Supporting MLTS Quality and Oversight in MLTSS Using an Integrated Oversight Portal

National HCBS Conference Dec. 2021
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Speaker Introductions

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Deloitte Support for LTSS/HCBS Programs

Deloitte supports state and federal LTSS/HCBS agencies across a broad set of offerings targeted at program operations, improvement, and oversight. In PA many of these offerings have been provided over time support LTSS/HCBS programs.

**MLTSS Contract Oversight Support**
Use data-driven tools to facilitate contractual review and reporting, informing amendments for future years.

**Strategic Planning**
Provide strategic planning, project management and implementation support for new services, provider styles, expanded slots and programs.

**Outcome Monitoring**
Monitor and measure health and satisfaction outcomes for HCBS participants, supporting improvement.

**Actuarial Support**
Actuarial support to guide decision makers in LTSS activities including rate setting, FFS development reimbursement strategies, and reporting.

**Provider Network Adequacy**
Provide methods and tools to help states understand the demand for various LTSS and HCBS services, current provider networks, and current gaps.

**FFS LTSS and MLTSS Analytics**
Build platforms supporting integrated MLTSS data analysis and reporting.

**Person-Centered Engagement**
Streamline and integrate LTSS processes with integrated eligibility to promote “No Wrong Door” and person-centered approaches.

**Case & Program Management**
Implement and enhance technology solutions, including case/program, slot and incident management, EVV, level of care assessments and service planning.

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Supporting PA MLTSS
What is PA Community Health Choices (CHC)?

A Medicaid managed care program administered by the Office of Long-Term Living within the PA Department of Human Services that includes physical health benefits and long-term services and supports (LTSS). The program is referred to nationally as a managed long-term services and supports program (MLTSS).

Who does CHC Serve?

Individuals who are 21 years of age or older and dually eligible for Medicare and Medicaid.

- Individuals with intellectual or developmental disabilities who are eligible for services through the Office of Developmental Program will not be enrolled in CHC.

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

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

CHC Goals

- Enhance opportunities for community-based living
- Strengthen coordination of LTSS and other types of healthcare, including all Medicare and Medicaid services for dual eligibles
- Enhance quality and accountability
- Advance program innovation
- Increase efficiency and effectiveness

CHC Enrollment As of November 2021

- 454,045 Total Enrollment
- 285,018 Duals Not Receiving LTSS
- 15% Duals in Waivers
- 6% Duals in Nursing Facilities
- 15% Non-duals in Waivers
- 6% Non-duals in Nursing Facilities
- 93% DUAL-ELIGIBLE
- 20% IN WAIVERS
- 17% IN NURSING FACILITIES

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OLTL and Deloitte Collaboration Supporting a Successful MLTSS Program

The MLTSS landscape is complex and requires constant collaboration among various entities for successful implementation.

Entities
- Department of Human Services
- Managed Care Organizations
- External Quality Review Organization

Program addressing current and future needs of vulnerable beneficiaries in PA

Key processes and datasets to monitor to improve quality of care

Opportunities to advance program innovation

Framework for continuous improvement in long term care and healthcare delivery
Integrated CHC Program Oversight

To support quality improvement, MCO oversight, and reporting for the CHC program, DHS uses an integrated analytics platform.

- MLTSS Quality Oversight
  - PAPM, HEDIS, PIPs
- MCO Operational Oversight
  - HCBS Network Adequacy, Contractual Standards, Participant Hotline
- Consumer Satisfaction Analysis
  - HCBS CAHPS, CAHPS HP
- Integrated Program Oversight
  - Integrated Quality Data, Value Based Payments

Pennsylvania’s Medicaid Program Oversight Portal (MPOP)

- Provides a single source of truth for key MLTSS data
- Improves efficiency through automation
- Enables systematic standardization of data for enhanced quality

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MLTSS Quality Oversight
MLTSS Quality Oversight

DHS requires CHC MCOs to have a quality management program that defines quality improvement structures and processes and requires MCOs to work with an EQRO to report national and state-specific specific quality measures.

- **Behavioral Health Operations Reports**
  - Modified LTSS Rebalance: NF + HCBS

- **PA Performance Measures**
  - Measures not covered by HEDIS spanning high priority population groups and quality areas including LTSS, maternity, dental, mental health, and specific disease states

- **Performance Improvement**
  - PIP: High priority policy areas, often addressing population-specific needs, designated by DHS for regular interventions and monitoring in order to drive performance improvement
  - Nursing Home Transitions: Rebalance
  - Care Coordination: FUH, MEDICAID, MEDICARE, Behavioral Health, Integrated Care Plans (Future)

- **Nationally Standardized Quality**
  - Healthcare Effectiveness: HEDIS
    - Assesses elements of care including access, effectiveness, availability and utilization
    - MLD: Demographic breakdown for key HEDIS measures
  - Consumer Satisfaction: CAHPS HP Participant Survey
    - Patient satisfaction survey to monitor experiences with MCOs
    - HCBS CAHPS Participant Survey: Cross-disability patient satisfaction survey of home and community-based service beneficiaries

SUBMISSION:
- Ongoing
- Semi-annual
- Annual
DHS uses a centralized analytics platform as the single source of truth to intake, validate, store, and report on MLTSS quality data.

