

PA LIFE (PACE) Program

Oversight through Data

Standardization and Advanced

Analytics



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Speaker Introductions

The team here with you today



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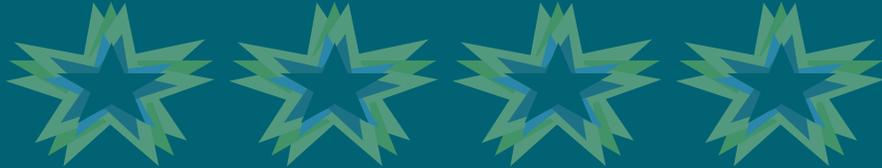
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OLTL LIFE Program Overview



What is the OLTL LIFE Program?

The **Living Independence for the Elderly (LIFE)** Program is a joint state and federal program administered by Pennsylvania's Office of Long-Term Living (OLTL). LIFE (nationally known as the **Program of All-Inclusive Care for the Elderly** or **PACE**) is a program which specializes in providing end-to-end care to the Nursing Facility Clinically Eligible through contracted LIFE Provider Organizations (POs).

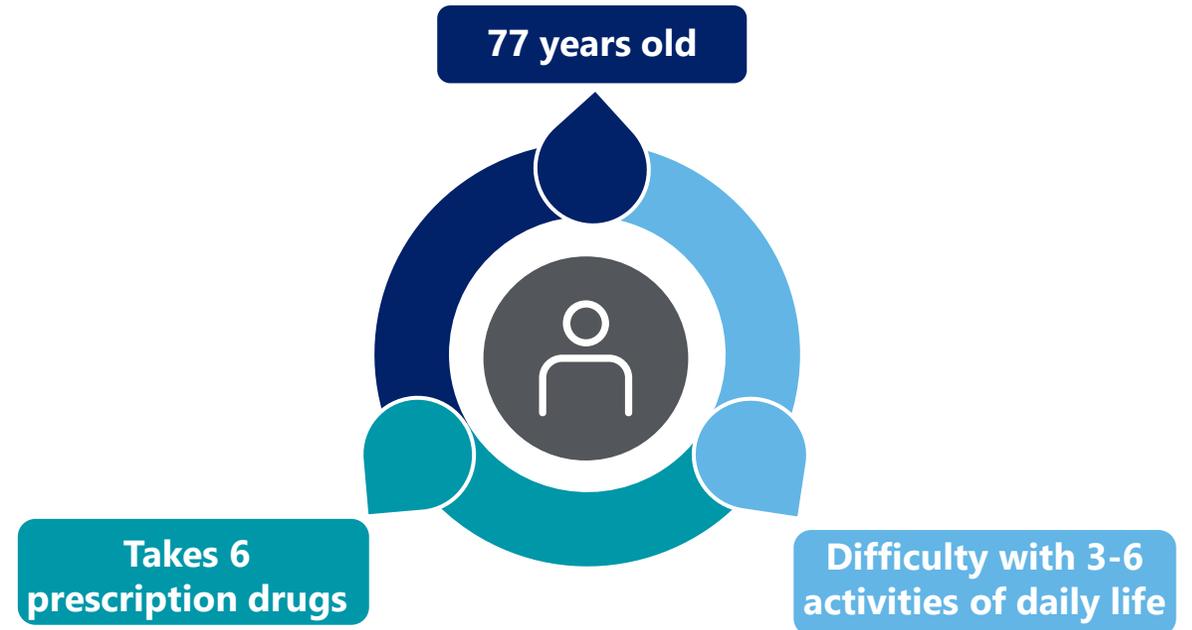
Who does LIFE/PACE Serve?

Individuals age 55 or older seeking to live independently in the community while receiving comprehensive health and support services.

