Assessing Health Plan Partnerships with Community-Based Organizations to Serve Members Who Qualify for MLTSS
OUR PEOPLE

Webinar Panel

Karen Brodsky

Liddy Garcia-Bunuel
WEBINAR AGENDA

- ABOUT HMA
- INTRO TO CBOS AND THEIR ROLE IN MEDICAID MANAGED CARE
- CBO RELATIONSHIPS AND MLTSS
- ASSESSING AN MCO’S CBO ROSTER FOR MLTSS
- MAXIMIZING CBO PARTNERSHIPS IN MCO OPERATIONS
- INNOVATIONS IN CBO RELATIONS
- Q&A
OUR FIRM

We are a leading independent, national healthcare research and consulting firm providing technical and analytical services.

We specialize in publicly-funded health programs, system reform and public policy.

We work with purchasers, providers, policy-makers, program evaluators, investors and others.

Our strength is in our people, and the experience they bring to the most complex issues, problems, or opportunities.
Innovators with unmatched real-world experience

OUR COLLEAGUES ARE FORMER:

- State Medicaid directors, mental health commissioners and budget officers
- CEO, COO, CFO and other hospital, health system and state-based health insurance marketplace leaders
- Managed care executives
- Physicians and other clinicians who have run health centers and integrated systems of care—many still practice medicine
- Policy advisors to governors and other elected officials
- Senior officials from the Centers for Medicare & Medicaid Services (CMS) and the Office of Management & Budget (OMB)
PART ONE

INTRO TO CBOS AND THEIR ROLE IN MEDICAID MANAGED CARE
WHY DO MEDICAID MCOS PARTNER WITH CBOS?

- Improve care coordination, access and delivery
- Strengthen the community and safety-net infrastructure
- Prevent illness and loss of function
- Improve person-centered care
- Prevent and address health disparities
- Support the MCO’s public health mission
- Promote the MCO brand
- Improve the MCO’s bottom line
They connect more vulnerable members with social services that address social determinants of health, e.g.

- Housing needs
- Non-medical transportation
- Food and nutritional services
- Health and wellness programs
- Counseling
- Screenings and referrals
CBO SERVICES AVAILABLE FOR MEDICAID ENROLLEES

**HOUSING**
- Identify/apply for affordable housing, security deposits, household furnishing, moving expenses, roommate matching.

**NON-MEDICAL TRANSPORTATION**
- Public transportation vouchers, free ride vans for seniors

**FOOD**
- SNAP, WIC, food pantries, food vouchers, prepared meals, congregate meal sites.

**HEALTH & WELLNESS**
- Classes in wellness, physical fitness, nutrition, fall prevention, weight management.

**COUNSELING**
- Medical and social service coverage options, parenting, domestic violence, caregiver support.
MORE CBOs THAT SUPPORT MEDICAID ENROLLEES

SCREENS/REFERRALS
- Blood pressure, vision, cancer screens, depression, glucose, BMI.

FINANCIAL ASSISTANCE
- SSI application, other cash assistance, utilities assistance, loans.

EDUCATION & TRAINING
- Chronic disease management, diet, navigating health coverage, parenting, managing stress.

EMPLOYMENT ASSISTANCE
- Job placement services and supports, vocational training, supported employment.
PART TWO

CBOS RELATIONSHIPS AND MLTSS PROGRAMS
“The delivery of long term services and supports (including both home and community based services (HCBS) and institutional-based services) through capitated Medicaid managed care programs. These programs can be operated by a variety of health plans, including a managed care organization, a prepaid inpatient health plan or a prepaid ambulatory health plan. HCBS are services made available to support individuals living at home or in a community based setting; these may include home health care, durable medical equipment, assistive technology, chore services, nursing care, transportation, adult day care, in-home meal services, and more..”

