



Integration of Care and Financing for Medicaid-Only and Medicare and Medicaid Eligible (MME)

RI Executive Office of Health and Human Services

Tuesday July 24, 2012

Oversight, Monitoring, & Continuous Improvement

Work Group Session 1

Oversight, Monitoring, and Continuous Improvement (OMCI) Workgroup Series Facilitators



EOHHS Representatives

- **Sharon Kernan, RN, MPH, Assistant Administrator, Family and Children Services, RI Executive Office of Health & Human Services**
- **Diane Taft, MPA, Senior Medical Care Specialist, RI Executive Office of Health & Human Services**

Community Facilitators

- **Bradley Borlase MD, MBA, MS, Director of Compensation & Pension, U.S. Department of Veterans Affairs, Providence VA Medical Center**
- **Madeleine Thibeault, RN, MS, Quality Specialist, Accreditation Coordinator, U.S. Department of Veterans Affairs, Providence VA Medical Center**
- **Rosa Baier, MPH, Senior Scientist, Healthcentric Advisors**



Welcome & Introductions

Purpose of Stakeholder Process

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- Overall Goal: To solicit recommendations for the development of state contract procurement documents.
- OMCI Goal: To provide recommendations for determining the appropriate quality performance measures for individuals enrolled in the program to monitor outcomes; and develop a process for oversight, evaluation, and continuous quality improvement.

The Problem?

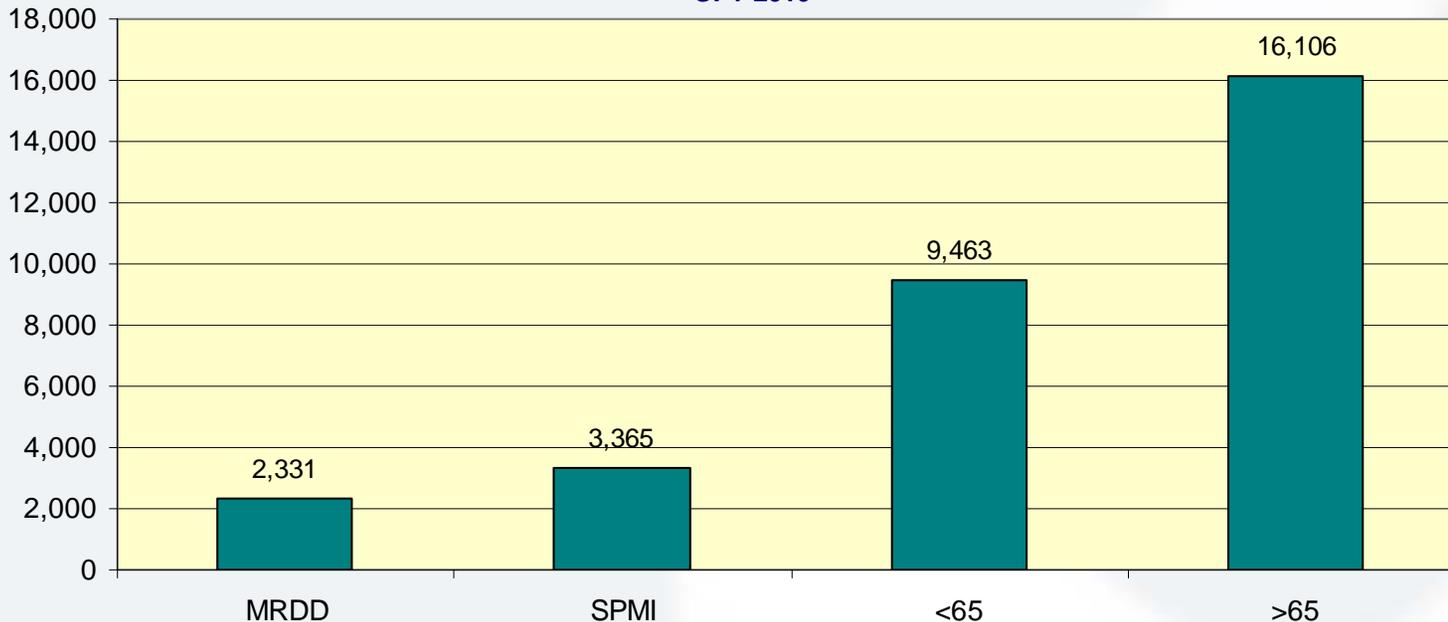
- Inadequate person-centered care coordination
- Lack of focus on primary and preventive care
- Long Term Services and Supports/Behavioral Health coordinated separately
- Fragmentation of benefits coverage leads to confusion and inefficiencies
- Cost shifting (Hospital and Nursing Facility)

