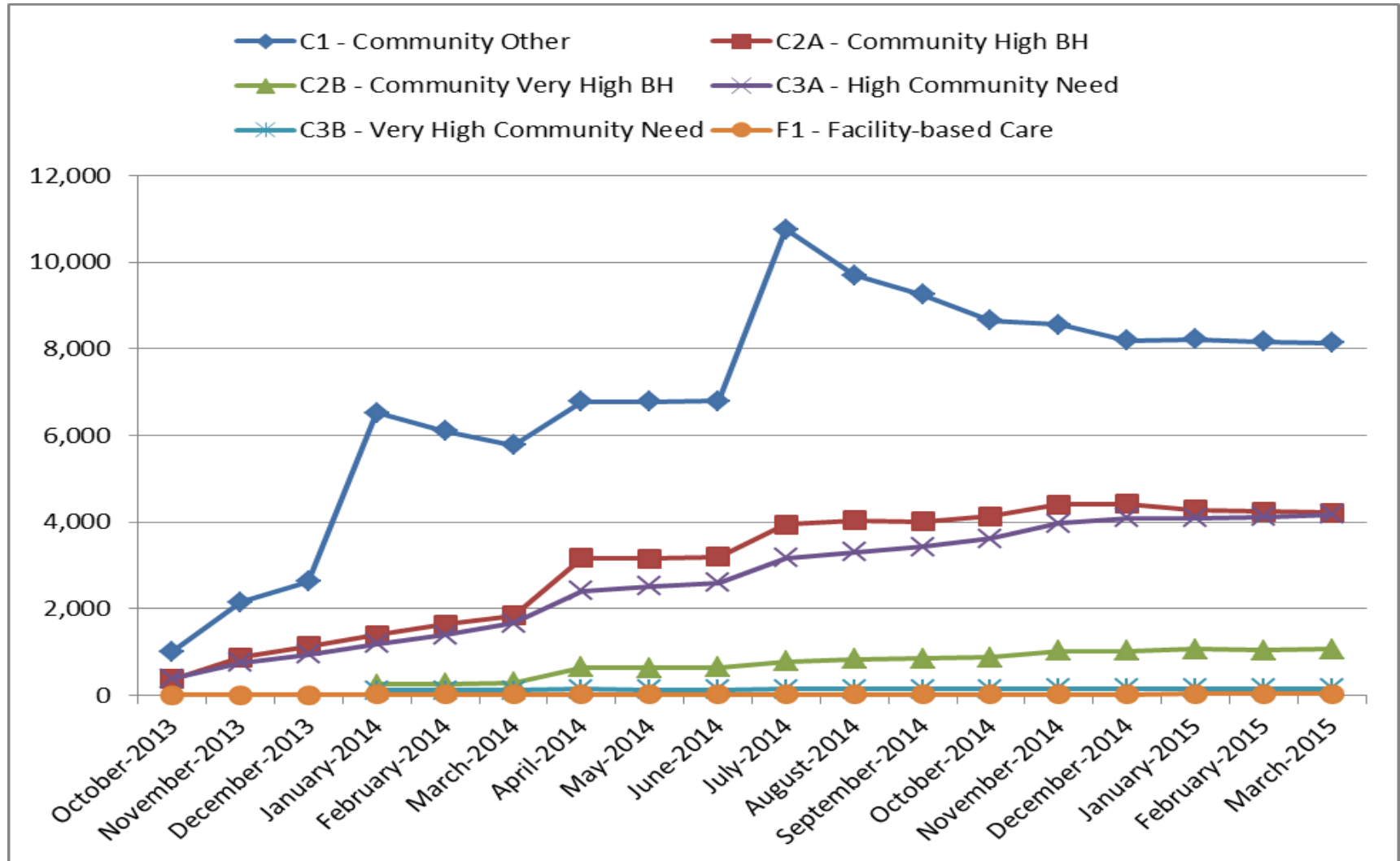
Miembro de One Care

www.mass.gov/masshealth/OneCare Llamada gratuita 1-800-841-2900

Discussion/Questions?

