



COLORADO

**Department of Health Care
Policy & Financing**

To: Improving and Bridging Systems Sub-committee
From: Medicare-Medicaid Program Demonstration
Date: August 2, 2018
Subject: Medicare-Medicaid Program Statements of Work

Background: The Department of Health Care Policy and Financing concluded its federally-supported Medicare-Medicaid Program (MMP) Demonstration on December 31, 2017. The Department held the last MMP sub-committee on November 1, 2017. The MMP team brought relevant integration and coordination issues to the wider Program Improvement Advisory Committee (PIAC) on January 17, 2018, where the PIAC officially delegated oversight responsibility to the Improving and Bridging Systems (IBS) sub-committee. On February 1, 2018, the MMP team presented topics for consideration to IBS. These topics focused on systems-level changes and transitions through the lens of person-centered planning. IBS worked to develop the following statements of work that it will pursue over the coming year.

Scopes of Work: IBS can assist with the continued work of the MMP Demonstration in the following key topics: 1) developing best practices and guiding principles for collaboration between LTSS and RAEs; 2) aligning the service coordination plan (SCP) with other initiatives and tools; and 3) creating a more robust measurement set.

1. Best Practices and Guiding Principles for Collaboration between LTSS Providers and RAEs:

One of the primary interventions of the Regional Accountable Entities (RAEs) will be their development of successful Health Neighborhoods, which includes Long Term Supports and Services (LTSS) providers and other community-based organizations (CBOs), especially those capable of addressing social determinants of health. During the initial phase of the Accountable Care Collaborative (ACC), RCCOs and LTSS providers experienced care coordination challenges. Many operational details need further guidance and development including, a) practices for sharing information across systems, and b) provider education materials regarding Medicare and other topics common to MMP and LTSS populations.

a. Information Sharing across Systems

Project Statement: Create policy guidance for sharing information and data between LTSS providers and RAEs.

Process:

- Identify successful information sharing practices between RAEs and LTSS providers, including best practices and outstanding opportunities.
- Examine innovative approaches to sharing information through updated data and IT systems for case management and care coordination.
- Monitor progress and successes.

Deliverables:

- Policy guidance articulating best practices and outstanding challenges for how RAEs and LTSS providers share information on members across systems.

b. *Provider Education*: The MMP Demonstration found a significant need for greater awareness and education on Medicare benefits, particularly durable medical equipment, oxygen, critical access hospital swing beds, and behavioral health, as well as disability cultural competency throughout the delivery system. While substantial Medicare training currently exists through external resources, training materials relevant to the RAEs need to be identified. It will be crucial for the RAEs to facilitate provider awareness and access to Medicare training.

Project Statement: Improve provider and member awareness of Medicare resources and training. Develop and encourage provider awareness of accessibility (e.g. ADA) and culture change to improve Disability Competent Care.

Process:

- Compile and formalize Medicare trainings available and determine which are most suitable for the RAEs and providers.
- Develop an implementation plan for Medicare trainings for the RAEs and providers.
- Monitor progress and successes.

Deliverables:

- Directory of Medicare resources and tools.
- Implementation guidance for RAEs regarding trainings.

2. **SCP Alignment with Other Tools and Initiatives**: There was confusion and duplication of care-coordination and case-management roles and responsibilities between the RCCOs and LTSS service providers for members receiving waiver services. The SCP was one of the primary inventions of the MMP Demonstration. It helped to delineate care management roles across multiple systems. While the SCP was successful in helping RCCOs stratify their members, its implementation framework was prescriptive and rigid and didn't provide flexibility for alignment with other tools.

Project Statement: Revise SCP to provide opportunities for greater clarification and simplification regarding care coordination and case management roles and responsibilities and alignment with other tools.

Process:

- Discuss and compile best practices for assessment and care planning.
 - Document best practices of successful clinical models of care planning.
 - Consider and address new components of care planning for members with behavioral health, substance use disorder, and social determinants of health issues.
 - Discuss alignment of TEFT, CCT, and other care planning initiatives with current RAE care coordination.
- Revise roles and responsibilities of RAEs and LTSS providers for care planning and care coordination in order to reduce duplication of efforts.
- Monitor progress and successes.

Deliverables:

- Recommended revisions to SCP or development of new tool.
- Policy guidance regarding roles and responsibilities of RAEs and LTSS providers for care planning and management in order to reduce duplication of efforts.

3. Holistic Measurement Set: While metrics were developed for RCCOs during the MMP Demonstration to incentivize collaboration with LTSS providers, no metrics were developed or aligned for LTSS providers to reciprocate. As a result, collaboration and long-term success were difficult to achieve.

Project Statement: Propose cross system metrics that incentivize both RAEs and LTSS providers to collaborate and to measure performance across systems and that establish a more holistic view of success.

Process:

- Identify current metrics used by RAEs and LTSS providers.
- Analyze and align current, cross-system metrics.
- Advise on new cross-system performance metrics.
- Develop a monitoring mechanism and tool to demonstrate holistic view of success.
- Monitor progress and successes.

Deliverables:

- Crosswalk of aligned, cross-system metrics.
- Proposal for monitoring mechanism and tool to track progress on metrics across systems.