Source: CENTERS FOR MEDICARE AND MEDICAID SERVICES
Medicaid Managed Long-term Supports and Services (MLTSS) Status
As of October 27, 2016

Active MLTSS Program as of October 2016
Intends to Implement MLTSS by 2018
Active capitated Duals Demo (MLTSS for duals in demo)
States to Watch for Potential MLTSS Activity

Note: Though ID is largely a FFS Medicaid state, it offers a Medicare Medicaid Coordinated Plan for duals that includes MLTSS
**TYPES OF LTSS CBOs AND THEIR SERVICES**

**AREA AGENCIES ON AGING**
Collaborates with CBOs to connect seniors and adults w/physical and mental disabilities

**CENTERS FOR INDEPENDENT LIVING**
Empower people w/disabilities to move from dependence to independence

**HOUSING & TRANSITIONS**
Transitional housing support, home modifications

**FAMILY & CARE GIVER SUPPORT GROUPS**
Training, respite, family care giver support programs (AARP, senior centers, local affiliates of Family Caregiver Alliance, faith-based organizations)

**FOOD**
Meals on Wheels, congregate meal sites, food pantries, community centers for nutritional education
TYPES OF LTSS CBOs

**DISEASE SPECIFIC**
- e.g., Alzheimer’s Association, AIDS Foundations, Epilepsy resource center, Brain Injury Associations

**BEHAVIORAL HEALTH**
- NAMI (state & local chapters) and other community mental health providers

**DISABILITY ORGANIZATIONS**
- e.g., PACE, Easter Seals, Resources for the Blind

**SENIOR CENTERS**
- Health, social, nutritional, educational and recreational programs

**CULTURAL COMPETENCY**
- Local office on minority health, disability rights group

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Protective Services

- Services/resources to eliminate, reduce and protect individuals from physical, emotional, verbal, financial and sexual abuse, as well as neglect
LTSS CBOs for Special Populations

- Intellectual and Developmental Disabilities
- Physical Disabilities
- Frail Seniors
- Behavioral Health
PART THREE

ASSESSING AN MCO CBO ROSTER FOR MLTSS PROGRAMS

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LTSS CBO ASSESSMENT CHECKLIST

Conduct a full assessment of your MCO’s LTSS CBO options, partnerships, and opportunities.

- Prepare comprehensive list of LTSS CBO types
- Review current MCO roster of CBOs
- Develop an LTSS CBO outreach strategy/timeline to fill gaps
- Are there unrealized opportunities with LTSS CBO types or specific LTSS CBOs?

Define the purpose/value proposition of each type.

Which existing CBO partners meet LTSS needs? Cover your service area? Which types are missing?

Consider frequency of contact/interaction.

Which LTSS CBOs are underutilized?
Many MCO units can benefit from CBO partnerships, maximizing these services for members.
Healthy Howard’s program modeled off of the Camden Coalition model in New Jersey addresses those transitioning from hospital to home.

**Community Care Team**

**1. Engage bedside**
- Build rapport with patient prior to discharge

**2. Medicine Reconciliation and Care Plan**
- Within 3 days of discharge, team visits patient at home to create care plan and do a full medicine reconciliation. Includes follow up with PCP within 7 days.

**3. Address Social Determinants of Health**
- Community Health Workers provide a multitude of referrals to other CBOs to ensure member has needs met.

**Reduced 60-day Readmissions by 40%**
CBO’s Can Address Highest Utilizers

THE COMMUNITY CARE TEAM
Empowering Howard County Residents to Get Healthy and Stay Healthy

HealthyHoward
Howard County Health Department

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PART FIVE

INNOVATIONS IN THE MANAGEMENT OF CBO RELATIONS

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BUILDING TRUSTING RELATIONSHIPS

- Key communication to ensure effective and impactful services
- Ensure CBO gets what they need, i.e. data to ensure they can maintain funding.
ADDRESSING GAPS IN SERVICE

Collect data on gaps in service

Work with others in community to address gaps, i.e. transportation or mental health
FOLLOW UP IS CRITICAL

Need Identified

Referral Made

Did member get service?

Why or why not?

Feedback to CBO
MAINTAINING CBO ROSTER

+ Time consuming and resource intensive
+ Consider purchasing licenses to an already existing database;
  - Search for local services
  - Make community referrals
  - Analyze outcomes
Any Questions?
CONTACT US

KAREN BRODSKY
Principal, New York
212.575.5929
kbrodsky@healthmanagement.com
www.healthmanagement.com

LIDDY GARCIA-BUNUEL
Principal, D.C.
202.785.3669
lgarciaabunuel@healthmanagement.com
www.healthmanagement.com