Eligible LIFE Recipients

- Be age 55+
- Meet nursing facility level of care
- Meet financial requirements as determined by a local County Assistance Office or privately pay
- Reside in LIFE Provider service area
- Able to be safely served in the community as determined by LIFE provider

Nationally, the average PACE/LIFE participant:



What is the OLTL LIFE Program? (Cont'd)

Contracted LIFE POs provide services under capitated payment contracts with CMS and the state, covering all Medicare and Medicaid services, PACE services, and any additional services identified as necessary for the participant.

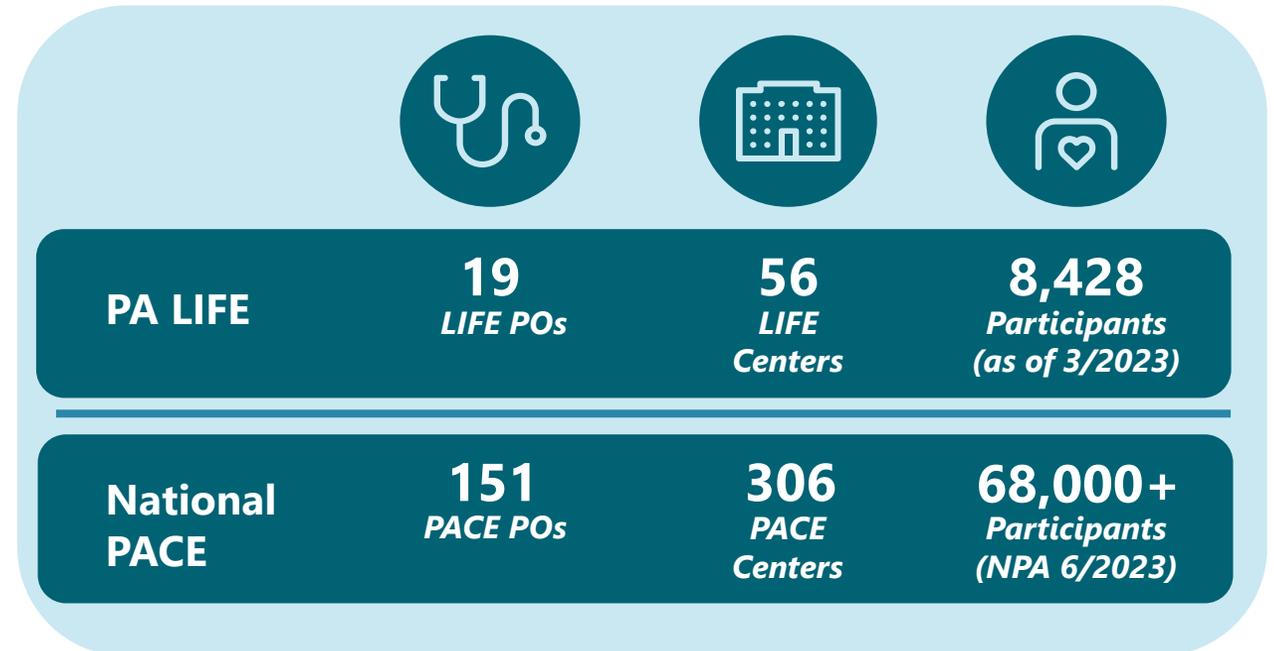
How does LIFE work?

- Fully integrated managed long-term care, acute care, behavioral health, and home and community support
- An 11-member interdisciplinary team (IDT) develops a care plan tailored to each participant's needs
- Each LIFE organization must have at least one LIFE Center, which houses a clinic, the IDT, recreation, socialization, and therapy areas; includes meal service, laundry, and assistive bathing facilities
- Transportation to and from the LIFE Centers

In PA, LIFE is an alternate program to **Community HealthChoices (CHC)**, PA's mandatory managed care program for dual-eligible participants and those needing long term services and supports who are 21 years of age or older. The Managed Care Long-Term Services and Supports program coordinates health care coverage for older Pennsylvanians and individuals with physical disabilities.



