CHCS Center for Health Care Strategies, Inc.

Advancing access, quality, and cost-effectiveness in publicly financed health care

Cal MediConnect: One Year Later

Communicating Results from New Integrated Programs

2015 California Summit on Transforming Long-Term Services and Supports

October 27, 2015

Supported by The SCAN Foundation

Welcome and Introductions

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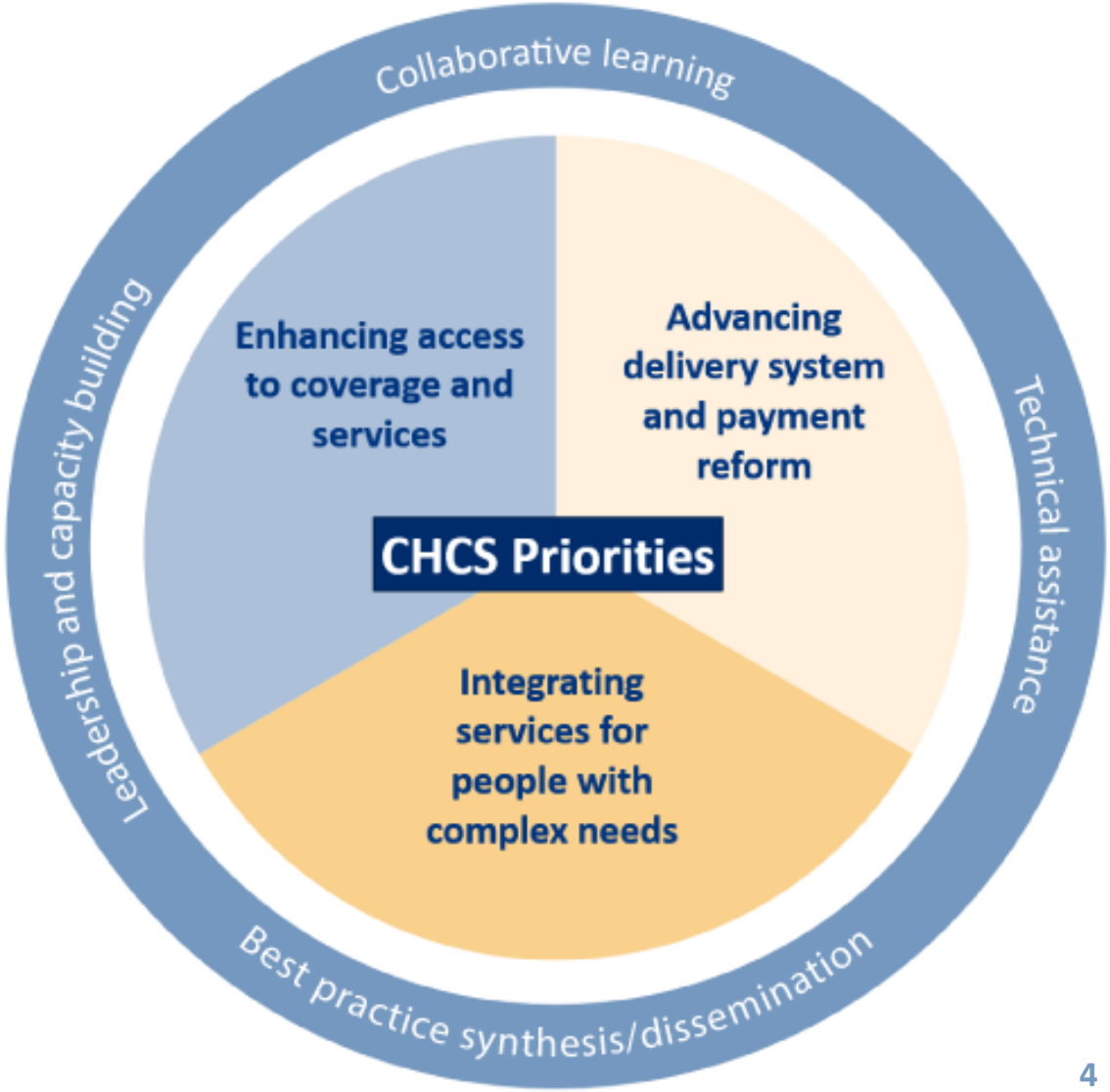
VII. Department of Health Care Services Remarks

