

2019 NASUAD HCBS CONFERENCE

INNOVATIONS IN MLTSS PROGRAM OVERSIGHT

LEVERAGING THE
POWER OF YOUR EQRO

August 26, 2019

PRESENTERS

Kathleen Dougherty, Chief, Managed Care Operations,
Delaware Division of Medicaid & Medical Assistance

Heather K. Huff, MA, Principal, Mercer

Wendy S. Woske, RN, BSN, MHA, Principal, Mercer



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance

MAKE TOMORROW, TODAY



AGENDA

WHAT WE WILL COVER TODAY

KATHLEEN DOUGHERTY

Chief Managed Care Operations
State of Delaware



With over 19 years in the Medicaid field and as the Chief of Managed Care Operations, she **UNDERSTANDS** the value of leveraging the EQRO

HEATHER K. HUFF, MA

Principal
Mercer Government



With over 12 years in the EQRO field, she **UNDERSTANDS** the challenges faced in assessing performance and the benefits gained by communicating actionable results to stakeholders

WENDY S. WOSKE, RN, BSN, MHA

Principal
Mercer Government



With over 20 years experience in building sustainable healthcare delivery systems, she **UNDERSTANDS** the importance of identifying drivers of opportunities and leveraging innovative solutions

OVERVIEW

DELAWARE'S
JOURNEY

SUMMARY

Q & A

OVERVIEW

WHAT IS EQRO & WHY DOES IT MATTER

STATES ARE
CHALLENGED NOW
MORE THAN EVER

Fewer resources
Greater complexity
Shifting regulatory
environment

BUILDING **CAPACITY**
TAKES TIME

LTSS and HCBS services
and populations are unique
and require specialized
knowledge

FUNDING CAN BE AN
OBSTACLE FOR BASIC
ACTIVITIES

How do you incorporate new
MLTSS requirements?

INTRODUCING **INNOVATION** TO
OVERSIGHT IS CHALLENGING

Calgon...
Kidnappers....
Somebody...
TAKE ME AWAY



someecards
user card

EXTERNAL QUALITY REVIEW

HOW IT CAN HELP



DELAWARE'S JOURNEY EMBRACING EQRO



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From Bringing up MLTSS (2012) to Compliance with Federal Regulatory Requirements

- Readiness reviews
- Conducting surveys
- Focused studies
- Performance measure validation
- Technical assistance

EQRO 101 with State Medicaid Leadership, Managed Care Operations and Quality Staff



Strategic Integration Between State Staff and EQRO Partner

- Ongoing meetings
- Feedback loops
- Honest conversations to get it “right”, even if we need to go back to the drawing board
- The annual scope of work is planned in advance

DELAWARE'S JOURNEY WHAT TO EXPECT FROM AN EQRO



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It's more than just *Competence and Independence* as required by 42 CFR 438.354

The State must play a key role in **collaboration** with its EQRO to develop a true partnership



The EQRO should know your program as well as you – or better!

Deep bench **strength** and managed care operations **knowledge** from claims to clinical and everything in between

MLTSS Over- / Under-Utilization Focused Study



Conducted post MLTSS implementation to determine changes in HCBS service authorizations

Helpful in identifying opportunities to standardize MCO assessment processes and tools

Identified opportunities for targeted education around services such as respite care and home modifications

DELAWARE'S JOURNEY SUPPORT FOR REGULATORY COMPLIANCE AND MORE



EQRO's Role in Foreshadowing

- Anticipating what's coming, not playing "catch up" on requirements
- Adjusting its approach to uncover drivers of issues

HCBS Settings of Care Final Rule

Managed Care Final Rule and 21st Century Cures Act

Technical Assistance

Conducting Surveys (optional EQR activity)



- Developing tools and reporting specifications
- Ensuring requirements are consistent throughout program documents

DELAWARE'S JOURNEY INNOVATION IN EQRO



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THE NATIONAL CORE INDICATOR – AGING AND DISABILITIES (NCI-AD)



Conduct survey
Analysis of results, opportunities
for improvement and infographics

