Accelerating Primary Care Innovation through Medicaid Managed Care in the Time of COVID-19

November 19, 2020, 3:30-4:30 pm ET

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Today’s Agenda

- Welcome and Introductions
- State Levers to Drive Primary Care Innovation
- Panel Discussion: Advancing Primary Care in the Time of COVID-19
- Moderated Q&A
About the Center for Health Care Strategies

A nonprofit policy center dedicated to improving the health of low-income Americans
Presenters

Tricia McGinnis, MPP, MPH
Executive Vice President and Chief Program Officer, CHCS

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Program Officer, CHCS

David Labby, MD, PhD
Health Strategy Adviser, Health Share of Oregon

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Vice President, Delivery System Reform, The Commonwealth Fund

David Kelley, MD, MPA
Chief Medical Officer, Pennsylvania Department of Human Services Office of Medical Assistance Programs and Office of Long-Term Living

Judy Zerzan-Thul, MD, MPH
Chief Medical Officer, Washington State Health Care Authority
Laurie Zephyrin, M.D., M.B.A., M.P.H.
Vice President, Delivery System Reform, The Commonwealth Fund
Goal of The Commonwealth Fund Delivery System Reform Program: Achieve Greater Equity in Health Care Delivery for People Vulnerable to Inequity

Strategic Levers

- Promoting Medicaid Payment and Policy Reform Impacting Delivery Systems
- Promoting High-Quality, Comprehensive Primary Health Care
- Advancing Diverse Leadership in Care Delivery

Cross-Cutting Themes: Health Equity, Social Determinants of Health
Evidence shows that high-quality primary health care is associated with:

- **Improved Health Outcomes**
- **Decreased Health Disparities**
- **Reduced Health Care Costs**

High-quality, comprehensive primary health care should include these attributes:

- Multidisciplinary provider teams
- Integration between physical health, behavioral health, and health-related social needs
- Integration of digital health tools
- Community engagement
Supporting primary care is even more important in the pandemic

Percent Change in Primary Care Visit Volume in the US, 2020

- Changes in visit volumes, particularly at the start of the pandemic have led to significant financial losses for primary care providers.
- Black, Indigenous and people of color are already the least likely to have a regular source of primary care, are also those worst hit by COVID-19.

Primary health care can be a key piece of the puzzle in achieving health equity.
Thank You

Yaphet Getachew
Program Associate
Delivery System Reform
Through this initiative, made possible by The Commonwealth Fund, CHCS has assisted 10 states — Delaware, Hawaii, Louisiana, Nevada, Pennsylvania, Rhode Island, Tennessee, Texas, Virginia, and Washington State — in using managed care purchasing authority to advance primary care models that:

» Address health-related social needs;

» Integrate behavioral health care into primary care;

» Enhance team-based primary care approaches to better meet patient and community needs; and/or

» Use technology to improve access to care.
Advancing Primary Care Innovation in Medicaid Managed Care: A Toolkit for States

For implementation considerations, state examples, and sample managed care contract language, access the toolkit at: [www.chcs.org/primary-care-innovation](http://www.chcs.org/primary-care-innovation).
In January 2021, CHCS will launch a third phase of this initiative, which will include:

1. Supporting four states in using advanced primary care building blocks and managed care contracts to promote health equity

2. Launching a virtual learning series to dive deep into how states can use policy levers to promote advanced primary care models via managed care
State Approaches and Levers to Drive Primary Care Innovation

Kelsey Brykman, MS
Program Officer
Center for Health Care Strategies
Core Features of Advanced Primary Care and Levers to Drive Uptake and Spread

- Enhance Team-Based Care
- Use Technology to Improve Access
- Integrate Behavioral Health Care
- Identify and Address Social Needs
- Engage Communities and Address Health Inequities

Promote Accountability for MCOs
Move to Value-Based Payment in Primary Care
Monitor Primary Care Spending and Investment
Enhance Team-Based Care

- Adopting team-based care models
- Integrating staff — such as community health workers (CHWs), peer providers, pharmacists — into care teams
- Implementing community-based supports (e.g., community health teams) for small practices

**COVID-19 Impact**

Addressing the pandemic and shifting to new care models, such as increased telehealth or addressing rising behavioral health and social needs, may require modified roles and team structures. For example, there are opportunities to leverage CHWs and patient navigators to address health-related social needs and support an equitable pandemic response.
Use Technology to Improve Access

- Direct-to-consumer telemedicine enables patients to access primary care services via video, telephone, or text
- Peer-to-peer telementoring connects primary care teams to specialists to help treat patients with complex health needs

**COVID-19 Impact**

COVID-19 has resulted in rapid adoption of telehealth, including within primary care. Going forward, stakeholders may consider the optimal long-term role of telehealth and how to sustain telehealth expansion.
Integrating behavioral health into primary care has been demonstrated to improve patient outcomes.

Integrated care models entail behavioral health working within and as part of primary care.

Collaborative care models involve behavioral health screening, specialist consultations, and navigation.

**COVID-19 Impact**

Social distancing and the economic impacts of COVID-19 may result in increased behavioral health needs; further behavioral health integration can help expand access. Providers may also need to consider how to provide behavioral health services through telehealth.


Addressing Health-Related Social Needs

- Addressing social needs in primary care is a core strategy for improving health outcomes for low-income populations.
- Activities to address social needs include screening, connecting to community resources, and adjusting clinical care.

COVID-19 Impact

Job loss and economic uncertainty is increasing health-related social needs such as food and housing insecurity. COVID-19 also introduces new challenges such as social isolation. Primary care can play an increased role in addressing social needs such as through expanding community partnerships and providing navigation support.
Engage Communities and Address Health Inequities

- High quality primary care mitigates impact of income inequality on health and reduces racial and ethnic disparities in physical and behavioral health.

- Partnering with community members and organizations to identify root causes and tailor care delivery is a key strategy to address health disparities.

**COVID-19 Impact**

COVID-19 is disproportionately impacting people of color and low-income communities and further underscores the need for more equitable access to high-quality primary care services.
Levers to Drive Uptake and Spread

Promote Accountability for MCOs

Move to Value-Based Payment in Primary Care

Monitor Primary Care Spending and Investment
Panel Discussion: Advancing Primary Care in the Time of COVID-19
Panel Discussion

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Question & Answer
Questions?

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