Medicare and Medicaid Member Populations

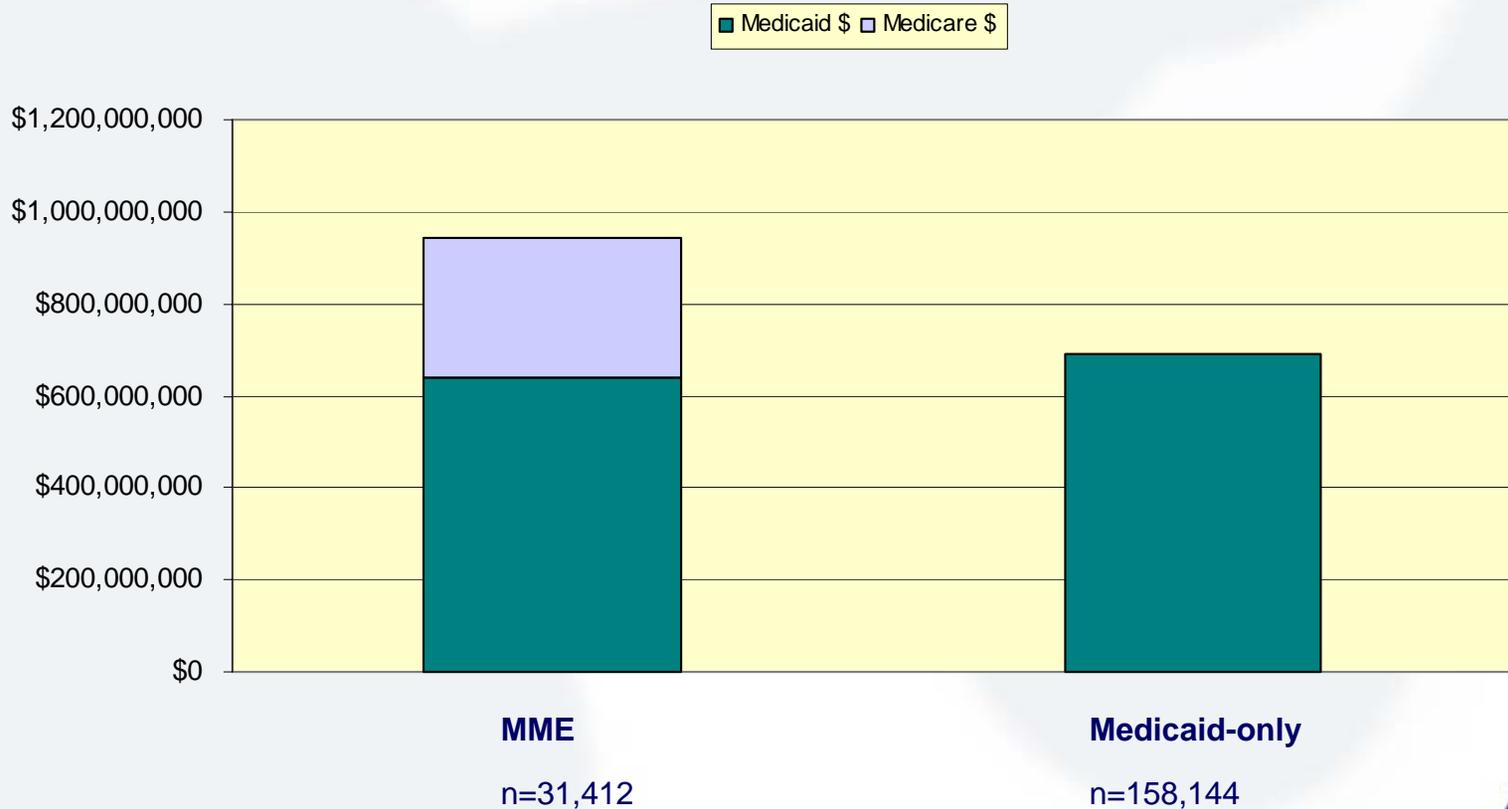


MME Population : ~31,500

**People with Medicare and Medicaid
Average Eligibles By Population Group
SFY 2010**



Expenditures for Medicare and Medicaid Members in Rhode Island



Data Source: Medicaid Management Information System SFY 2010

Vision

- The State of Rhode Island will have an Integrated Health Care System for all Medicaid-only and MME members that will achieve improved health and well-being, better healthcare and lower costs.

Mission

- To transform the delivery system through purchasing person-centered, comprehensive, coordinated, quality health care and support services that promote and enhance the ability of Medicaid-only and MME members to maintain a high quality of life and live independently in the community.

What are we trying to achieve?