VIII. Questions

About the Center for Health Care Strategies

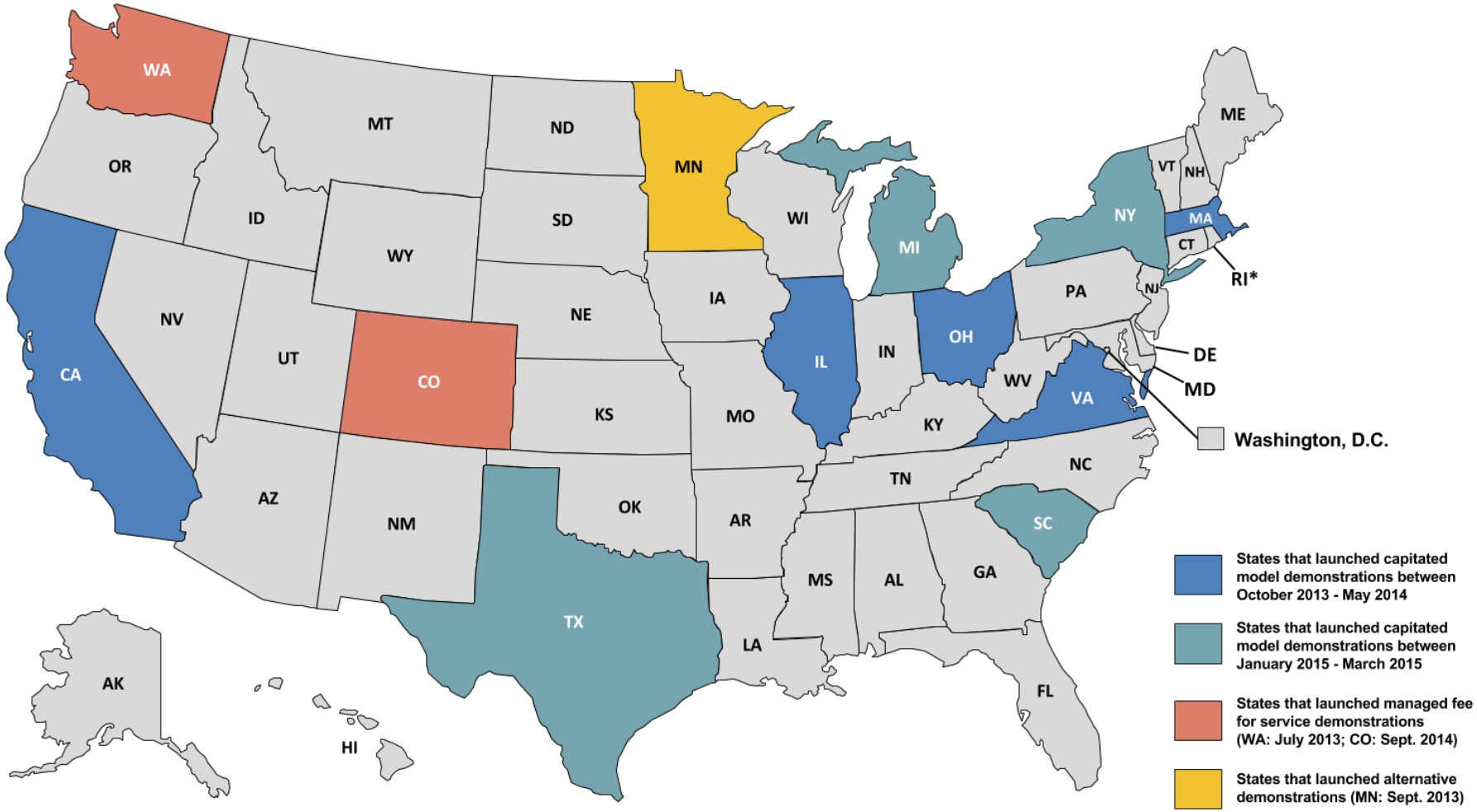
A non-profit health policy center dedicated to improving the health of low-income Americans



CHCS' Current Projects to Support Medicare-Medicaid Integration

Project	Description	Funder
Implementing New Systems of Integration for Dual Eligibles (INSIDE)	Brings together 13 states implementing programs of integrated care for group learning and innovation sharing. States participating: AZ, CA, FL, ID, MA, MN, NJ, NY, RI, SC, TX, VA, WA	The Commonwealth Fund, The SCAN Foundation
Promoting Integrated Care for Dual Eligibles (PRIDE)	Convenes six health plans to identify and test innovative strategies that enhance and integrate care for Medicare-Medicaid enrollees	The Commonwealth Fund
Integrated Care Resource Center (ICRC)	Provides technical assistance to states pursuing financial alignment demonstrations and other integrated care models at every level of design and implementation	Centers for Medicare & Medicaid Services (CMS)

Financial Alignment Initiative: Implementation Snapshot



*Rhode Island's projected opt-In enrollment date is: December 1, 2015.

Communicating Early Program Results

- States are developing strategies to communicate early program results to stakeholders
  - State dashboards on enrollment, assessment, and quality
  - Reports on early beneficiary experience data collected via focus groups and surveys
  - Ombudsman program reporting
- Focus groups and beneficiary surveys examine:
  - Choice to opt-in and opt-out of the program
  - Care coordination experience
  - Knowledge of benefits and continuity of care experience
- States using/planning to use data for:
  - Internal early program refinement
  - To obtain stakeholder feedback on early program results

Massachusetts One Care Program – Assessing Beneficiary Experience

Conducted four focus groups between December 2013 and April 2014

- Focus groups assessed:
  - Awareness/understanding of One Care
  - Enrollment process
  - Early experience including hopes & concerns
- Focus group findings:
  - Enrollment experience varied for self-selecting vs. auto-assigned members
  - Members were knowledgeable about the program, satisfied with their care coordinator, and valued better dental coverage
  - Those that opted out of the program feared losing trusted providers and regular prescriptions

Massachusetts One Care Program – Assessing Beneficiary Experience

Conducted two surveys between December 2013 and December 2014

- Surveys assessed:
  - Enrollment process
  - Assessment and care planning process
  - Overall satisfaction and perceptions of the program
- Survey findings:
  - Members generally satisfied and intend to stay enrolled
  - Need for greater attention to person-centered care planning
  - Members unsure about independent LTSS coordinator role
  - Members medical and mental health needs more consistently assessed than LTSS needs

Massachusetts One Care Program – Using Beneficiary Survey Data

- Results discussed with Implementation Council, One Care plans, and broader key stakeholders
- Areas identified for program refinement
  - Promote person-centered model so members understand the care planning process and care coordinators/providers understand how to educate members
  - Assess and address needs for LTSS and substance abuse services
  - Enhance access to and understanding of dental coverage
  - Enhance capacity within community-based organizations to ensure availability of independent LTSS coordinators
- Kept recommendations focused on actionable findings and identified who could take action

CHCS Center for Health Care Strategies, Inc.

Improving the quality and cost-effectiveness of publicly financed health care

Evaluation of Cal MediConnect

Carrie Graham
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Findings from Wave 1 of the Rapid Cycle Polling Project

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Department of Health Care Services Remarks

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Questions?

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