

# **Quarterly Stakeholder Meeting**

## **Demonstration to Integrate Care for Medicare-Medicaid Enrollees**

**October 31, 2013**



*Our Mission:*

Improving health care access  
and outcomes for the **people**  
we serve while demonstrating sound  
**stewardship** of financial resources



# Agenda

- Welcome and Opening Remarks
- Related Updates:
  - The Accountable Care Collaborative (ACC)
  - Long-Term Services and Supports (LTSS)
- Demonstration Updates:
  - Advisory Subcommittee
  - Beneficiary Rights and Protections Alliance
  - Project – A Look Back, A Look Forward
- Appreciation and Closing Remarks



# Welcome and Opening Remarks

- Introduction
- Sign-in Sheets and Contact Information
- Handouts
- Facilities
- Simultaneous Call-in Meeting
- Interactive Discussion



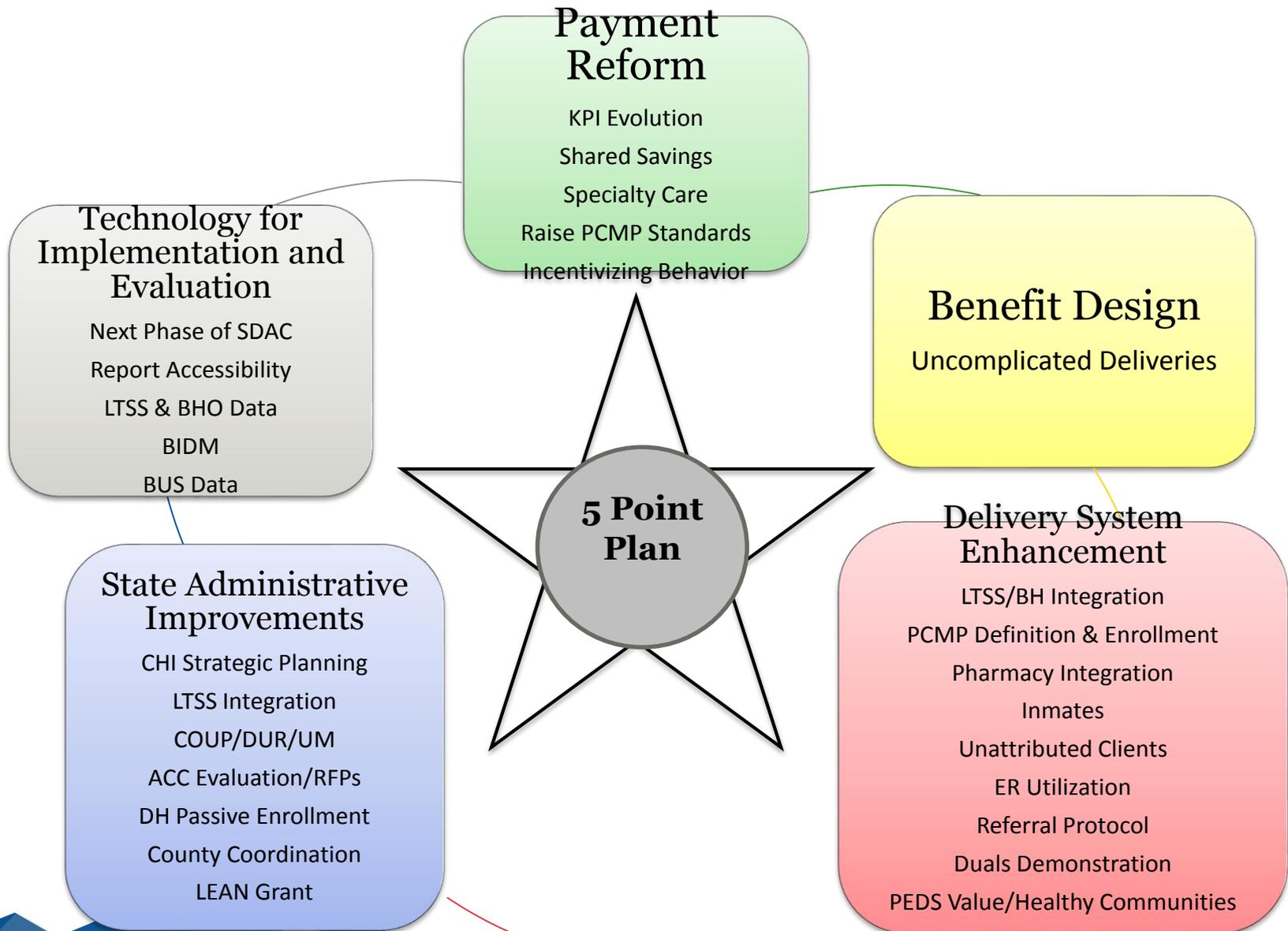
# Related Updates:

## The Accountable Care Collaborative (ACC)

- Approaching 400,000
- Expansion ([Colorado.gov\health](http://Colorado.gov/health))
- Annual Report
- Super Utilizers Stakeholder Group
- 1281
- Behavioral Health RFP



# ACC Five Point Plan



# Related Updates:

# The Accountable Care Collaborative (ACC)

# Questions?



# Demonstration Updates:

## Advisory Subcommittee

- Monthly Meetings and *Learning Labs*
- Main Activities since July:
  - Subcommittee Recruitment
  - Written Protocols
  - Enrollment Materials
  - Supplemental Funding Opportunities



