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

National HCBS Conference Dec. 2021

Agenda

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 heath 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.

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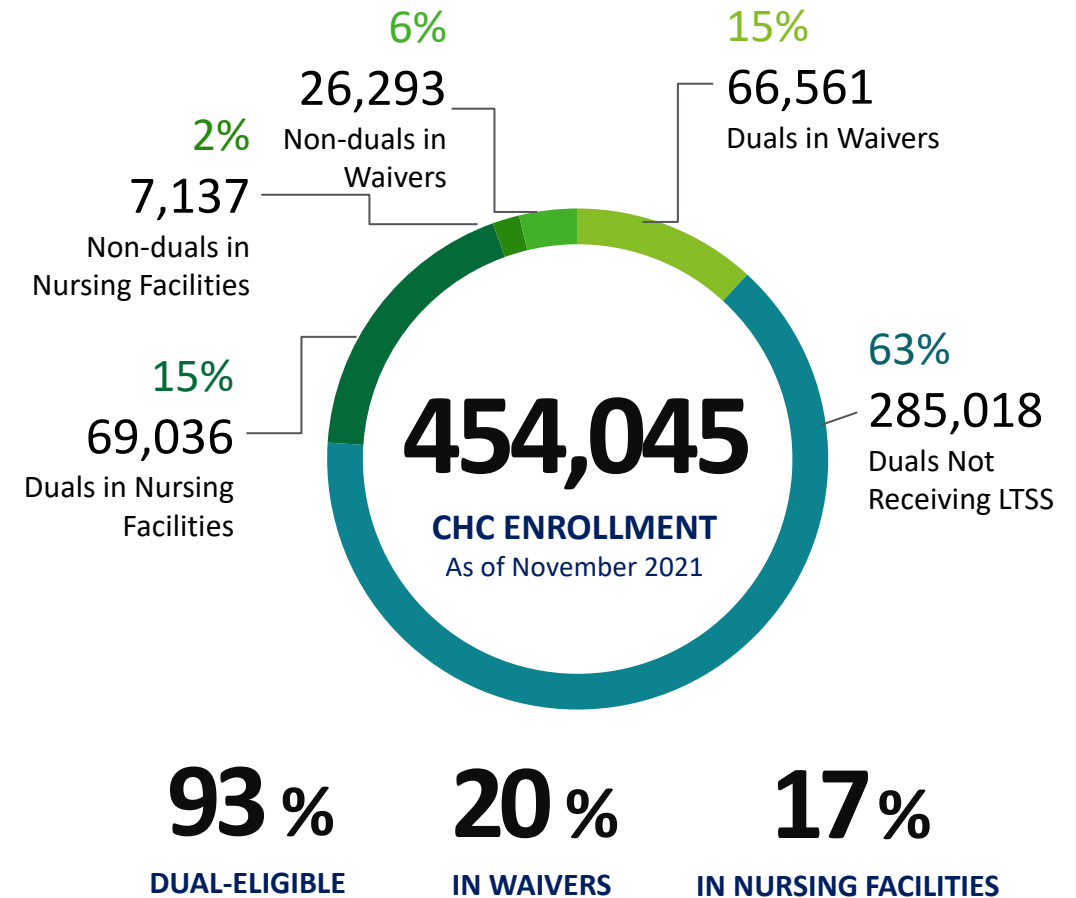
- Individuals with intellectual or developmental disabilities who are eligible for services through the Office of Developmental Program will not be enrolled in CHC.