Pennsylvania has one of the largest number of PACE programs, serving approximately **12%** of the nation's enrollment



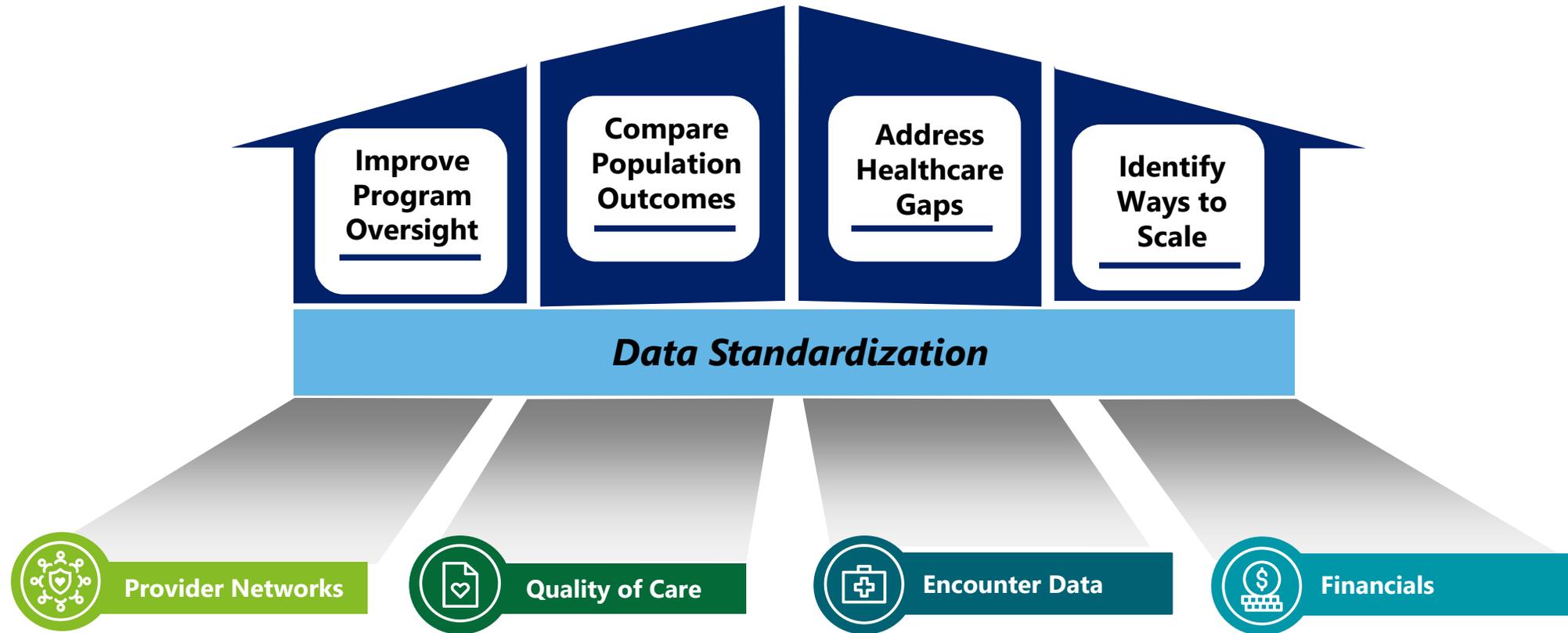
OLTL LIFE Provider Data Initiatives



DATA STANDARDIZATION

Challenge: The flexibility of the LIFE Providers to adapt providers and services as needed makes oversight of these programs difficult to assess.

Standardization of data collection, in alignment with other PA DHS programs and waivers, is allowing OLTL to improve oversight, compare outcomes of vulnerable population, address healthcare gaps, and identify ways to scale the LIFE Program.