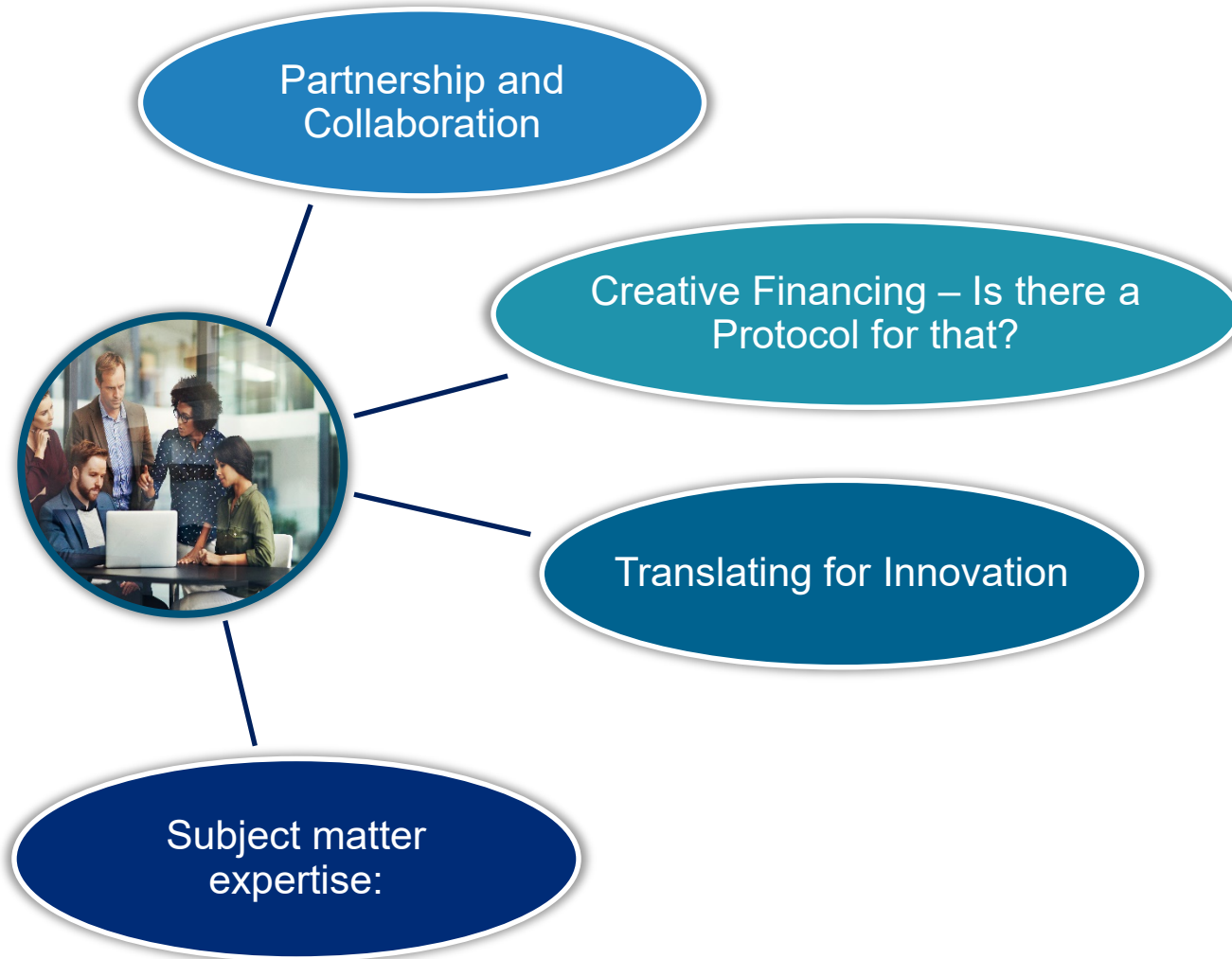
INTELLECTUAL AND DEVELOPMENTAL DISABILITIES



Lifespan Waiver Residential
Carve-In

SUMMARY

YOUR EQRO CAN HELP



QUESTIONS?

YOUR PANELISTS



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**MERCER GOVERNMENT
READY FOR NEXT. TOGETHER.**