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).
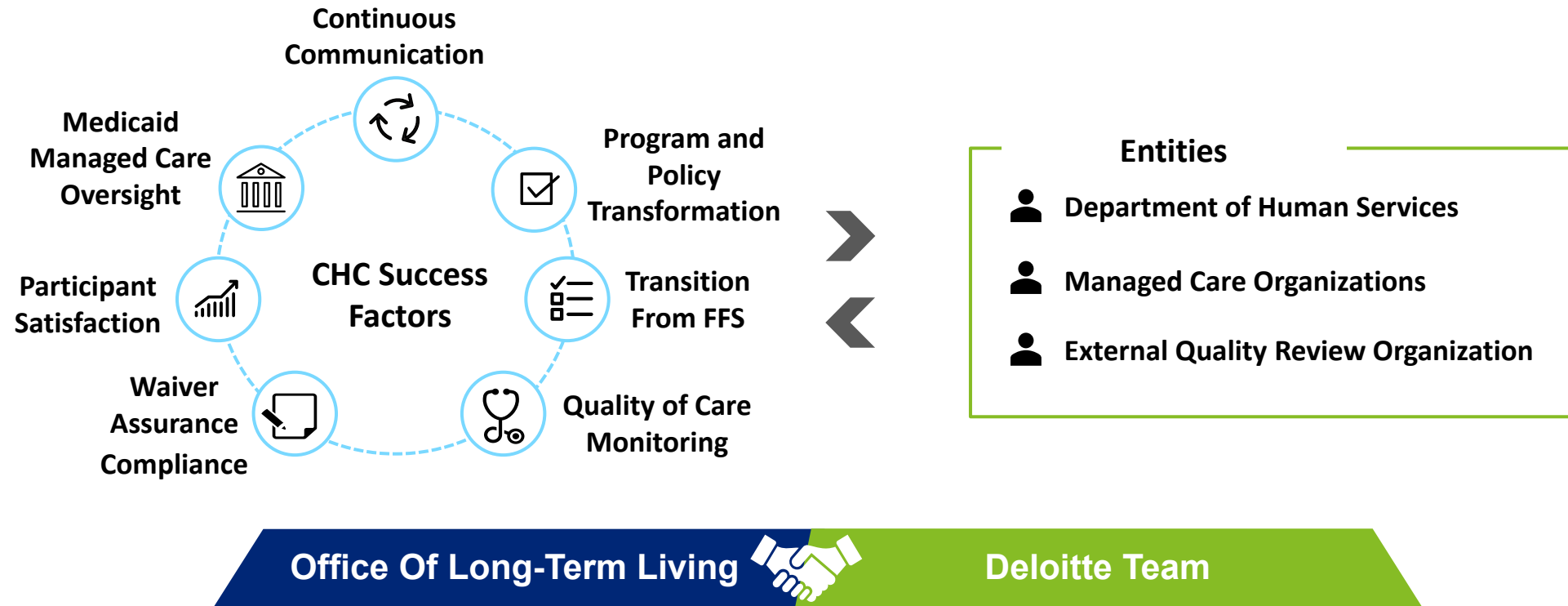
CHC Goals

- 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

6% **26,293** Non-duals in Waivers

15% **66,561** Duals in Waivers

2% **7,137** Non-duals in Nursing Facilities

15% **69,036** Duals in Nursing Facilities

63% **285,018** Duals Not Receiving LTSS

454,045
CHC ENROLLMENT
As of November 2021

93 % **DUAL-ELIGIBLE**

20 % **IN WAIVERS**

17 % **IN NURSING FACILITIES**

OLTL and Deloitte Collaboration Supporting a Successful MLTSS Program

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

CHC Success Factors

- Continuous Communication
- Program and Policy Transformation
- Transition From FFS
- Quality of Care Monitoring
- Waiver Assurance Compliance
- Participant Satisfaction
- Medicaid Managed Care Oversight

Entities

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

Office Of Long-Term Living | **Deloitte Team**

Outcomes

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)