LIFE PROVIDER NETWORKS

Reporting of Comprehensive Provider Networks

CHALLENGE:

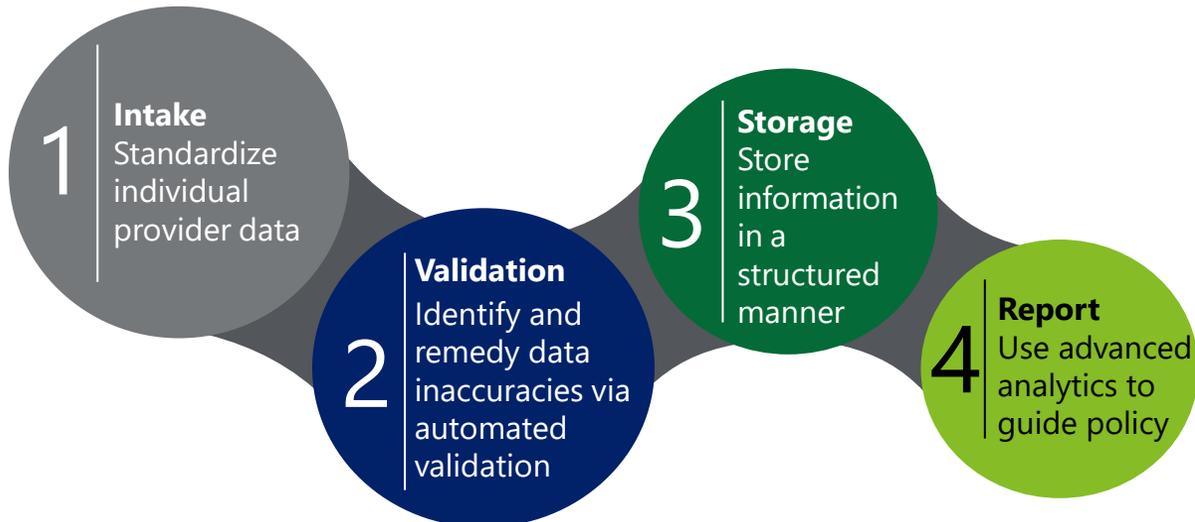
The ability for LIFE POs to adapt their networks (beyond contractual requirements) to meet the unique needs of their participants makes standardization, collection, and comparison of networks more nuanced compared to other state programs.

- POs previously submitted network information at **different levels of granularity** and **various formats**

ACCOMPLISHMENTS:

- Aligned network submission template with other PA DHS programs, while also accounting for unique elements of the LIFE Program:
 - Submission of detailed LIFE Center information
 - One-off provider contracts for specific participant needs
 - Collection of Medicare only and private pay providers' information
- Collaborated with LIFE POs to conduct pilot with monthly submissions and technical assistance sessions to improve network reporting accuracy
- Developed centralized data management platform to process, validate, analyze, and visualize LIFE PO network data

Data standardization and validation process



Initiative Spotlight: LIFE Center Details

In addition to standardizing provider network data collection this initiative also focused on collection of LIFE Center details

- IDT roles
- Organizational structure
- Key points of contact details

LIFE PROVIDER NETWORKS (Cont'd)

Reporting of Comprehensive Provider Networks



IMPACT:

- Over a year's time, processed 2 million+ provider records and reduced record level errors by 88%
- Streamline state auditing of PO provider contracts with individual providers
- Improve oversight of LIFE Centers and IDTs
- Use geolocation of service area and providers to support enrollment



FUTURE:

- Visualize provider networks across all OLTL programs, including CHC, Dual Eligible Special Needs Plans, and LIFE to identify service gaps in the state
- Implement data visualization allowing for geolocation of contracted providers and services in relation to LIFE PO service area
- Use census data to track participant accessibility and full-time equivalent ratios

