# Slide 1:

# Implementation Council Suggestions for Three-way Contract Amendments

## May 13, 2016

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Slide 2:

# Objectives

## To use lessons learned from nearly 3 years of Demonstration experience to strengthen the 3-way contract

## Clarify responsibilities within 3-way contract to improve:

# Objective measures and data collection

# Passive enrollment process

# Alternative Payment Models strategies and expectations

# Delivery of LTSS and outcome metrics

# Assessment process

# Care plan and care team development

# Behavioral Health

# Education around enrollee rights and provider responsibilities

# Role of One Care Ombudsman

# Program sustainability

# Slide 3:

# Themes

## Objective Measures and Consistent Data collection across plans

### Allow for “apples to apples” comparison

### Streamline reporting and sharing of information with stakeholders

## Passive Enrollment Process

### Use of objective measures when determining plan capacity to take on new members

# Slide 4:

# Themes - Continued

## Alternative Payment Models (APMs)

### Clearer guidance on use of APMs within One Care

### Stronger expectation of use of APMs for payments to providers

### Guidance on use of value-based purchasing in medical, behavioral health, and LTSS

## Long Term Services and Supports

### Consistent assessment process

### Development and incorporation of LTSS outcome metrics

### Role of LTS-Coordinator

### Timeline for service authorizations

# Slide 5:

# Themes - Continued

## Comprehensive Assessment Process

### Use of uniform LTSS tool across plans

### IL-LTSS Coordinator assessment for all enrollees

### LGBT Data Collection

### Oral health assessment

## Care Plan & Care Team Development Process

### Clarification of requirements around Care Plan development and approval

### Clarified procedure for identifying Care Team members

### Enrollee training on integrated care

# Slide 6:

# Themes - Continued

## Behavioral Health

### Requirement to contract with providers who support chronically homeless enrollees to obtain and remain in low threshold supportive housing

### Refined definition of Certified Peer Specialist (CPS) with greater clarity provided on the skills and opportunities of integrating peer roles on care teams including IL-LTS-C, CHW, CPS

### Provide guidance to plans and providers on best practices around behavioral health privacy

# Slide 7:

# Themes - Continued

# Enrollee Rights & Provider Responsibilities

### Enrollee access to medical records

### Americans with Disabilities Act (ADA) Compliance

### Cultural Competency requirements

### Use of Video Remote Interpreting (VRI)

### Role of One Care Ombudsman

## Role of One Care Ombudsman

### Definition of One Care Ombudsman

### Strengthen awareness of contractor, staff and enrollee of OCO role and availability during the grievance and appeals process

# Slide 8:

# Themes – Continued

* Program Sustainability

### Mitigation of overcharging by providers (after Council discussion, this comment was removed)

### Assurance of adequate rates for community-based organizations