POPULATION   CONTRACTS   QUALITY   FINANCIAL   PROVIDER

Provides a **single source of truth** for key MLTSS data

Improves efficiency through automation

Enables **systematic standardization** of data for enhanced quality

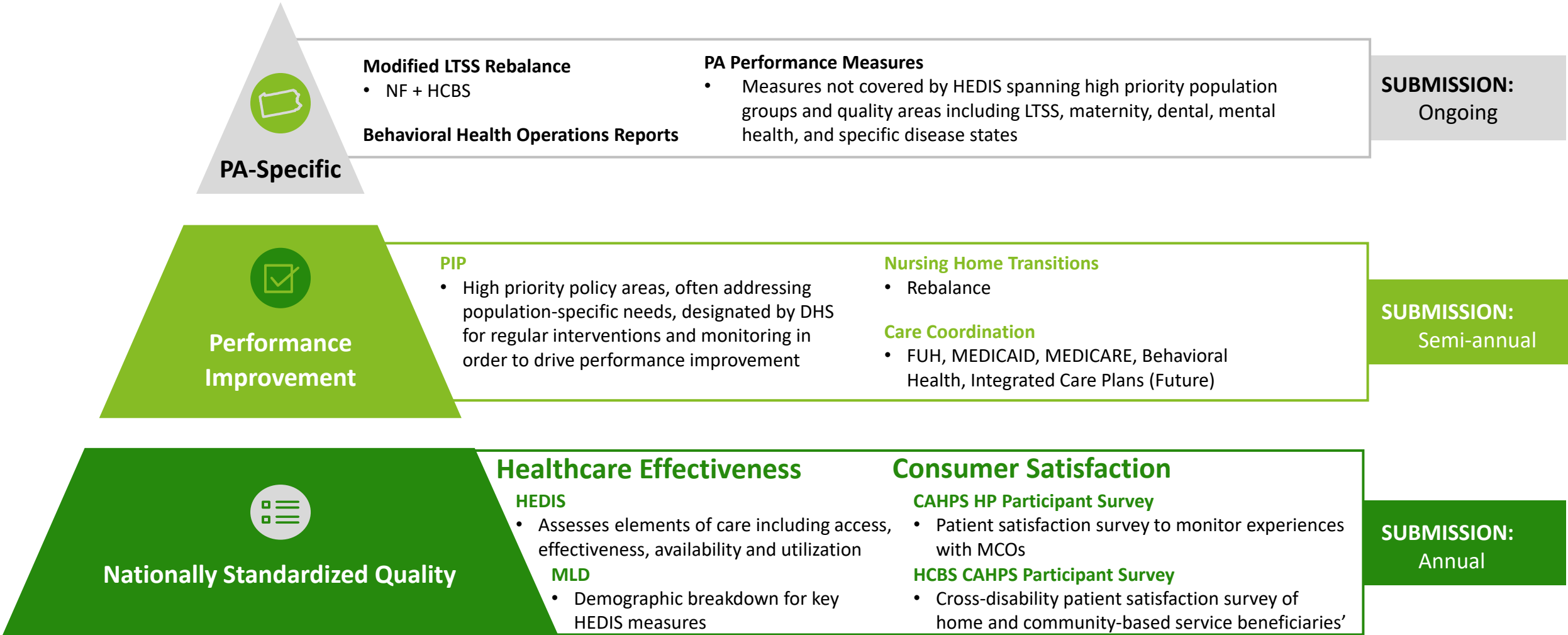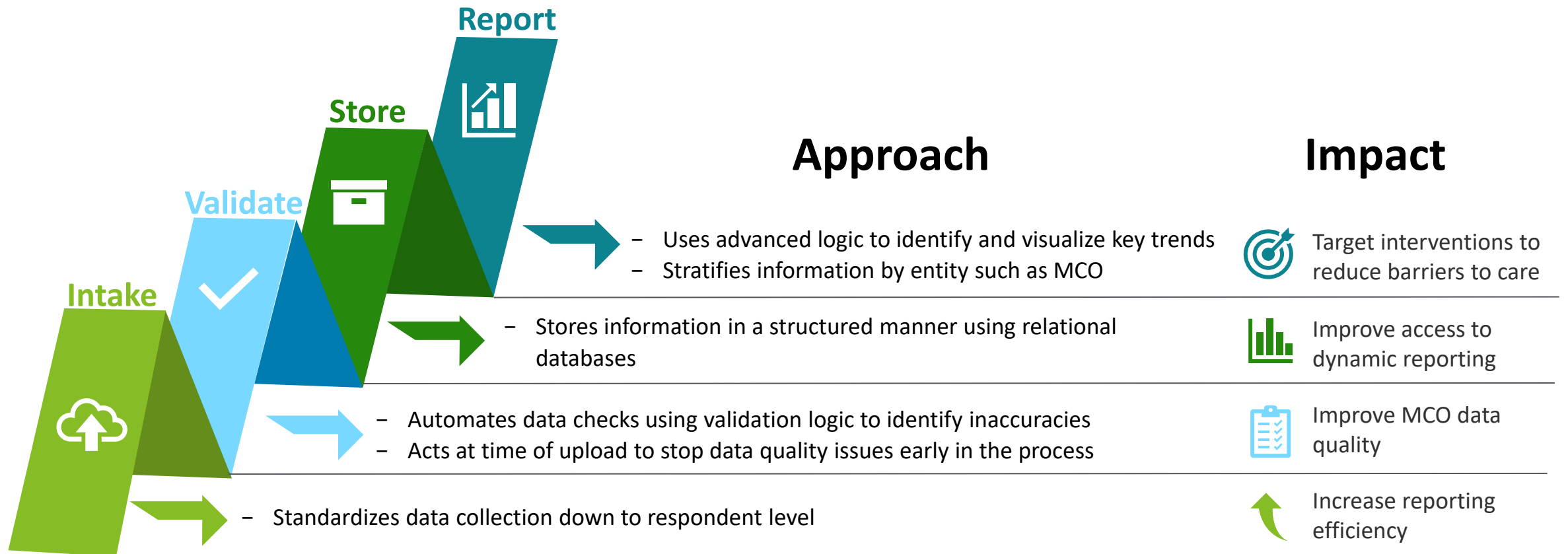# MLTSS Quality Oversight

