

## ATTACHMENT B

### DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP4 ANNUAL REPORT RESPONSE FORM

#### PART 1: BP4 ANNUAL REPORT EXECUTIVE SUMMARY

##### General Information

<b>Full CP Name:</b>	Merrimack Valley Community Partner
<b>CP Address:</b>	280 Merrimack Street Suite 400, Lawrence, MA 01843

##### Part 1. BP4 Annual Report Executive Summary

This annual report is inclusive of the information from Budget Period 4 (January 1, 2021, to December 31, 2021). DSRIP funding during this timeframe was used to fund operational infrastructure, specifically the position of program director and the data quality specialist. Additional infrastructure funding was used to help fund workforce retention and costs related to technology infrastructure and modifications to the eHana care management platform.

Merrimack Valley Community Partner's (MVCP) workforce development strategy was supported using DSRIP funding throughout BP4. Given the significant staffing challenges Covid 19 has posed, a portion of infrastructure funding was allocated to efforts supporting the retention of staff. MVCP recognizes that the staff associated with this program are one of the biggest assets to the program and the members we serve. Because of the current workforce issues and the difficulties retaining quality staff, MVCP leadership invested in initiatives to retain the valuable staff that make up our program. MVCP has also used DSRIP funding throughout BP4 to fund the data quality specialist position to support the quality component of the program, as well as the program director position. DSRIP funding continued to support the operational infrastructure needs necessary during BP4 in the form of billing and administrative program support. Due to the lack of a functional billing module, significant resources continue to be necessary to support the shared billing functions in conjunction with eHana.

Modifications to the eHana care management platform include a change that was made that allowed for additional care plan status updates, as well as the ability to set projected timelines and status of member goals. Another important update to the eHana platform was the ability to check a member's CP status directly from the member's page. This change was put into place as a mechanism to help prevent unnecessary claim denials. Both changes were implemented during this reporting year and are now fully operational within the eHana platform.

One of the biggest successes MVCP has experienced during BP4 has been the relationship building between our navigator team and the CP members we have been able to actively outreach to and connect with. Despite the COVID pandemic challenges, the MVCP team was able to adapt to working remotely and continued working towards building relationships with members, ACO/MCO staff, and staff at the

PCP practices using telecommunications. Because of the increased frequency of case conference meetings, ACO staff and MVCP staff are much more familiar with each other. This collaborative relationship ultimately results in better service coordination for our shared members.

As it has been safe to do so during BP4, the MVCP staff have been making the transition from using telecommunications to transitioning back into the community and are doing home visits and meeting members face to face in the community, as appropriate. The navigator team has reported numerous success stories that have been shared with our ACO/MCO partners, as well as with MassHealth Leadership. The program has matured to a point where we are starting to experience the true benefits of this integrated model. Members are successfully accomplishing their goals and becoming more engaged in their care planning. Collaborative relationships have formed with the ACO/MCOs and care coordination between the ACO/MCOs and the CP is improving.

We continue to have a consistent, competent team of navigators and an intake coordinator who bring to the program a wide range of expertise, skillsets, and diversity. We consider our care team one of our strongest assets. Our community partners and our shared members benefit greatly from what our team brings to the program.