One Care Spending and Finance

Total Enrollment by Rating Category MassHealth



Enrollment by Rating Category Impact on Spending

- The distribution of members across the rating categories has been uneven from month to month
 - Impacts the aggregate spending category distribution, especially for HCBS/Home Health service spending

- We expect to see the majority of HCBS/Home Health spending for One Care enrollees in C3A and C3B
 - October 2013: **16%** were in C3A
 - January 2014: **8%** were in C3A or C3B
 - June 2014: **17%** were in C3A or C3B

- Enrollment by rating category and plan in June 2014:

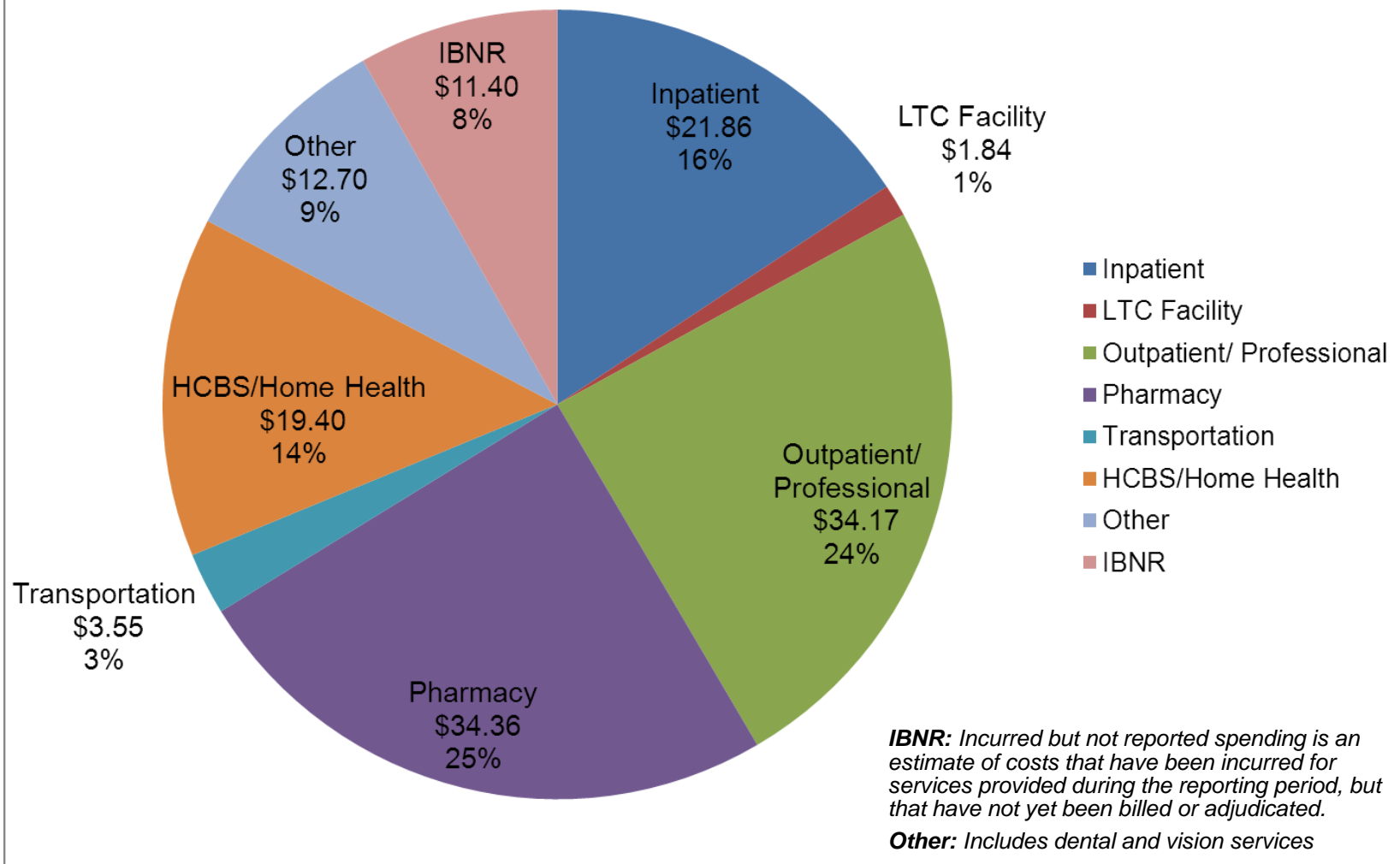
One Care Plan Enrollment (Enrollees)	C1	C2A	C2B	C3A	C3B	F1	Total by Plan
Commonwealth Care Alliance	4,580	1,375	266	1,491	118	16	7,846
Fallon Total Care	2,504	1,253	282	596	22	2	4,659
Tufts Health Plan - Network Health	388	373	75	63	3	0	902
Total by Rating Category*	7,472	3,001	623	2,150	143	18	13,407
<i>Rating Category % of Total Enrollment</i>	<i>56%</i>	<i>22%</i>	<i>5%</i>	<i>16%</i>	<i>1%</i>	<i>0%</i>	<i>100%</i>

