Beyond the Regulations: Person-Centered Thinking, Planning, and Practice in Action

NASUAD Conference, Baltimore, Maryland, August 31, 2017
Centene Overview

WHO WE ARE

St. Louis
based company founded in Wisconsin in 1984

31,500 employees

12.2 million members
includes
46,000 MMP Members
215,000 MLTSS Members

248,000 & 2,300
Physicians & Hospitals

WHAT WE DO

28 states
with government sponsored healthcare programs & implementations, including:

- Medicaid (23 states)
- MLTSS (7 States)
- MA SNP (8 States)
- ABD Non-Dual (17 States)
- MMP (6 States) CA, IL, MI, OH, SC, TX
- Marketplace (13 States)
- Medicare (13 States)
- Correctional (8 States)

Confidential and Proprietary Information
What Does “Person-Centered” Mean From a Regulatory Perspective?

1. **2013 HCBS Settings Final Rule** requirements for a person-centered *planning process* and *individual service plan*

2. **Section 223 of the 2014 Protecting Access to Medicare Act (PAMA)**

3. **2016 HHS person-centered criteria** for CCBHC *certification*

4. **2016 Medicaid Final Rule** provisions for person-centered *training* and *provider consultation*

5. **NCQA LTSS Accreditation and Distinction** requirements for person-centered *assessment* and *planning*
What Does “Person-Centered” Mean Beyond the Regulations?

• Not the same thing as self-direction
• “A systematic approach to generating a holistic understanding of a person with a disability and an actionable plan for their life” that:
  1. Sees the person first, rather than diagnostic labels;
  2. Uses ordinary language and images, rather than professional jargon;
  3. Actively searches for a person's gifts and capacities in the context of community life; and
  4. Strengthens the voice of the person, and those who know the person best in accounting for their history, evaluating their present conditions in terms of valued experiences and defining desirable changes in their life.

How is Centene Addressing Person-Centered Thinking, Planning and Practice?

Ensuring Regulatory Compliance

1. Staff training

2. Model corporate policy & procedure

3. Modified provider contracts

4. Tracking plan performance on key measures of person-centered quality
### LTSS Member Satisfaction Survey

#### SUNFLOWER HEALTH PLAN

**LTSS SATISFACTION SURVEY SUMMARY RESULTS 2017**

<table>
<thead>
<tr>
<th>LTSS SATISFACTION SURVEY RESULTS</th>
<th>IDD</th>
<th>FE</th>
<th>PD</th>
<th>TA</th>
<th>TBI</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Surveys Sent</td>
<td>4142</td>
<td>1790</td>
<td>2025</td>
<td>145</td>
<td>114</td>
<td>8216</td>
</tr>
<tr>
<td>Number of Surveys Returned</td>
<td>977</td>
<td>612</td>
<td>611</td>
<td>24</td>
<td>16</td>
<td>2240</td>
</tr>
<tr>
<td>Percent Returned</td>
<td>23.6%</td>
<td>34.2%</td>
<td>30.2%</td>
<td>16.6%</td>
<td>14.0%</td>
<td>27.28%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>IDD</th>
<th>FE</th>
<th>PD</th>
<th>TA</th>
<th>TBI</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>How satisfied are you with the help you receive from your Sunflower care manager? (Satisfied/Very Satisfied)</td>
<td>94.3%</td>
<td>97.2%</td>
<td>96.4%</td>
<td>95.8%</td>
<td>93.8%</td>
<td>95.50%</td>
</tr>
<tr>
<td>When you call your Sunflower care manager, do they respond within 1 business day? (Sometimes/Always)</td>
<td>92.9%</td>
<td>95.1%</td>
<td>95.7%</td>
<td>100%</td>
<td>100%</td>
<td>96.74%</td>
</tr>
<tr>
<td>Does your Sunflower care manager respect your personal beliefs and preferences during your discussions? (Sometimes/Always)</td>
<td>97.9%</td>
<td>98.5%</td>
<td>98.3%</td>
<td>100%</td>
<td>100%</td>
<td>98.94%</td>
</tr>
<tr>
<td>Has your Sunflower care manager talked with you about services that might meet your needs and goals? (Somewhat/Very Much)</td>
<td>79.4%</td>
<td>90.3%</td>
<td>93.9%</td>
<td>95.7%</td>
<td>100%</td>
<td>91.86%</td>
</tr>
<tr>
<td>Overall, how satisfied are you with the Home &amp; Community Based Services you receive? (Satisfied/Very Satisfied)</td>
<td>96.1%</td>
<td>96.9%</td>
<td>95.3%</td>
<td>91.3%</td>
<td>100%</td>
<td>95.92%</td>
</tr>
<tr>
<td>Do the people who are paid to help you do things in the way you want them done? (Somewhat/Very Much)</td>
<td>96.3%</td>
<td>95.9%</td>
<td>96.1%</td>
<td>95.7%</td>
<td>100%</td>
<td>96.80%</td>
</tr>
<tr>
<td>How often do the people who are paid to help you treat you the way you want them to?</td>
<td>98.3%</td>
<td>98.2%</td>
<td>98.2%</td>
<td>100%</td>
<td>100%</td>
<td>98.94%</td>
</tr>
<tr>
<td>Overall, how safe do you feel with the people that help you? (Safe/Very Safe)</td>
<td>98.5%</td>
<td>98.0%</td>
<td>98.5%</td>
<td>100%</td>
<td>100%</td>
<td>99.00%</td>
</tr>
<tr>
<td>How often do you do things with your friends, your family or in your community? (Sometimes/Always)</td>
<td>93.7%</td>
<td>74.2%</td>
<td>69.2%</td>
<td>87.0%</td>
<td>80.0%</td>
<td>80.82%</td>
</tr>
<tr>
<td>If you scheduled transportation through Sunflower, how satisfied are you with the transportation service you received? (Satisfied/Very Satisfied)</td>
<td>93.1%</td>
<td>90.4%</td>
<td>87.2%</td>
<td>50%</td>
<td>90%</td>
<td>82.14%</td>
</tr>
<tr>
<td>Overall, how satisfied are you with the care you receive from Sunflower Health Plan?</td>
<td>97.3%</td>
<td>97.1%</td>
<td>97.9%</td>
<td>95.8%</td>
<td>86.7%</td>
<td>94.96%</td>
</tr>
</tbody>
</table>
1. **Provider Signature Capture**

- **42 CFR 441.301 (c)(2)(iv), (v), and (ix).** The person-centered service plan must “be *signed by all individuals and providers* responsible for its implementation.”
Going Beyond Regulatory Compliance

Leading the cultural shift within managed care to **Consumer-Control**

- **42 CFR 441.301 (c)(1)(ii):** The person-centered planning process must be: “Led by the individual receiving services and supports” and, “Provide necessary information and support to ensure that the individual directs the process to the maximum extent possible.”

- **NQF definition of quality Person-Centered Planning:** “The level to which the planning process is directed by the person, with support as needed.”

Making “Nothing About Us Without Us” a Reality Within Centene and Managed Care

1. Member training

2. Hire the people we serve

3. Incentivizing providers to spend more time with LTSS members
Centene’s Vision
Your Answers, Our Questions

Jennifer Clark
Centene Staff Vice President, Complex Care, Medical Management Operations
314-349-3922 (v/tty)
jclark@centene.com

Stephanie Rasmussen
Senior Director, Medical Management for Sunflower Health Plan
913-333-4511 (v/tty)
srasmussen@sunflowerhealthplan.com

Sarah Triano
Director of Policy & Innovation for Complex Care
916-246-3722 (v/tty)
striano@centene.com