Pilot Highlights

2 million+

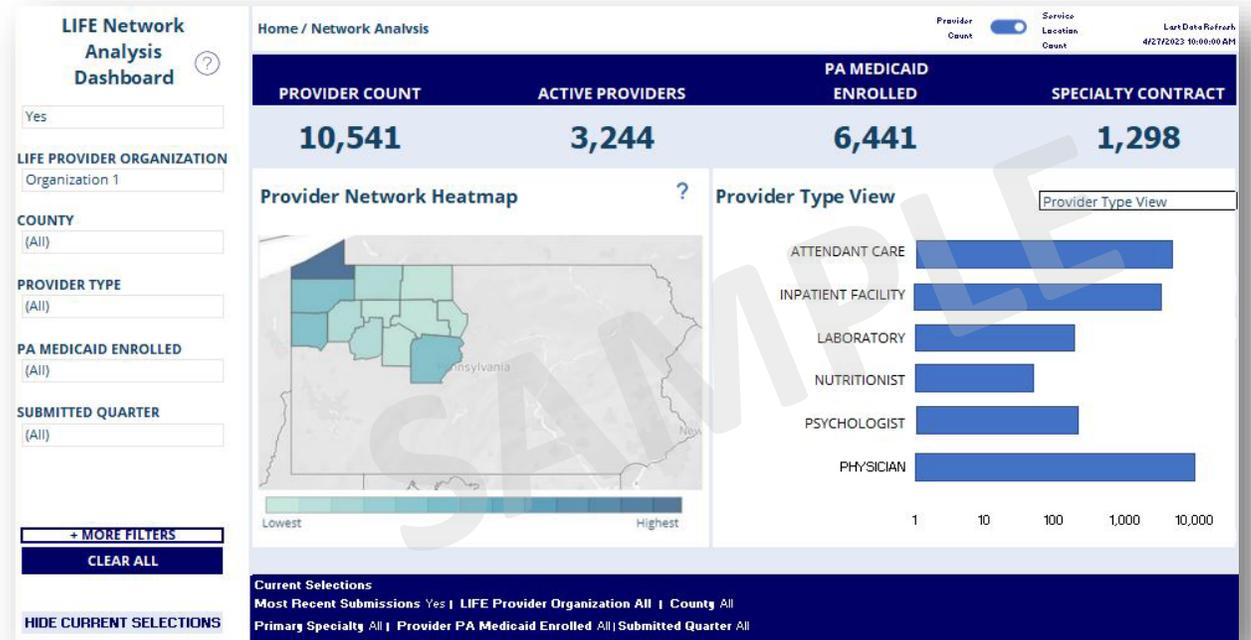
Provider records processed, validated, and analyzed

40+

Technical Assistance Sessions for LIFE POs

88%

Decrease in record level errors



QUALITY OF CARE

LIFE Participant Satisfaction

CHALLENGE:

Given the individualized level of care—including home and community-based services—that is fundamental to the LIFE Program, insight into participant satisfaction, perception of quality of care, and barriers to access are important components for OLTL to measure to improve quality and patient-centered care.

ACCOMPLISHMENTS:

- Currently collecting LIFE participant satisfaction surveys via **Consumer Assessment of Healthcare Providers and Systems for Home and Community Based Services (CAHPS HCBS)**, nationally standardized cross-disability patient satisfaction survey of HCBS beneficiaries' experience receiving long-term services and supports (LTSS)
- Developing a centralized cloud-based solution that allows OLTL to collect and track patient experiences using data visualization and advanced analytics
- Held in same solution where CAHPS HCBS data is already collected for the CHC program—allowing easy comparison of population satisfaction across these programs



PA is the first state in the nation to collect CAHPS HCBS for LIFE/PACE populations



IMPACT:

- Derive insight into consumer satisfaction across LIFE POs in PA
- Help identify gaps in home and community-based care
- Measure LIFE program performance against CHC HCBS program performance
- Identify quality of care for different demographics (e.g., urban/rural, race and ethnicity)



FUTURE:

- Implement CAHPS HCBS for additional populations under FFS OLTL programs
- Be able to identify gaps in satisfaction across all LTSS populations across the state
- Perform case mix analysis across program populations

QUALITY OF CARE

PA Performance Measure: Care for Older Adults

CHALLENGE:

A PACE organization's quality improvement program must demonstrate improved performance with a minimum set of federally prescribed objective measures. At the state level, quality measures from the LIFE POs are not currently collected to be able to evaluate this improvement.