**The RC status was unavailable for 2 enrollments in this month; the reported total enrollment for 6/1/14 was 13,409. Enrollment as of March 1, 2015 is 17,797 members across all rating categories.*

Length of Enrollment Impact on Spending

- From date of enrollment, 90 days for assessment and care planning process
 - Members' prior services, provider relationships, and service authorizations are protected through this Continuity of Care period
 - One Care plans continue to pay these claims until member's new care plan in place
 - Continuity of Care period spending likely reflects FFS trends more than impact of One Care's care model
- For the first 3 quarters of spending (Oct. 2013 – June 2014), much of the One Care plans' spending reflects enrollees' Continuity of Care periods
 - December 2013: 100% of enrollees in One Care 3 months or less (1st quarter spending)
 - March 2014: 58% of enrollees in One Care 3 months or less (2nd quarter spending)
 - June 2014: 35% of enrollees in One Care 3 months or less (3rd quarter spending)

One Care: Aggregate Medical and LTSS Spending through June 30, 2014 (\$ Millions)



Aggregate One Care Plan medical and LTSS spending from October 1, 2013 – June 30, 2014 as reported by One Care plans, subject to verification by MassHealth and CMS.

One Care Finance

- Our goal is to work with stakeholders, the plans, and CMS to ensure a sustainable financing system
- In response to requests from the One Care plans, and based on ongoing enrollment activity through the first Demonstration Year, MassHealth and CMS enhanced the financial methodology to provide additional financial protections and stability for the plans
- In January 2015, CMS, MassHealth, and the three One Care plans amended the One Care three-way contract through a second addendum
- The addendum modified the following:
 - Savings Percentages
 - High Cost Risk Pools
 - Risk Corridors

One Care Finance (cont'd)

- **Savings Percentages** – The three-way contract includes savings percentages that are applied to the MassHealth and Medicare Parts A & B rate components
 - Jan 2015 addendum reduced the savings percentages for Demonstration Years 2 and 3
 - Year 2: Reduced by 1% (from 1.5% to 0.5%)
 - Year 3: Reduced by 2% (from >4% to 2%)
 - This means the One Care plans will receive higher payments from MassHealth and from Medicare

- **High-cost Risk Pools (HCRP)** – The three-way contract established HCRPs funded by a percentage of the MassHealth capitation
 - HCRPs are designed to redistribute funding if a plan saw outlier enrollment of very high cost members
 - The plans did not expect value from this for Demonstration Year 1, so MassHealth will refund the plans' contributions