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.
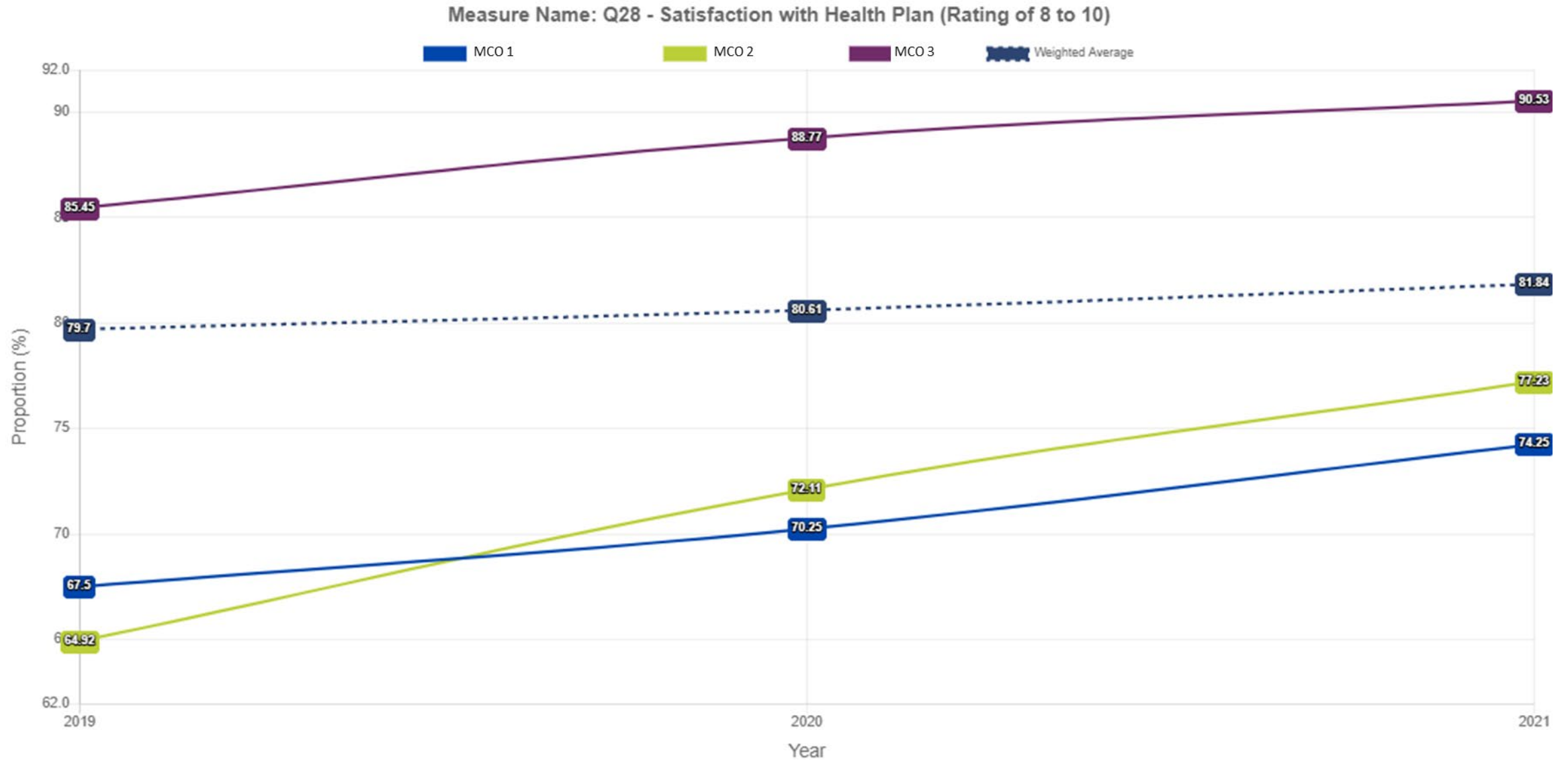
PA-Specific

Modified LTSS Rebalance
- NF + HCBS

Behavioral Health Operations Reports

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

SUBMISSION: Ongoing

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)

SUBMISSION: Semi-annual

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: Annual

MLTSS Quality Oversight Approach

DHS uses a centralized analytics platform as the single source of truth to intake, validate, store, and report on MLTSS quality data.

