



# **One Care Implementation Council**

Tufts Health Unify; Network Access

February 12, 2019

# Today's Focus

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- Pre-enrollment
- Enrollment
- Connection to Services
- Other Monitoring Activities

# Pre-enrollment

Pre-Enrollment

Enrollment

Connection to  
Services

Other Monitoring  
Activities

## *Implementation Council: Key Questions*

- How are providers with opened/closed panels tracked?
- What information do we have on providers accepting/not accepting new patients?
- What provider demographic data is captured?

## *Tufts Health Plan Activities*

- Providers supply demographic and practice data upon enrollment
- Care managers track providers' open/closed panel status, if known

# Pre-Enrollment

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## Opportunities and Recommendations

- THP provider enrollment forms versus all-payer forms
- Timely notification from providers regarding open/closed panel status

# Enrollment

Pre-Enrollment

Enrollment

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Activities

## *Implementation Council: Key Questions*

- How does THP measure effectiveness of Coordination of Care processes?
- Anything on PCP auto-assignment process?

## *Tufts Health Plan Activities*

### Continuity of Care

- Continuity of Care may be reviewed on case-by case basis
- May extend beyond 90 days depending on member need

### PCP Assignment

- Historically non-issue until recently in Worcester
- One Care member education

# Enrollment

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## Opportunities and Recommendations

- Claims lag for new members
- Member engagement for newly enrolled members with new providers

# Connection to Services

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## *Implementation Council: Key Questions*

- Are members denied access due to closed panels?
- What specialties are known to experience long wait times?
- Are there any interventions to mitigate long wait times? What interventions do we have?
- What is the timeline for getting a single case agreement approved? How often do members have to seek out single case agreements?

## *Tufts Health Plan Activities*

- Connect members to care for specialties with long wait times
  - BH Services
  - Other Medical
- Single case agreements reviews

# Connection to Services

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## Opportunities and Recommendations

- Support providers to build capabilities



# Other Monitoring Activities

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## *Implementation Council: Key Questions*

- How do we support practices in addressing health disparities?
- How do we capture and monitor provider compliance with ADA?

## *THP Activities*

- Community Engagement
- Consumer Advisory Council
- Implementation Council involvement (Town Hall, Women's Workgroup)
- Monitoring of appeals and grievances data
- Compliance program monitoring of ADA adherence
- Member assistance navigating redetermination process

# Other Monitoring Activities

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## Opportunities and Recommendations

- Development of new provider survey to assess compliance with ADA requirements
- Capturing member demographic data in a structured way

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