

Merrimack Valley LTSS CP Follow Up to BP1

Annual Progress Report

Executive Summary

As a follow up to the annual report submitted for Budget Period 1 (June 1, 2018 to December 31, 2018), DSRIP funding was used during budget period 1 to fund activities under the following areas: technology, workforce development, business startup and operational infrastructure.

As part of our development of a comprehensive technological infrastructure, DSRIP funding was used to secure IT staffing support in the form of consultants. The role of the consultant was to provide the necessary support to operationalize and refine the care management platform (eHana) for the MVCP staff and to address the unique configuration of the ESMV and NILP partnership. There was an allowance made for work at both the Lawrence and Lowell locations. The consultants worked in conjunction with the care management vendor (eHana) to perform the work necessary.

DSRIP funding was also utilized for the licensing fees for eHana. The amount allocated for Budget Period 1 was adjusted due to the one-month delay for program go-live. DSRIP funding was budgeted for enhancements that would be necessary beyond the core product of the care management platform. Areas under review include: quality measure analytics and the development of stratification algorithms to organize care management activities with CP members.

MVCP's workforce development strategy during Budget Period 1 was supported using DSRIP funds. Advertising for new positions was done through Indeed, Monster, and Ziprreuiter. Once Navigators were hired, they completed a comprehensive training through the Education Division of Northeast Independent Living Program (NILP), known as the Training and Learning Collaborative (TLC). Staff have been fully trained and are competent in all aspects of the program. Additional trainings continue to be offered to enhance the navigator's skillsets. Staff turnover has not been an issue to date.

Business startup during Budget Period 1 was supported with DSRIP funds. The primary driver of the business startup costs was personnel. MVCP hired navigators and a management team to operationalize the program. Program funding was insufficient to cover program costs given the high percentage of members that could not be reached.

Operational Infrastructure needs were supported through DSRIP funding during Budget Period 1 in the form of billing and administrative program support. Billing support was, and still is, necessary to work with eHana to create and track the monthly billing files, denials and receivables. A level of administrative support is necessary at both the Lawrence and Lowell sites to manage program operations.