Report

Store

Validate

Intake

Approach

Impact

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

Target interventions to reduce barriers to care

– Stores information in a structured manner using relational databases

Improve access to dynamic reporting

– Automates data checks using validation logic to identify inaccuracies
– Acts at time of upload to stop data quality issues early in the process

Improve MCO data quality

– Standardizes data collection down to respondent level

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

Subpop	Subpopulations 1 and 2			
CAHPS Question #	Q24			
CAHPS Question	In the last 6 months, how often did your health plan's customer service give you the information or help you needed? Always, Usually			
Type	Calculated			

MCO	MCO 1	MCO 2	MCO 3	MCO 4
Proportion				

Change YOY

MCO	2021	2020	Trend
MCO 1			▲
MCO 2			▲
MCO 3			▲
MCO 4			▲

Yearly Proportion

Yearly Proportion by Age

MLTSS Quality Oversight – HCBS CAHPS Consumer Satisfaction with HCBS Services

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	2019	2020
MCO 1	82%	87%	86%
MCO 2	81%	85%	85%
MCO 3	85%	85%	86%

Legend: MCO 1, MCO 2, MCO 3, Average
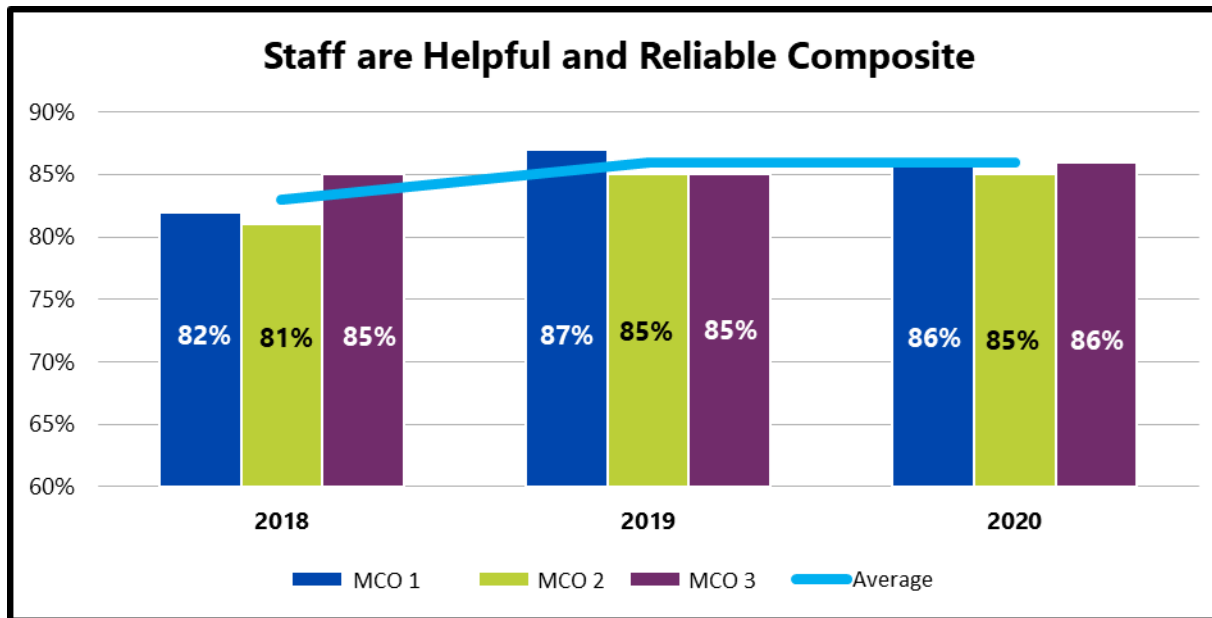
Case mix in practice

Question: Does your care provider listen to you about all your needs?

