

**IT'S NEVER TOO LATE TO CHANGE:
HOW ONE ORGANIZATION EMBRACED
OPPORTUNITY.**

October 2018

Today's Speakers

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- Deborah Danner-Gulley, Director of Case Management Services
 - ▣ Area Agency on Aging District 7 (AAA7)
- Tonya Perry, Director of HCBS Waivers and Special Populations
 - ▣ CareSource

Stories from the Field Contest

- Contest to obtain stories that:
 - ▣ highlight a strategy that was used to improve the financial position of disability CBO.
 - ▣ are relevant and replicable to disability CBOs navigating a changing environment.
 - ▣ demonstrates a positive impact on the persons served.
 - ▣ demonstrates a positive impact on the administration and/or delivery of the CBOs services.
 - ▣ improves the delivery and accessibility of the CBOs services to a diverse range of inquirers.



Stories.
Connect.
People.

Highlight successful business practices working with or for...



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- Managed care
- Private pay
- Health systems
- Cities, counties or municipalities
- Other Community Based Organizations
- Universities
- Any other organization that helped to improve the operations or financial performance of your business

Driving Innovation Through Community Based Organization Partnerships

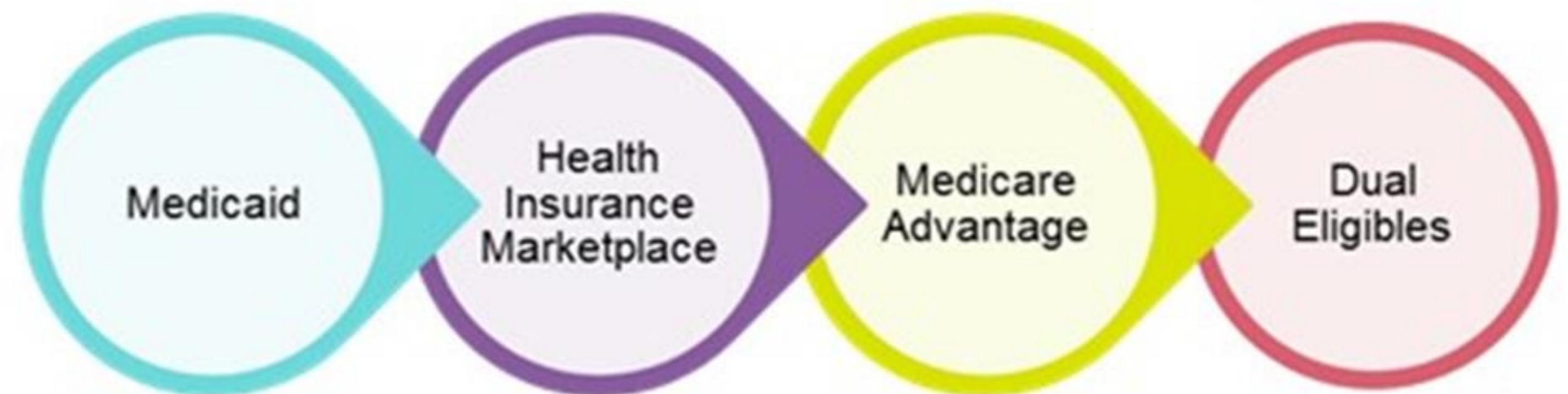
Our **MISSION**

To make a lasting difference in our members' lives by improving their health and well-being.