Leverage

Standardize collection of measure already required

Monitor

Collect year over year to monitor for quality improvement

Iterate

Use method to develop and collect PA specific quality measures

ACCOMPLISHMENTS:

- In 2020, began collection of a PA Performance measure: **Care for Older Adults** for age 55+ LIFE population, assessing four areas:
 - Advanced Planning
 - Medication Review
 - Functional Status Assessment
 - Pain Assessment
- Measure aligns with the equivalent HEDIS measure collected for OLTL's CHC program



IMPACT:

- Track and monitor improvement of care for older adults for LIFE programs year over year
- Help to identify care gaps in older adults via standardized measures



FUTURE:

- Develop PA specific quality measures across LIFE POs
- Help identify gaps in home and community-based care
- Measure LIFE program performance against CHC HCBS program performance
- Identify quality of care for sharing of best practices
- Monitor and track areas for needed improvement

MEDICARE ENCOUNTERS

Participant Healthcare Encounters

CHALLENGE:

Over 90% of PA OLTL's population is **dual eligible**. With a significant number of PA DHS's population having Medicare as the primary payer of healthcare, access to Medicare encounters and healthcare experience data is necessary get a full picture of the LIFE participants' wellness and care.



IMPACT:

- OLTL staff now able to access data and information that was previously unavailable
- Perform visualization and analytics to generate insights and observations that previously were difficult to perform or involved data that was not accessible
- Understand picture of population, including across members, organization, diagnoses, geographies, demographics and other key categories

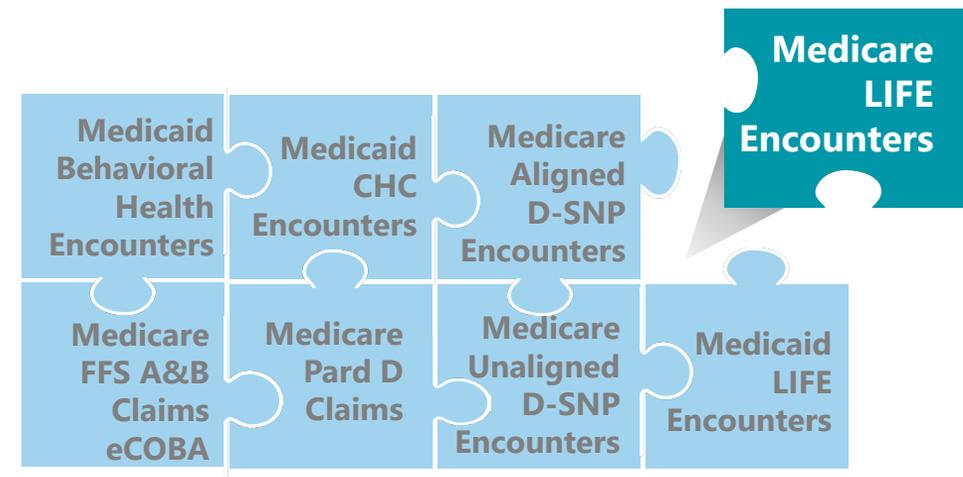


FUTURE:

- Expanding this solution to integrate Part D and Enhanced Coordination of Benefits Agreement data
- In planning stages of collecting and integrating LIFE Medicaid encounters
- Leverage to support improved rate setting

ACCOMPLISHMENTS:

- OLTL worked with LIFE POs and their service providers to obtain copies of the Medicare encounter data they currently send to CMS
- OLTL is completing the integration of LIFE Medicare encounters into the department's data warehouse, linking them to other existing Enterprise Data Warehouse repositories to support comprehensive reporting
- Expanding existing dual eligible analysis package, used by a large numbers of state data analysts, economists and other staff members, with LIFE encounters



FINANCIALS

Standardization of Financial Reporting Requirements

CHALLENGE:

LIFE POs are required to submit quarterly and annual financial reports to be used by the State Administering Agency (SAA) to monitor and address organization solvency, as well as assess utilization management and program costs. Current reporting is not standardized across LIFE POs, making it difficult for SAA to draw necessary conclusions.