- Improve the integration and coordination of:
 - primary
 - specialty
 - hospital /acute
 - behavioral and
 - long term services and supports
- Address the fragmentations in coverage between the Medicare and Medicaid programs
- Ensure alignment of incentives for the development of a more person-centered system of care with quality outcomes

Critical Elements for an Effectively Managed System



- Outreach and Information
- Identification of Risk and Emerging Needs
- Robust Network of Health Care Services and Supports
- Value Purchasing, Oversight and Continuous Quality Improvement
- Strong Consumer Protections

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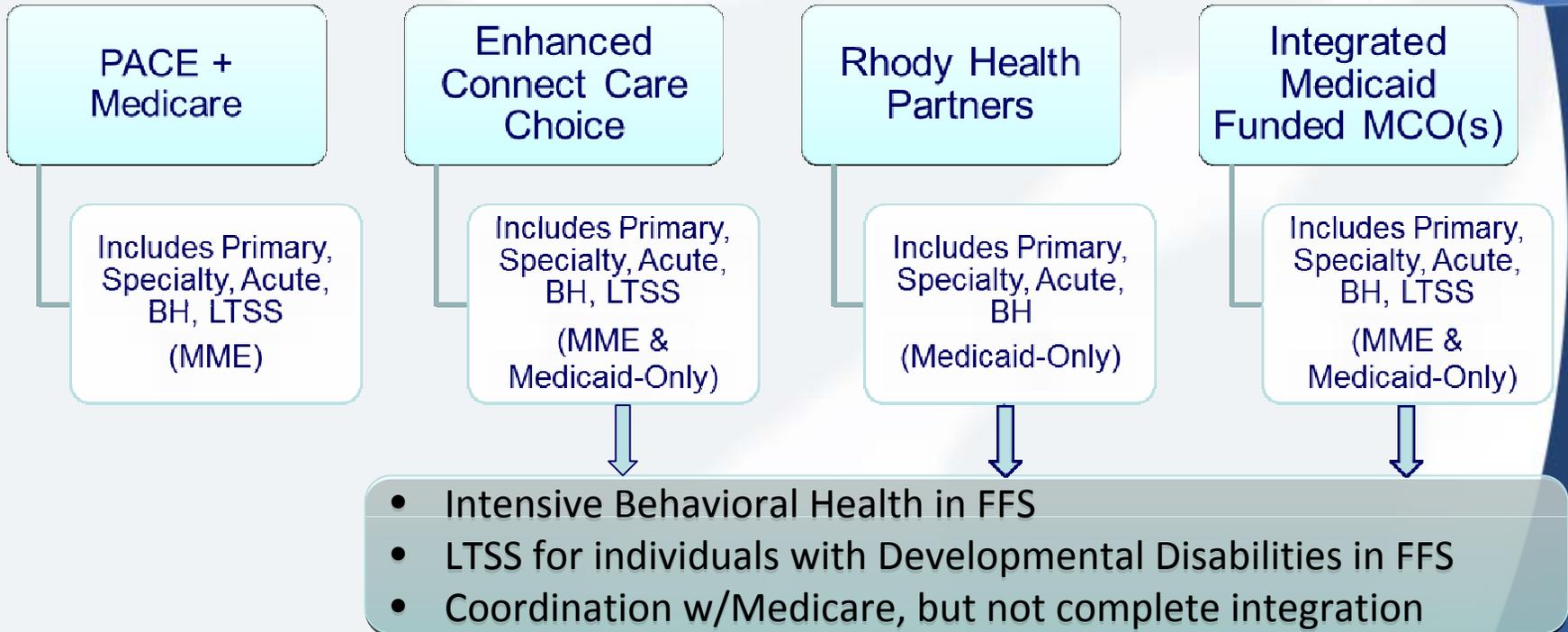
How will RI Achieve the Goals of an effective system for MME and Medicaid-only eligible Adults with disabilities and elders?