CARESOURCE

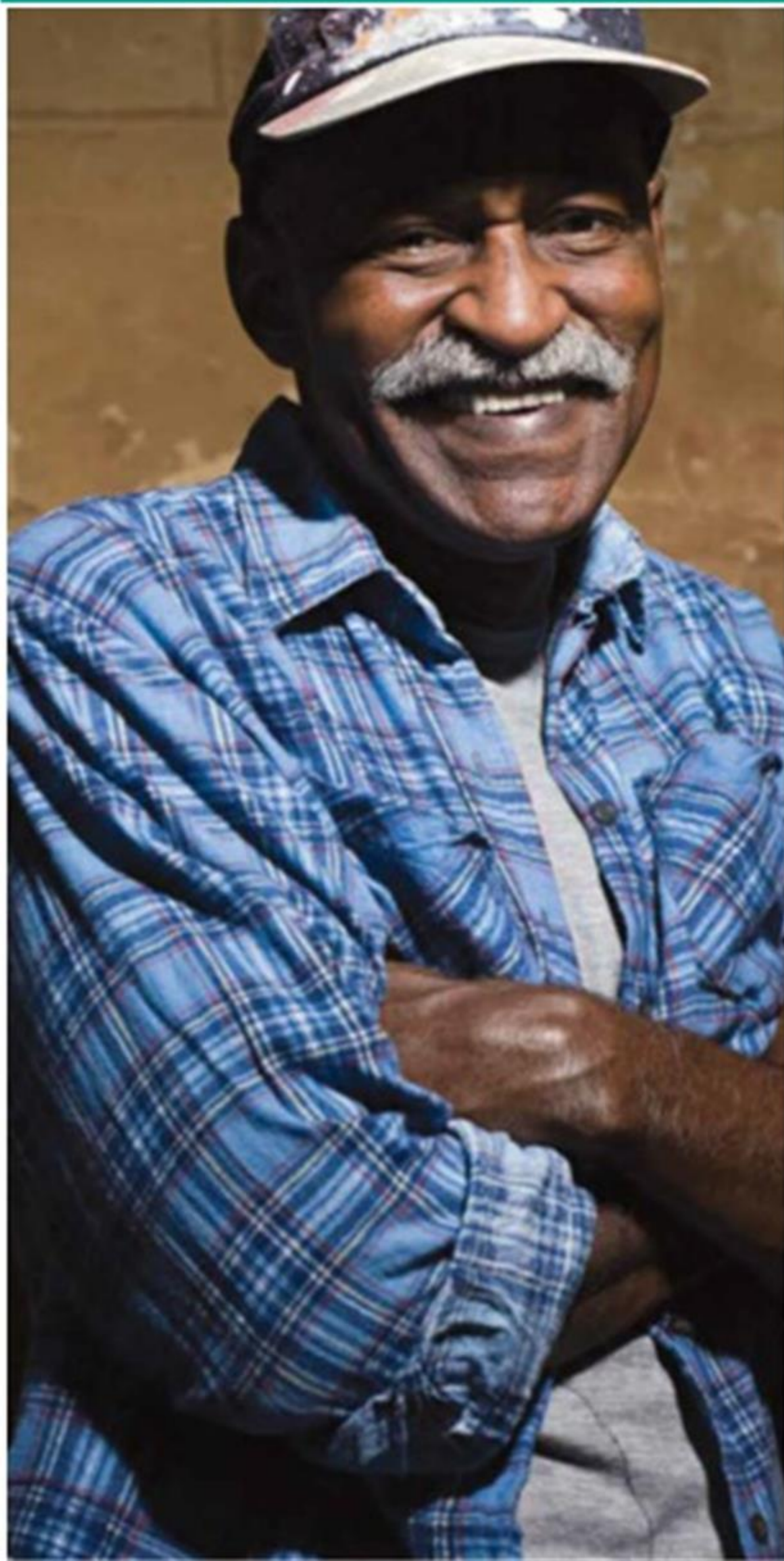
- One of the fastest growing non-profit managed care plans in the country.
- 28-year history of serving low-income populations across multiple states and insurance products, coordinating their care as their eligibility changes.
- Using comprehensive, member-centric models of care to address our entire population's health and social needs.
- Currently serving members in Ohio, Kentucky, Indiana, West Virginia, and Georgia.