**MLTSS Quality Oversight Approach**

- **Intake**
  - Uses advanced logic to identify and visualize key trends
  - Stratifies information by entity such as MCO

- **Validate**
  - Stores information in a structured manner using relational databases
  - Automates data checks using validation logic to identify inaccuracies
  - Acts at time of upload to stop data quality issues early in the process

- **Store**
  - Standardizes data collection down to respondent level

- **Report**

**Impact**

- **Target interventions to reduce barriers to care**
- **Improve access to dynamic reporting**
- **Improve MCO data quality**
- **Increase reporting efficiency**
MLTSS Quality Oversight – Consumer Satisfaction with Health Plan

Measure Name: Q28 - Satisfaction with Health Plan (Rating of 8 to 10)
MLTSS Quality Oversight – Consumer Satisfaction with Health Plan

<table>
<thead>
<tr>
<th>Subpop</th>
<th>Subpopulations 1 and 2</th>
<th>Q24</th>
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<tbody>
<tr>
<td>CAHPS Question</td>
<td>In the last 6 months, how often did your health plan’s customer service give you the information or help you needed? Always, Usually</td>
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<table>
<thead>
<tr>
<th>Type</th>
<th>Proportion</th>
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<tbody>
<tr>
<td>MCO 1</td>
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<td>MCO 2</td>
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<tr>
<td>MCO 4</td>
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Change YOY

<table>
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<tr>
<th>MCO</th>
<th>2021</th>
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<tr>
<td>MCO 4</td>
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Yearly Proportion

Yearly Proportion by Age

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The same centralized analytics platform is used to intake, validate, store, and report on HCBS CAHPS survey results. Advanced logic including case mix analysis is used to derive survey insights.

**Top Performing HCBS Satisfaction Areas**

Across three years (2018-2020) all MCOs scored 93% or above in the following areas:

- Personal Safety and Respect from Staff Composite
- Staff Knowledgeable About Everyday Activity Needs
- Staff Knowledgeable of Service Plan

**Three Year Improvement**

**Staff are Helpful and Reliable Composite**

- 2018: 82%, 81%, 85%
- 2019: 87%, 85%, 85%
- 2020: 86%, 85%, 86%

Data is for illustrative purposes only.
MCO Operational Oversight
MCO Operational Oversight for MLTSS

As part of operational reporting, OLTL is responsible for monitoring network adequacy for HCBS provider types that travel to the participant to deliver services. OLTL also monitors MCO adherence to contractual agreements to identify areas of strong performance as well as opportunities for improvement.

HCBS Network Adequacy
Visualizes geocoded recipient clusters and HCBS providers to depict network adequacy across the state

- Identifies gaps in access to home and community-based services in areas based on available FTEs
- Provides view of network adequacy by using criteria that identifies availability of resources rather than service initiation
- Adds ability to track access to services related to Social Determinants of Health

MCO Contract Monitoring
Facilitates contractual review scheduling and completion at desired time intervals

- Tracks standards and results in one place to facilitate reporting and reduce inaccuracies that can result from high user touch
- Informs contractual amendments for upcoming years allowing PA to use past performance to improve future results
- Fosters alignment and knowledge sharing of similar contractual standards across DHS program offices
HCBS Network Adequacy Oversight
MCO Contract Monitoring
Integration
Integrated Oversight

By using a single platform to ingest, analyze, and visualize key business functions, MPOP integrates data across key areas to provide a full picture of their CHC program.

1. Integrate data from multiple applications and datasets
2. Visualize data in one place
3. Provide flexible analysis through selection of variables such as dataset, year, and MCO

Impacts

- Advanced outcomes derived from comparing multiple disparate datasets to each other, allowing correlative analysis
- Allows monitoring of holistic MCO performance and compliance
- Ability to quickly export findings PDF/PowerPoint for quick and easy reporting
Integrated MCO Oversight Dashboard
On The Horizon
Future of Integration
As DHS continues to leverage an integrated data analytics and visualization tool to track key business functions, this tool can support future initiatives that require multiple datasets.

Operational Monitoring Automation
DHS is automating reporting of over 30 MCO operations reports, containing data ranging from call logs to grievances.

Value Based Payments (VBP)
DHS is looking to implement two VBP Programs, each using LTSS, consumer satisfaction, and nursing facility quality metrics.

Impacts
- Use existing data to feed new models incentivizing improved healthcare delivery
- Reduces time to realize accurate results in turn decreasing turnaround time for data-driven process improvements
PA Supporting Long-Term Care Facilities During the COVID Epidemic
COVID Impact in Long Term Care Facilities

DHS used the existing oversight architecture to stand up an integrated analytics and visualization tool in only three weeks to maintain COVID situational awareness, allocate resources, and support training and response team needs for LTC facilities.

<table>
<thead>
<tr>
<th>COVID Readiness and Response</th>
<th>COVID Vaccine Distribution</th>
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<tbody>
<tr>
<td><strong>DOH Systems</strong></td>
<td>Ingest long term care facility and target distribution center locations, integrate with a vaccine tracking tool to receive dynamic dosing data, and geocode to overlay facility proximity by user-defined radius.</td>
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<tr>
<td>➢ Assessing LTC facilities</td>
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<tr>
<td>COVID-19 response includes facility maps, situation reports, and activity notes</td>
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<tr>
<td><strong>Emergency Management</strong></td>
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<tr>
<td>➢ Coordinating and tracking response to COVID-outbreaks including status tracking by partners and other stakeholders</td>
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<tr>
<td><strong>Universal Testing Data</strong></td>
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<tr>
<td>➢ Evaluating implementation of Universal Testing in 1,200 LTC facilities</td>
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<tr>
<td><strong>Contact Tracing</strong></td>
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<tr>
<td>➢ Recording relevant contact tracing metrics and information on the centralized contact tracking system</td>
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**Impacts**

- Actionable insights through dashboards and reports to facilitate decision making for the response
- Identify geographic disparity in COVID severity to remedy the existing pandemic and inform proactive action for future learning
- Easy to fill forms and efficient integration of information through the dashboards paints a holistic picture of the existing situation
Thank you.

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Questions?