Build Upon Established Models

- Program of all-inclusive Care for the Elderly (PACE)
- Connect Care Choice
- Rhody Health Partners

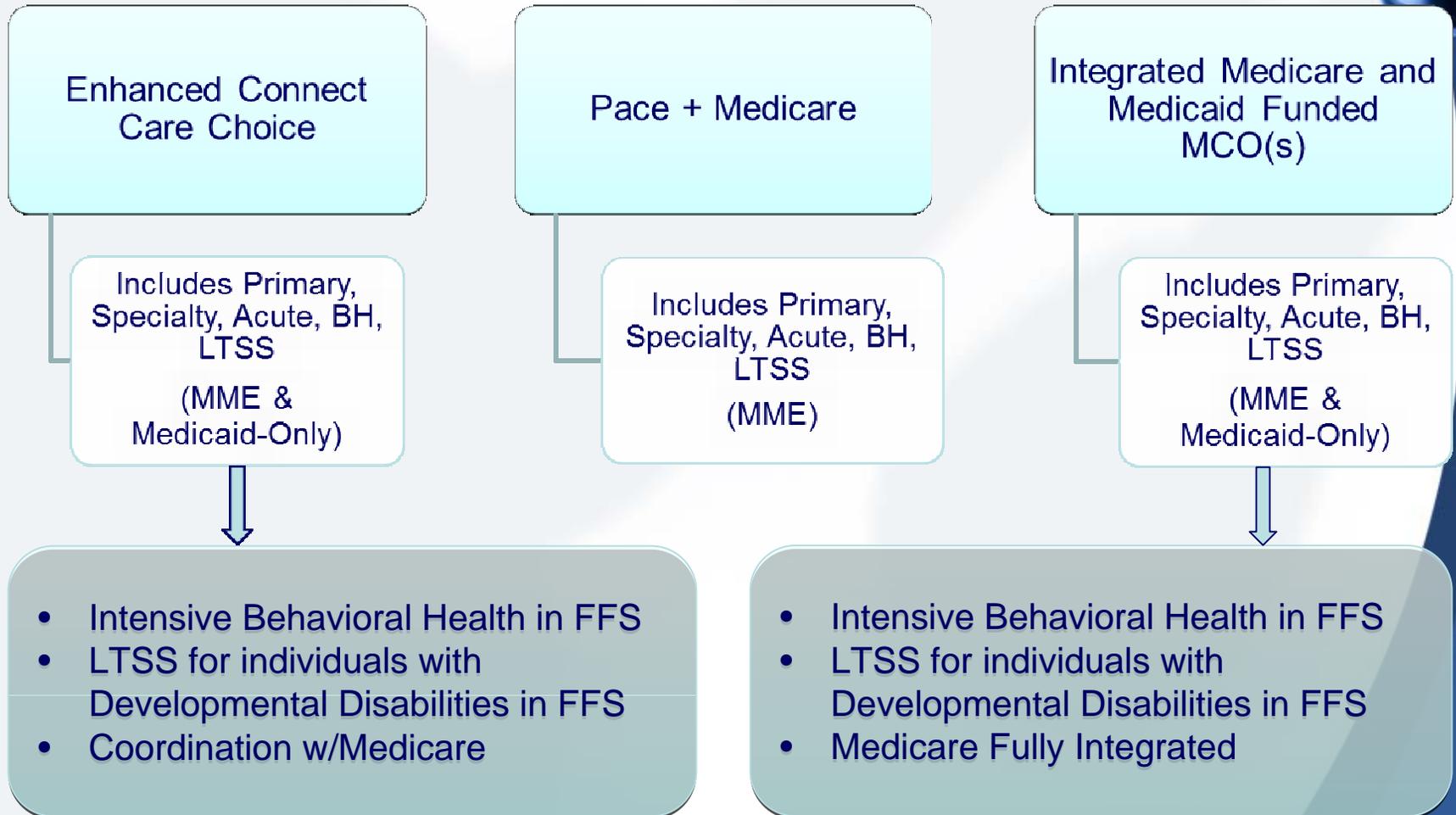
Delivery Model: Phase 1

2013 MMEs and Medicaid-Only



Delivery Model: Phase 2

2014 MMEs and Medicaid-Only





Rhode Island Medicaid

Monitoring Quality & Access

Overview of Current Quality Assurance & Performance Improvement Framework

Goals & Principles

- Consumer Empowerment & Choice
- Personal Responsibility
- Community-Based Solutions
- Prevention, Wellness, and Independence
- Competition
- Pay for Performance
- Improved Technology

Quality Assessment Approach



- Assess the quality & appropriateness of care and services to enrollees
- Identify race, ethnicity, and primary language of each enrollee
- Annual External Quality Review (EQR)
- Contract Compliance Review
- Standards for Access to Care, Structure, Operations and Quality Measurement & Improvement
- Encounter Data Requirements
- Quality Assurance Requirements
- General Administrative/Reporting Requirements

Current Quality Design

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- **MCO Model**

- National Committee for Quality Assurance (NCQA) Accreditation
- Healthcare Effectiveness Data and Information Set (HEDIS) ® Measures
- Quality Improvement Project
- Annual EQR
- Informal Complaints, Grievances, & Appeals
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) ®
- Periodic Medicaid Survey: Access to Health Care for Adults with Disabilities