Serving 2M  members

across a continuum of government programs, coordinating care as eligibility changes, and **providing** services to obtain total wellbeing

Community Mental Health Centers Partnership



■ Behavioral Health Model of Care

- ▣ Primary, Episodic & Consultative

■ Designated Care Manager Liaisons

- ▣ Single Point of Contact Community Mental Health Centers, CMHC and providers

■ Active Engagement Consortium

- ▣ ADAMHS, Alcohol Drug Addiction and Mental Health Services, Board
 - Integrated Care Plans- high utilizers, ED crisis
 - Telehealth
 - Provider Forums
 - Behavior Health Rapid Response Team
 - Internship -workforce development expertise

■ Outcomes

- ▣ Exceeding Follow-up after Hospitalization for Mental Illness within 30 days Metrics
- ▣ Readmission Rates decreased by 8%



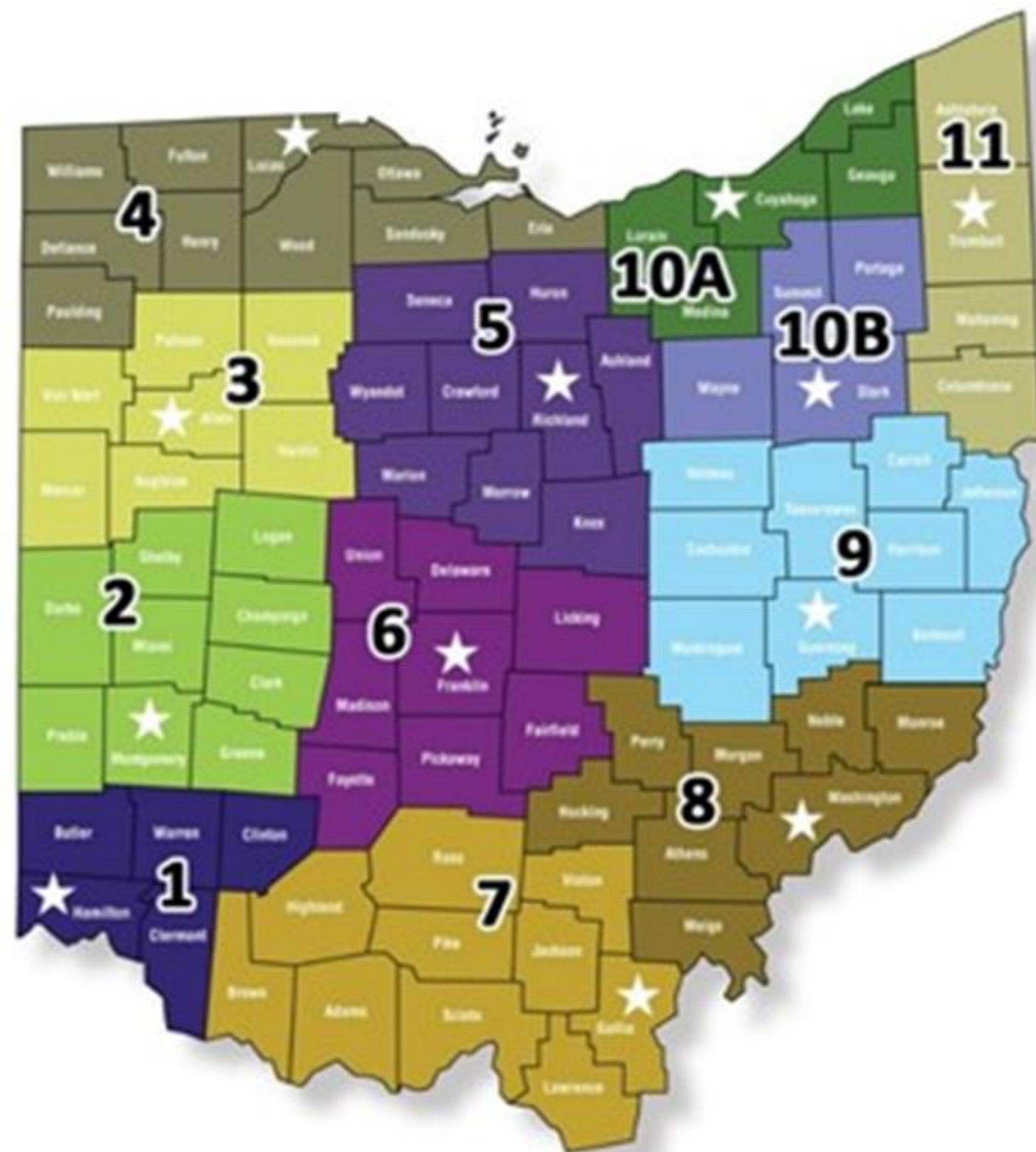
Area Agency on Aging Partnership

Partnering with community-based organizations such as the Area Agencies on Aging is an evidence-based informed strategy to achieve the Triple Aim.

- Movement of Psychosocial Model to Medical Psychosocial Model
- One Primary Contact for Care Management and Service Plans
- Outcomes
 - Achievement of Quality Metrics
 - CAHPS Performance
 - Lower Medical Cost



Area Agency on Aging District 7



Expanding our experience to new populations and payers:



Established Case Management Program	New contract with MCO
Population served- primarily those over age 60	Population served-birth to age 59 with physical disabilities
4743 served in 2017	758 served in 2017
Service provided- LTSS CM	Service provided- LTSS CM
Reimbursement- actual costs with a budget cap	Reimbursement-PMPM and fixed rate for intake assessments
Geographic area served: 10 counties	Geographic area served: 13 counties

Lesson 1: Understand

Ensure a clear understanding of what the payer/ MCO wants and needs.

CareSource Tips:

- Invest heavily in time and resources to build a rock solid relationship
- When you have seen one AAA you have seen one AAA
- Define MCO terms and processes that will be involved in the project early on to avoid language barriers

Lesson 2: Adapt

Learn to speak the MCO's language: NCQA, PDSA, vendor oversight, etc.

Caresource Tips:

- Understand and address differences in previous projects versus project at hand
- Train early and often regarding timeframes, guidelines and processes