# Demonstration Updates: Advisory Subcommittee

- Upcoming Activities
  - Remaining Written Protocols
  - Training Curriculum
  - Memorandum of Understanding
  - Readiness Assessment
- Other Opportunities for Engagement



# Beneficiary Rights and Protections: Status Report

# Protecting Beneficiaries

- Stakeholders and the Department identified need for additional client support in resolving issues and problems that may arise in the Demonstration
- The Department contracted with Bailit Health Purchasing to assess Ombudsmen processes related to Colorado's Demonstration:
  - Participation in Demonstration Advisory Subcommittee Meetings
  - Individual and Group Interviews
    - Medicaid Managed Care Ombudsman
    - Long-term Care Ombudsman
    - State Health Insurance Assistance Program (SHIP)
    - Medicare Quality Improvement Organization
    - Clients, family members, advocates, and concerned citizens
  - Report and Recommendations

# Protecting Beneficiaries

- A workgroup was formed which included:
  - Medicaid Managed Care Ombudsman
  - Long-term Care Ombudsman
  - State Health Insurance Assistance Program (SHIP)
  - Medicare Quality Improvement Organization
  - Colorado Center on Law and Policy

# The Alliance

- The workgroup proposed formation of an Alliance:
  - Help monitor and ensure Beneficiary Rights and Protections in the Demonstration
  - Developed and presented a written protocol to the Demonstration's Advisory Subcommittee:
    - Regular meetings
    - Shared information for education and training
    - Process improvement recommendations

# Funding Opportunities

- Two Supplemental Demonstration Funding Opportunities through CMS:
  - State Health Insurance Assistance Program (SHIP) and Aging and Disability Resource Center (ADRC) Options Counseling
  - Support for Demonstration Ombudsman Programs

# Ombudsman Funding Opportunity

- Four Project Phases:
  - Management and Oversight
  - Planning
  - Implementation
  - Reporting
- Three Categories of Program Activities:
  - Individual Empowerment through Outreach and Education
  - Complaint Investigation and Resolution in a Safe and Sensitive Environment
  - Systems Analysis and Recommendations
- Next Grant Submission Date: January 14

# Current Status of Alliance

- Multiple meetings, including one with the RCCO's
- Recommendations to the Department
  - Structure and management of Demonstration's Beneficiary Rights and Protections services during the Demonstration
  - Clear preference for funding to ensure Colorado Legal Services can handle cases
  - Expansion of the Alliance's role to advise the Department in the Demonstration's three funding opportunities
  - Final Draft of Written Protocol to be presented to Demonstration's Advisory Subcommittee on November 12
- First Formal Alliance Meeting To Be Scheduled after the Protocol's Approval and Execution of Demonstration's Memorandum of Understanding

# Demonstration Updates: Project

## A Look Back. . .

## A Look Forward. . .



# Demonstration Updates:

## Project – A Look Back

### 2011

- The Center for Medicare and Medicaid Innovation
- Initiative to Integrate Care for “Dual Eligible” Individuals
  - Improve health outcomes
  - Improve client experience
  - Decrease unnecessary and duplicative services
- Two Managed Care Models
  - Capitated
  - Managed Fee-for-Service
- Initial Planning Contract for Colorado (1 of 15 States)
  - Explore External Lessons and Internal Possibilities
  - Gather Input from Stakeholders



# Demonstration Updates:

## Project – A Look Back

### 2012

- Medicare Data
- Extensive Engagement Process
  - 6 Statewide Meetings
  - 9 Regional Meetings
  - 58 Organization Meetings and Presentations
  - 5 Workgroups
  - 4 Website Postings and Public Comment Periods



# Demonstration Updates: Project – A Look Back

## 2012

- Proposal Development
  - *How the Plan Aims to Achieve Goals*
  - Key Proposal Elements
    - Care Model Overview
    - Stakeholder Engagement and Beneficiary Protections
    - Financing and Payment
    - Expected Outcomes
    - Infrastructure and Implementation
    - Feasibility and Sustainability
    - Implementation Funding Request



# Demonstration Updates:

## Project – A Look Back

2012

- Proposal Submission
- “Full Benefit Medicare-Medicaid Enrollees”
- Questions from CMS and Responses
- Financing and Shared Savings Methodology
- Ongoing Engagement
  - Stakeholder Meetings (Quarterly)
  - Advisory Subcommittee (Monthly)
  - Numerous Conference Presentations



# Demonstration Updates: Project – A Look Back

## 2013

- Financing and Shared Savings Methodology
- Implementation Funding Request
- Advisory Subcommittee Recommendations
  - Enrollment Materials
  - Beneficiary Rights and Protections
  - Quality Measures
  - Written Protocols
- Supplemental Funding Opportunities



# Demonstration Updates: Project – A Look Forward 2013

- Ongoing Work with CMS
  - Memorandum of Understanding
  - Readiness Assessment
- Ongoing Project Activities
  - Systems, Data, and Operations
  - Enrollment and Training Materials
  - Implementation Timeline





**All of life is a journey – which paths we take, what we look back on, and what we look forward to is up to us. We determine our destination, what kind of road we will take to get there, and how happy we are when we get there. -Anonymous-**



# Appreciation and Closing Remarks

- The Multiple Sclerosis Society
  - Matt Vedal and Eskedar Makonnen
  - All Who Move This Work Forward Every Day
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- Website – Materials and Contact Information
  - Next Advisory Subcommittee Meeting on November 12
  - Next Quarterly Meeting at the End of January