- Care Management Report
- Encounter Data Reporting & Analysis

- **Primary Care Management Model**

- SF-36
- Katz Index
- PHQ-9
- Select HEDIS ® Clinical Measures (Smoking/Tobaccos Use Cessation, Comprehensive Diabetes Care: LDL-C Screening & Hemoglobin A1c Testing, & Antidepressant Medication Management)
- Periodic Medicaid Survey: Access to Health Care for Adults with Disabilities

Current Performance Goal Program



- Total of 40 Quality Improvement measures
- Mix of HEDIS® & CAHPS® measures and several RI specific standards with 7 main areas of focus
 - Member Services
 - Medical Home/Preventative Care
 - Women’s Health
 - Chronic Care
 - Behavioral Health Care
 - Resource Maximization
 - Care Management for Special Enrollment Populations

Potential Improvement Targets



- Based on feedback to date:
 - Live longer at home
 - Member Satisfaction with the care received
 - Utilization Patterns
 - Changes in number of people who report feeling depressed or anxious
 - Ability to perform ADL's
 - Member participation in wellness initiatives
 - Member engagement (with care coordination, peer navigator etc..)



Questions can be directed to:

Email: integratedcare@ohhs.ri.gov

How We Will Keep You Informed

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RI Executive Office of Health and Human
Services website “Integrated Care”
section

All public documents will be posted to this
site:

<http://www.ohhs.ri.gov>



Discussion