**One Care: MassHealth plus Medicare**

MassHealth Demonstration to Integrate Care for Dual Eligibles

MassHealth Updates to the Implementation Council

September 12, 2014, 1:00 PM – 3:00 PM

One Ashburton Place, 21st Floor

Boston, MA

**Slide 2**

**Agenda for MassHealth Update**

* Enrollment Update
* LTS Coordinator Training
* Encounter Data
* Contract Management and Monitoring

**Slide 3**

**Total Enrollment**

The following information was presented in table format.

Effective **September 1**, total number of enrollees: **17,739**

* Total Enrollment by Plan
  + Commonwealth Care Alliance (CCA)= 9,864 (55.6%)
  + Fallon Total Care (FTC)= 6,415 (36.2%)
  + Network Health= 1,460 (8.2%)
  + Total= 17,739
* Total Enrollment by Rating Category
  + F1=27
  + C3B=142
  + C3A= 2,852
  + C2B= 764
  + C2A= 3,724
  + C1= 10,223
  + Unavailable\*= 7
    - \*The rating category for seven enrollments was unavailable at the time of this report.
  + Total= 17,739

**Slide 4**

**Rating Category Enrollment by Plan *(As of September 1, 2014)***

This information was presented in graph format.

*F1 < 1% of enrollments in each plan*

* CCA (N=9,864)
  + C1=54%
  + C2A=20%
  + C2B=4%
  + C3A=20%
  + C3B=1.3%
* FTC (N=6415)
  + C1=65%
  + C2A=19%
  + C2B=4%
  + C3A=12%
  + C3B=0.2%
* NH (N=1,460)
  + C1=50%
  + C2A=35%
  + C2B=7%
  + C3A=8%
  + C3B=0.2%
* One Care (N= 17,739)
  + C1=58%
  + C2A=21%
  + C3A=4%
  + C2B=16%
  + C3B=0.8%

**Slide 5**

**Round Four Auto-Assignment**

* MassHealth auto-assigned 1,332 people to Tufts Health Plan – Network Health for coverage beginning November 1, 2014
* MassHealth mailed 60-day auto-assignment notices and a Part D insert to those people on Thur., Aug. 28
* MassHealth will mail 30-day reminder notices at the end of September 2014
* Individuals can choose to enroll before November 1, opt out, or enroll in a different One Care plan

**Slide 6**

**LTS Coordinator Training Webinar**

**The LTS Coordinator: Role and Benefits for One Care Enrollees**

* Thursday, September 18, 2014
* Noon - 1pm
* During this webinar, we will discuss:
  + making referrals to Independent Living and Long-Term Services (LTS) and Supports Coordinators;
  + ways to explain this role to One Care enrollees; and
  + the benefits of engaging  
    LTS Coordinators on care teams.

**Slide 7**

**Encounter Data**

***(***[***http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/Medicaid-Encounter-Data-toolkit.pdf***](http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/Medicaid-Encounter-Data-toolkit.pdf)***)***

* What are encounter data?
  + Records of services delivered to Medicaid beneficiaries enrolled in managed care
  + Typically come from billed claims that providers submit to managed care plans
  + We can use ad hoc inquiries and/or standardized reports to understand the data
* Encounter data can be used to
  + Provide plan-level information about member service utilization
  + Measure and monitor quality, utilization, finance and compliance with contractual requirements
  + Monitor which providers are delivering services to One Care members
  + Inform the capitation rate-setting process
  + Perform risk-adjustment to account for differences in member health status across plans

**Slide 8**

**Encounter Data**

* How will MassHealth use encounter data for One Care?
  + Encounter data reporting can help us understand the unique features of One Care, and how enrollees are using services
  + We are reviewing other product lines (e.g., MCOs and SCOs) to learn from how they are using and reporting encounter data
  + Encounter data can help us see how people use services in One Care compared to fee-for-service
    - E.g.: PCA utilization, hospital admissions, behavioral health diversionary service utilization vs. inpatient psych; dental visit frequency
  + We invite MassHealth Implementation Council input on specific areas we should focus on in One Care encounter data analysis and reports
* Timing: The One Care plans will report encounter data on a monthly basis. We expect the data to be ready sometime next year.

**Slide 9**

**Contract Management/Monitoring**

* Quality Monitoring and Outcomes Measurement
  + The first Implementation Council Quality Subgroup meeting was held on Aug. 13, 2014. The group reviewed
    - Types of measures plans are required to report
    - Timelines for submission of measures
  + The group provided feedback on administration of the Mental Health Recovery Measure (MHRM) survey and cover letter. This survey is slated to be administered by UMASS Office of Survey Research (OSR) later this year.
    - The group continues to provide feedback on messaging to encourage survey participation, including increasing awareness of the survey’s objectives
  + The next meeting is scheduled for Oct 22, 2014 from 2-4 pm

**Slide 10**

**Contract Management/Monitoring (cont’d)**

* Plan Contract Management – Behavioral Health Privacy
  + MassHealth held the second Behavioral Health Privacy meeting on 9/11/14. Attendees included
    - Department of Mental Health (DMH)
    - Department of Public Health (DPH)
    - Mental Health Legal Advisors
    - Implementation Council members
    - One Care plans
  + Topics of discussion
    - Review of One Care plans Readiness Review documents
    - Improving Behavioral Health through integrated care
      * Provider roles and responsibilities
      * Member rights and management of PHI (focus on BH diagnosis)

Slide 11

**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)