Unadjusted Scores		Adjusted Scores
Plan A: 85.67%	Adjust Education →	Plan A: 86.24%
Plan B: 84.89%	Adjust Education →	Plan B: 83.56%

Discrepancies between plans increase after education variance is removed

Reporting adjusted scores to CMS allows for comparisons of PA's performance to national standards

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
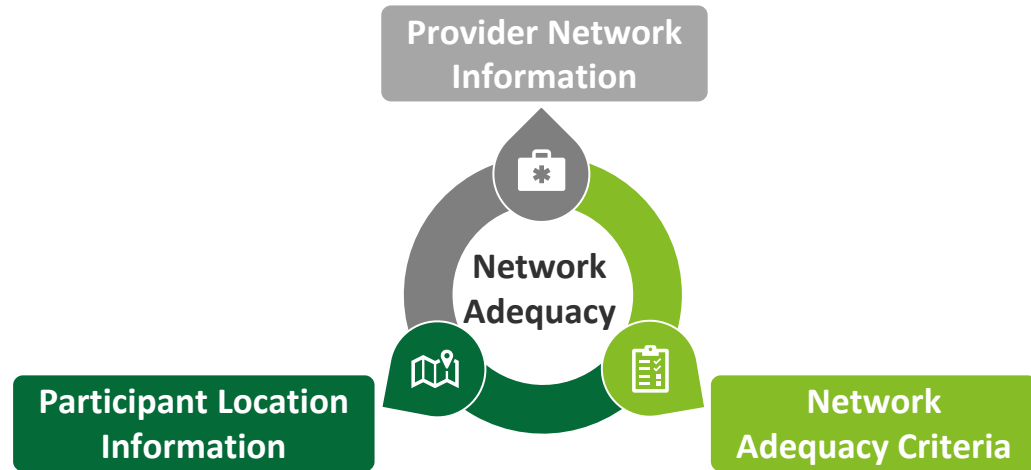
Identifies gaps in access to home and community-based services in areas based on available FTEs

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
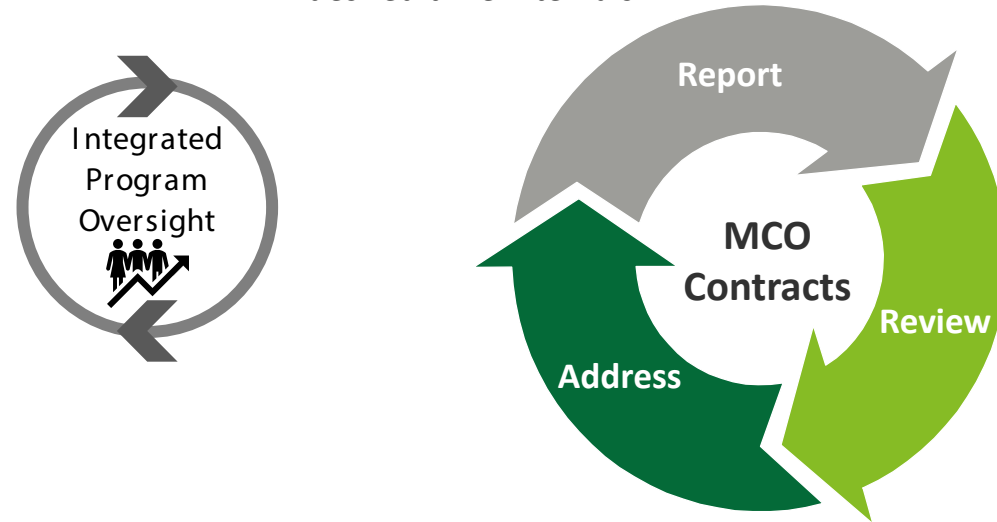
Tracks standards and results in one place to facilitate reporting and reduce inaccuracies that can result from high user touch