- Meet collectively on a regular cadence to share information and help assure consistency

Lesson 3: Understand

Understand that the MCO culture is different from that of a social service organization.

- Risk aversion (health and safety over individual choice).
- Emphasis on project and project goals over relationship.
- Firm deadlines - no excuses, outcomes matter most (getting our individuals to cooperate and teaching staff appropriate assertiveness to meet standards).

Lesson 3: Understand cont.



CareSource Tips:

- Provide training on frequently encountered medical conditions and common CM interventions needed
- Offer Medical Director consultation and support early in relationship
- Provide ongoing assistance in navigating the MCO environment

Lesson 4: Learn & Train



Medical vs. Social Model of Case Management

- Staff training and need for medical resources.
- Dealing with parents of sick kids who are experts on their children's illness.
- Billing codes.
- Hospital visits (infection control, hospital etiquette, gaining entrance, medical terminology).
- More interactions with physicians and need for "orders" for some services.

Lesson 4: Learn & Train cont.

CareSource Tips:

- Encourage staffing above minimum with a goal to increasing efficiency with experience
- Consider travel time in rates particularly in more rural areas
- Protect partners from delays in payment on regulator end
- Consider IT and Communications resources in rate setting

Lesson 5: Manage Costs



Administrative costs are greater than for our traditional programs.

- Availability - no 9-5.
- 24/7 call support and management availability (IT availability).
- How to price services when there is no precedent?
- How long is contract? Need to include raises in cost model.
- Quick responses, short deadlines.
- Responding to multiple departments at the MCO.

Lesson 5: Manage Costs cont.



CareSource Tips:

- Support our partners through change with training and guidance
- Be patient, brave and flexible and together we can change the world of those we serve

Lesson 6: Provide Support



We need to support staff as they adapt to new values and expectations.

- Famous last words - “the answer today is.....”
- Constant change and “re-interpretation of guidelines”

Contacts



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Thank You!



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