One Care Finance (cont'd)

- **Risk Corridors** – Risk-sharing mechanism applied 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 in September 2014 to extend risk corridors for the second and third years

- Jan 2015 addendum increased risk sharing for Demonstration Year 1:
 - For plan gains/losses up to 1%, no sharing (no change)
 - For plan gains/losses 1.1% - 10%, 10% plan share, 90% CMS/MassHealth share
 - For plan gains/losses 10.1% - 20%, 50%-50% sharing between plan and CMS/MassHealth
 - For plan gains/losses >20%, no sharing (no change)
 - Additional participation from Medicare at higher levels of risk sharing

One Care 2015 Rates

- MassHealth and CMS shared a draft calendar year (CY) 2015 rate report for the Medicare portion (Parts A/B and D) of the One Care capitation rate with the One Care plans in mid-October 2014
- Final CY2015 rate reports were released to the plans on February 27, 2015
- CMS recently released the draft CY2016 Medicare Call Letter for public comment
- 2016 One Care MassHealth rate development will begin late Summer/Fall 2015

Early Indicators Project (EIP) Update

- EIP Survey 2 asked questions about the experiences of enrollees in One Care
- We have collected responses from three groups of enrolled individuals to finish the survey process (1,933 total responses)
- Each group was surveyed approximately 120 days after enrollment
- We have begun to analyze the survey responses and are working with Implementation Council members to develop our approach to this analysis
- We will look at the responses to this survey through different lenses, such as race, gender, disability and sexual orientation to look at how various characteristics affected responses

Preliminary Results from EIP Survey **MassHealth**

Enrolling

- Most understood auto-assignment and found it easy to enroll

Experiences with Care Team

- Over 80% had met with their PCP; most are satisfied with the PCP
- Over 70% had met with their Care Coordinator; 90% are satisfied
- There was confusion about the role of the LTS Coordinator
 - When asked if they needed/wanted LTS Coordinator, many said no, or not sure;
 - Only 39% said they needed/wanted an LTS Coordinator;
 - Less than 45% had met with an LTS Coordinator

Preliminary Results from EIP Survey (cont'd)

Experiences with the Assessment process

- Over 90% reported that the Care Team cared about their preferences and treated them with respect

During the Assessment Process, were you asked about your need for:			
Medical Services	Yes:	LTSS	Yes:
Specialty Medical Care	74%	Help with ADLs/IADLs	73%
Mental Health Care	82%	Medical Equipment/Supplies	64%
Substance Abuse Services	60%	Assistive Technology	33%
Oral/Dental	75%	Community Activities	54%
Prescription Medications	90%	Community Transportation	75%
Medical Transportation	83%	Day Programs	49%

Preliminary Results from EIP Survey (*cont'd*)

The Care Plan and Services

- 90% of enrollees agree with services in their care plans
- There is general satisfaction with services

Overall Perceptions of One Care

- Overall perceptions of One Care are positive
- 83% plan to stay in One Care
- Most are satisfied with their One Care plan and the services they get through One Care

Addressing Implementation Council Vacancies

Process to Address Implementation Council Vacancies

- MassHealth expects to use procurement process similar to process used in 2012: Notice of opportunity to participate in the Implementation Council
- Opportunity to bring expertise and diversity to the Council in areas where resignations have left gaps, such as understanding ID/DD community concerns and perspectives
- Continued commitment to consumer-majority representation on the Council
- Procurement materials will be available on the Duals Demonstration and One Care websites: <http://www.mass.gov/masshealth/duals>; <http://www.mass.gov/masshealth/onecare>
 - We will also share the materials through stakeholder email list, State agency partners, One Care plans, Implementation Council, etc.
 - We would appreciate the help of stakeholders in spreading the word

Implementation Council Update

Discussion/Questions?

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

Email us at OneCare@state.ma.us