Socialize

Send finalized templates, instructions, and expectations to LIFE POs to review and familiarize

Test

Hold trainings and Q&A sessions with OLTL, its actuary, and the LIFE POs

Implement

Follow up to support full adoption by LIFE POs to generate consistent reporting

ACCOMPLISHMENTS:

- OLTL is finalizing work with its actuary to develop financial reporting templates and instructions to:
 - Standardize financial reporting across LIFE POs
 - Align templates with financial reporting of other OLTL and DHS managed care programs



IMPACT:

- Standardize financial reporting across LIFE POs to improve:
 - Compliance monitoring
 - Analyze and assess solvency, utilization management and costs

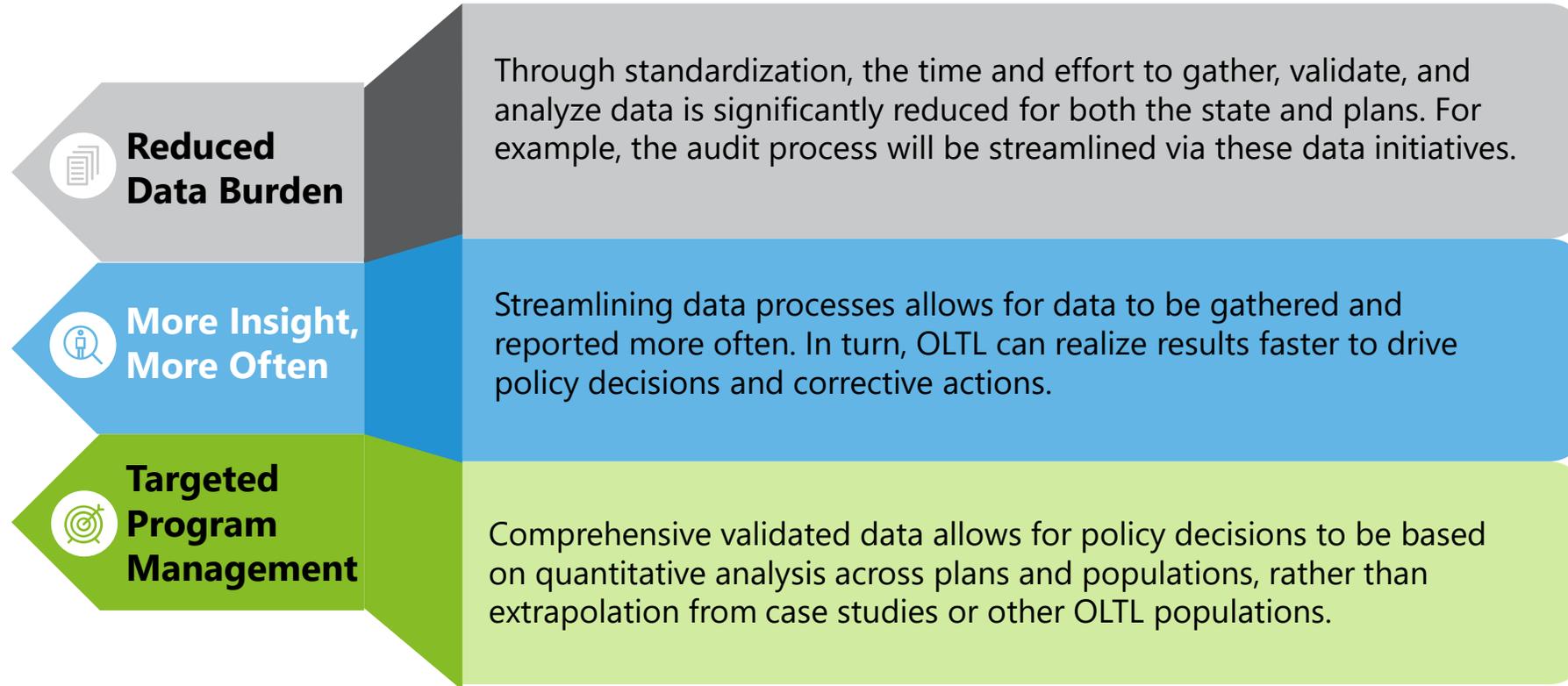


FUTURE:

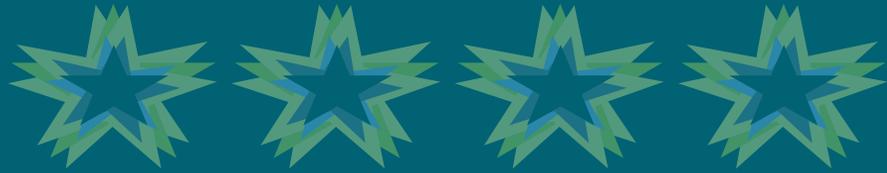
- Use new financial reporting in conjunction with other data to identify ways to support scaling of the program
- Leverage improved reporting to support rate setting methodology

DATA STANDARDIZATION IMPACTS

The data initiatives across provider networks, quality of care, encounters, and financial business areas will have several impacts to improve oversight of the LIFE Program.

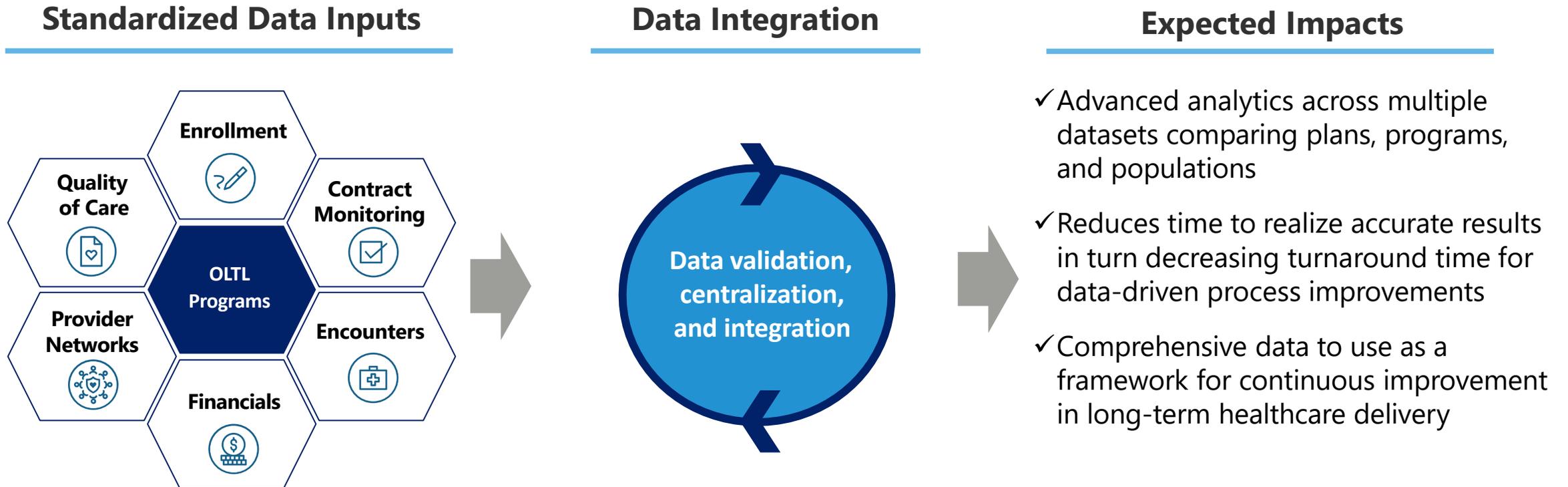


Looking Ahead



DATA INTEGRATION

With data standardized, OLTL can next focus on full integration of data across key business areas in LIFE and other OLTL programs for aging and physically disabled populations. This integration would allow OLTL to gain a full picture of their populations, healthcare access and health outcomes.



Thank you!

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