



One Care Implementation Council



April 9, 2024

United
Healthcare



Flexible Benefits

Flexible Benefits are individualized based on an Enrollee's needs and goals, and in accordance with an Enrollee's Care Plan.

We make sure the benefit adds value, including by promoting independent living or recovery, positively impacting outcomes, or addressing barriers to achieving goals in the Enrollee's care plan.

Process – Built into Care Coordination process

Comprehensive Assessment/ICP Development

Identifies need and collaborates with member/ICT

Evaluates available options

Processes request

Follow up with Member

Design of Process - CMFI inspired

Person Centered

- Based on individual needs
- Consistent with Care Plan

Empowering Care Coordinators

- Able to provide directly – no PA required
- Increased approval threshold



Resources



Education to staff (care coordinators/LTSC)

- New staff required to take State mandated trainings
- Internal trainings during onboarding
- Reviewed during team meetings/open office hours
- Standing agenda on weekly clinical rounds



Educate members

- Included in Member Handbook
- Discussed during assessment process and ICP development

Flex benefit utilization

Documented in member's
chart and care plan



Care Coordinator follows up
with Member



Reported to MassHealth
through encounters data





Thank You