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.
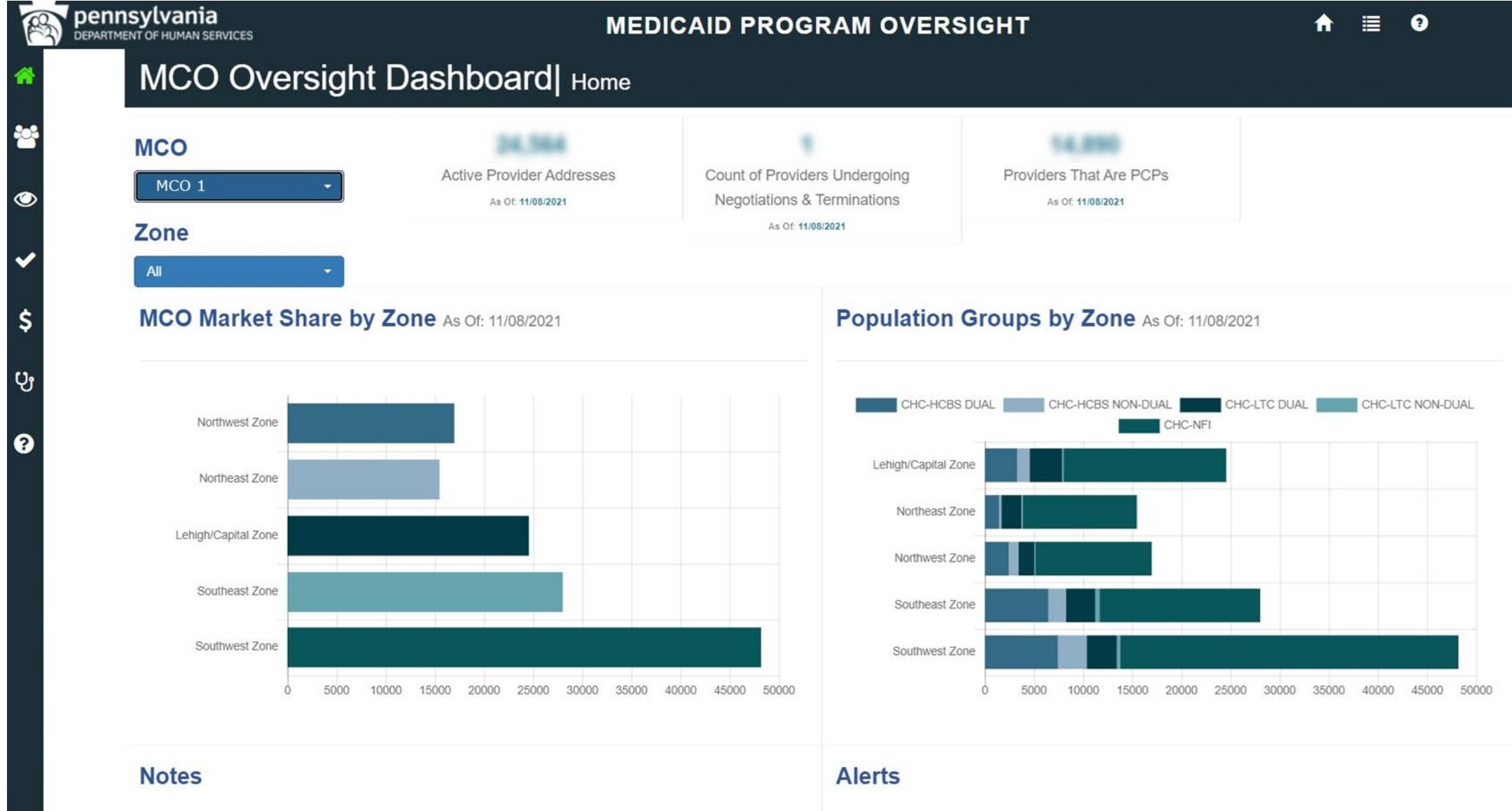
1 Integrate data from multiple applications and datasets

2 Visualize data in one place

3 Provide flexible analysis through selection of variables such as dataset, year, and MCO
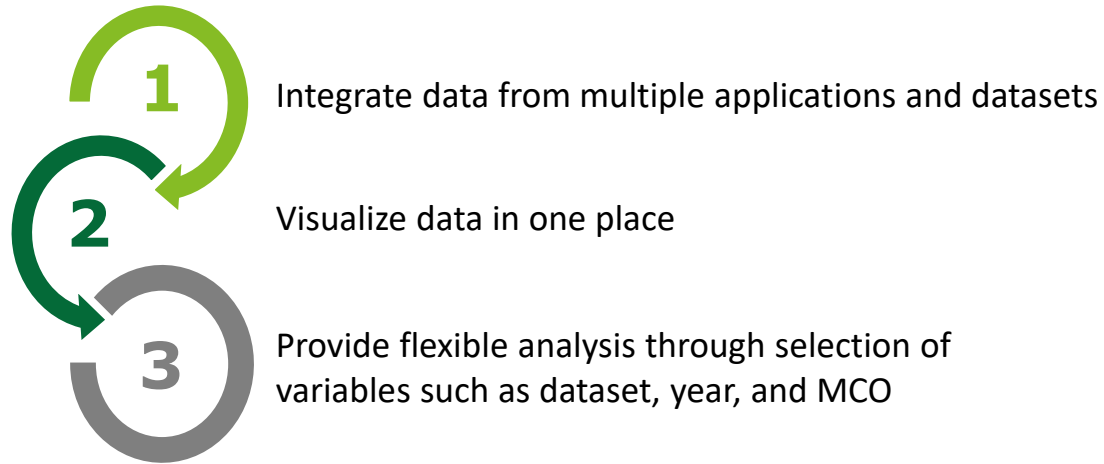
Impacts

