Identifying the Bar, Then Working to Raise It:

Assessing Quality of LTSS Delivered Through Managed Care

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Delivery of LTSS is Changing

Medicaid Shift to Managed Care

Medicaid-funded LTSS has a long history. However in recent years, states are increasingly moving to delivery of LTSS through managed care (MLTSS).
Creating A Need For Performance Measurement

Medicaid Shift to Managed Care

Community-Based Organization
Delivery of LTSS

Managed Care Organizations
Coordinating LTSS

National Standardized Quality Measures

- Ensure oversight
- Identify program priorities
- Empower comparisons
NCQA & Mathematica developed 8 MLTSS quality measures for CMS. With CMS permission, four of these measures were introduced in HEDIS in 2018:
HEDIS MLTSS Overview
Assessing Critical Processes to Facilitate Oversight and Ensure High-Quality Coordination

- **Comprehensive Assessment**
  - Percent of LTSS members with a documented comprehensive assessment, annually or within 90 days of enrollment
  - Two rates: core elements; core + supplemental elements

- **Comprehensive Care Plan**
  - Percent of LTSS members with a documented care plan, annually or within 120 days of enrollment
  - Two rates: core elements; core + supplemental elements

- **Shared Care Plan**
  - Percent of LTSS members with a care plan that was transmitted to their primary care practitioner within 30 days

- **Reassessment Care Plan Update**
  - Percent of LTSS member inpatient discharges that resulted in a reassessment and care plan update within 30 days of discharge
  - Two rates: reassessment; reassessment + care plan update
# Core and Supplemental Elements

## Demonstrating High Performance

<table>
<thead>
<tr>
<th>LTSS Assessment</th>
<th>Care Plan</th>
</tr>
</thead>
</table>

### 9 Core Elements
- ADLs, Acute/Chronic Health Conditions, Medications,
- Cognitive Function, Mental Health, Home Safety,
- Living Arrangement, Caregivers, Care Providers

### 12 or More Supplemental Elements
- Examples: IADL, Use of Assistive Devices, Falls Risk,
- Alcohol or Drug Use, Cultural Preferences

### 9 Core Elements
- ADLs, Acute/Chronic Health Conditions, Medications,
- Cognitive Function, Mental Health, Home Safety,
- Living Arrangement, Caregivers, Care Providers

### 4 or More Supplemental Elements
- Examples: Mental Health Plan, Social Need Plan,
- Plan to Meet Member’s Goal
## Early Results

### HEDIS MLTSS

<table>
<thead>
<tr>
<th>HEDIS LTSS Measure</th>
<th>MY2018</th>
<th></th>
<th>MY2019</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td># of Submissions</td>
<td>Avg. Rate</td>
<td># of Submissions</td>
<td>Avg. Rate</td>
</tr>
<tr>
<td>Comprehensive Assessment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Core Elements</td>
<td>19</td>
<td>50%</td>
<td>18</td>
<td>77%</td>
</tr>
<tr>
<td>Supplemental Elements</td>
<td></td>
<td>49%</td>
<td></td>
<td>74%</td>
</tr>
<tr>
<td>Comprehensive Care Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Core Elements</td>
<td>7</td>
<td>41%</td>
<td>17</td>
<td>73%</td>
</tr>
<tr>
<td>Supplemental Elements</td>
<td></td>
<td>38%</td>
<td></td>
<td>73%</td>
</tr>
<tr>
<td>Shared Care Plan with PCP</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>46%</td>
<td>13</td>
<td>64%</td>
</tr>
<tr>
<td>Updates After IP Discharge</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Reassessment</td>
<td>7</td>
<td>27%</td>
<td>15</td>
<td>23%</td>
</tr>
<tr>
<td>Reassessment &amp; Care Plan</td>
<td></td>
<td>27%</td>
<td></td>
<td>18%</td>
</tr>
</tbody>
</table>
Overcoming Barriers

Future of MLTSS Measurement

- Convened HEDIS Learning Collaborative
- Updated Measures to Align with LTSS Enrollment Procedures
- Incorporated HEDIS Measures in HPA-LTSS Distinction Standards
- Decrease Sample Size and Relaxed In-Person Requirements
- Require HEDIS Audit
Pennsylvania’s Journey

Delivering LTSS Through Managed Care
WHO IS PART OF CHC?

Individuals 21 yrs. of age or older and dually eligible for Medicare and Medicaid.

Individuals who are 21 yrs. of age or older and eligible for Medicaid (LTSS) because they need the level of care provided by a NF.

- This care may be provided in the home, community, or nursing facility.
- Individuals currently enrolled in the PACE (LIFE) Program will not be enrolled in CHC unless they expressly select to transition from LIFE to a CHC managed care organization (MCO).

Behavioral Health Services—carved out.
History of LTSS

Community HealthChoices (CHC) MLTSS--Goals

**GOAL 1**
Enhance opportunities for community-based living.

**GOAL 2**
Strengthen coordination of LTSS and other types of health care, including all Medicare and Medicaid services for dual eligibles.

**GOAL 3**
Enhance quality and accountability.

**GOAL 4**
Advance program innovation.

**GOAL 5**
Increase efficiency and effectiveness.
Early Quality Management
Community HealthChoices (CHC) MLTSS

Development of Quality Metrics

- Medicaid Quality Strategy
- MCO Operation Reports
- Key Performance Measures
- Identifying HEDIS measures
- PA Performance Measures
Current Quality Measurement

Community HealthChoices (CHC) MLTSS

- Network Standards
- Grievances & Appeals
- Critical Incidents
- Performance Measures
- Consumer & Provider Surveys
- External Quality Review
- Performance Improvement Projects
- Monitoring & Compliance
- MCO Operations Reports
- Value-Based Payment (future)
- Independent Evaluation

CHC Quality
Current Quality Measurement

Community HealthChoices (CHC) MLTSS

QUALITY MEASURES SUBMITTED BY MCOS

STANDARDS TO BE MET
- MODIFIED LTSS-REBALANCE
  - NF + HCBS
- BEHAVIORAL HEALTH
- DENTAL
- OPERATION REPORTS

TIMING
- SUBMISSION: ONGOING
- SUBMISSION: SEMI-ANNUALLY STARTING IN JULY 2020
  **Feedback and continual reporting to be in conjunction with IRIC**

PA-SPECIFIC MEASURES

PERFORMANCE IMPROVEMENT PROJECTS
- NURSING HOME TRANSITIONS REBALANCE
- CARE COORDINATION
  - FULH, MEDICAID, MEDICARE, BEHAVIORAL HEALTH, INTEGRATED CARE PLANS (FUTURE)
- HEDIS
- LTSS MEASURES
  - CALI, CPU, SCP, RAC
- PARTICIPANT SURVEYS
  - CAHPS-HF, HCBS CAHPS

NATIONAL QUALITY MEASURES

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Future Potential of Quality Measurement

Community HealthChoices (CHC) MLTSS

**Overarching Goals:**
- Increase access to healthcare services
- Improve quality of healthcare services
- Bend the healthcare cost curve
- Strengthening Care Coordination between Medicaid and Medicare

** Continue Quality Management Initiatives**

**Build On and Improve Current Measures**

**Focus on Racial Inequities and Reduce Health Disparities**