

Integrated Care Planning for Medicaid Members with Complex Needs: Lessons from MassHealth

National Webinar

September 23, 2021

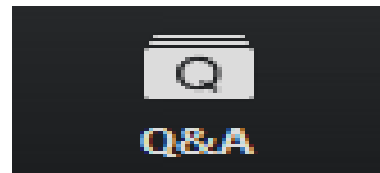
1:00 – 2:15 pm

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Questions?



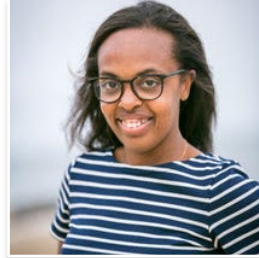
To submit a question online, please click the Q&A icon located at the bottom of the screen.

A screenshot of a web browser window titled 'Q&A'. The window has standard window controls (minimize, maximize, close) in the top right. The main content area displays a 'Welcome' message: 'Welcome' in bold, followed by 'Feel free to ask the host and panelists questions'. Below this is a large text input field with the placeholder text 'Type your question here...'. At the bottom left of the input area is a checkbox labeled 'Send anonymously'. At the bottom right are two buttons: 'Cancel' and 'Send'.

Moderator and Panelists



Karla Silverman, MS, RN, CNM
Associate Director,
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Leah Jackson Kean, MSW, LICSW
Community Partner Director
Eliot Community Human Services, Inc.



Gary Sing, PhD
Director of Delivery System Investment
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Office of Payment and Care Delivery
Innovation, MassHealth



Jennifer Sciacca, MSSA, LCSW
LTSS Program Manager
BMC HealthNet/Well Sense Health
Plan



Christine Rooney, MD
Chief Medical Officer
Merrimack Valley ACO

Center for Health Care Strategies

Dedicated to strengthening the U.S. health care system to ensure better, more equitable outcomes, particularly for people served by Medicaid.

Together with our partners, our work advances:



Effective models for prevention and care delivery that harness the field's best thinking and practices to meet critical needs



Efficient solutions for policies and programs that extend the finite resources available to improve the delivery of vital services and ensure that payment is tied to value.



Equitable outcomes for people that improve the overall wellbeing of populations facing the greatest needs and health disparities.



Goals for Today's Webinar

- Learn about MassHealth's innovative work supporting partnerships between accountable care organizations (ACOs) and Community Partners (CPs)
- Explore key takeaways from the MassHealth Care Planning Learning Collaborative that can inform activities in other states
- Discover how inter-organizational collaboration and improved processes on-the-ground can positively impact the delivery and quality of care for people with complex health and social needs

Agenda

- Overview of the MassHealth ACO Program and MassHealth CP Program
- Takeaways from Learning Collaborative
- Interview with MassHealth
- Panel Discussion
- Q & A
- Conclusion



About the MassHealth Care Planning Learning Collaborative

- Massachusetts' DSRIP Program/1115 waiver
 - Linked ACOs with Community Partners, CBOs providing care coordination supports for eligible Medicaid members with certain BH and LTSS needs
- Learning Collaborative led by CHCS, in partnership with the Camden Coalition of Health Care Providers
 - Designed and implemented tools that improved shared care planning between ACOs and CPs
- ACOs and CPs volunteered to pair together to work on shared care planning process
 - 22 ACO/CP “change teams” participated
 - Teams received technical assistance and coaching

Challenges of Delivering Team-Based Care from Different Organizations and Different Disciplines



KNOWLEDGE
GAPS



LACK OF ROLE
CLARITY/
DUPLICATIVE
PROCESSES



NEED FOR
TEAM-BASED
APPROACH



COMMUNICATION
BARRIERS



ENROLLMENT/
REFERRAL
PROCESS
EASILY
DELAYED OR
DERAILED



DIFFICULTY
SHARING DATA

Learning Collaborative Objectives

- Streamline processes between ACO and community partner (CP) teams and create clear communication pathways.
- Build and formalize relationships between key contacts at the ACO, primary care practices, and CPs.
- Identify organizational leadership needed for successful care planning between ACOs and CPs.
- Identify promising practices for shared care planning and ways to measure progress in shared care planning.
- Scale and spread successful process improvements to partnering organizations.

Key Solutions



Facilitate inter-organizational collaboration with a focus on relationship-based care across all teams



Build new communication pathways and workflows to support inter-organizational partnerships

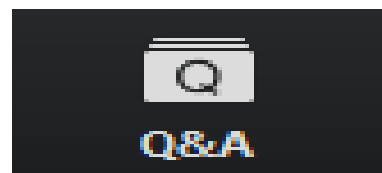


Explore innovative ways to use technology to support collaboration

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Interview:

Gary Sing, PhD

Director of Delivery System Investment and Social Services Integration

**Office of Payment and Care Delivery Innovation at MassHealth
Massachusetts Executive Office of Health and Human Services**



Question & Answer

Panel Discussion



Question & Answer

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