✓ 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

MLTSS Quality Data Oversight

Consumer Satisfaction "Surveys"

Integrated Program Oversight

MCO Operational Oversight

MCO Operations Reporting
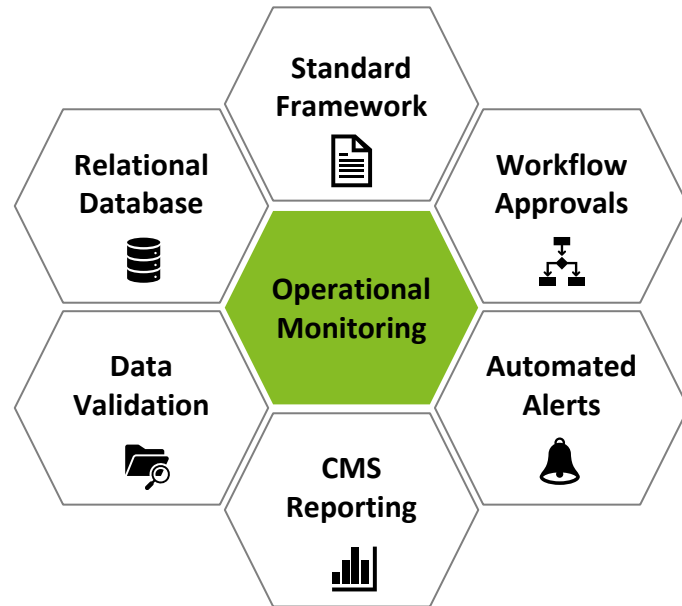
Integrated MCO Oversight Dashboard

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.

Standard Framework · Workflow Approvals · Relational Database · Operational Monitoring · Data Validation · Automated Alerts · CMS Reporting

Value Based Payments (VBP)

DHS is looking to implement two VBP Programs, each using **LTSS, consumer satisfaction, and nursing facility quality** metrics.

MCO P4P for CHC-MCO performance

Nursing Facility Incentive Program for participants in Medicaid Assistance Programs

Integrated Program Oversight

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.

COVID Readiness and Response

DOH Systems

➤ Assessing LTC facilities COVID-19 response includes facility maps, situation reports, and activity notes

Universal Testing Data

➤ Evaluating implementation of Universal Testing in 1,200 LTC facilities

Emergency Management

➤ Coordinating and tracking response to COVID-outbreaks including status tracking by partners and other stakeholders
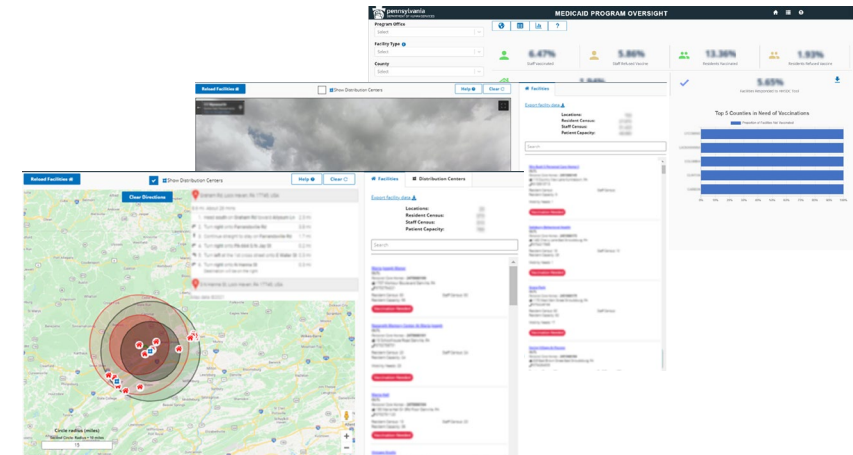
Contact Tracing

➤ Recording relevant contact tracing metrics and information on the centralized contact tracing system

COVID Vaccine Distribution

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.

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?