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
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
Specialized staffing resources

建案例/获得CMS的审批，如需要

必要的系统和工具

基于必须或可选协议

合作

最大化提升匹配

EXTERNAL QUALITY REVIEW
HOW IT CAN HELP

EQRO
DELAWARE’S JOURNEY
EMBRACING EQRO

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

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

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

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

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 EQRO activity)

• Developing tools and reporting specifications
• Ensuring requirements are consistent throughout program documents
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
Partnership and Collaboration

Creative Financing – Is there a Protocol for that?

Translating for Innovation

Subject matter expertise:

SUMMARY
YOUR EQRO CAN HELP
Questions?

Your Panelists

Kathleen Dougherty
Chief Managed Care Operations
kathleen.dougherty@delaware.gov

Heather K. Huff, MA
Principal
heather.huff@mercer.com

Wendy S. Woske, RN, BSN, MHA
Principal
wendy.woske@mercer.com
MERCER GOVERNMENT
READY FOR NEXT. TOGETHER.