

Andrew M. Cuomo, Governor



Laurie A. Kelley, Acting Commissioner

NYS Office For People With Developmental Disabilities

Putting People First

Joint Advisory Committee Quarterly Meeting

March 27, 2014



Today's Topics

- Projected Timeline for DISCO Solicitation and Readiness Review
- Start-up Grants
- Independent Advocacy and Enrollment into Managed Care
- Care Coordination Data Elements
- Managed Care Outcome Measures



Projected Timelines Managed Care

Spring 2014 Activities

- DISCO Solicitation
- Submission of Updated Waiver Applications

Summer/Fall 2014 Activities

- Readiness Review/COA Approval
- Finalization of Capitation Rates



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TWO Start-Up Grants Opportunities

Anticipate Posting in Spring 2014

- **DISCO Request For Grant Application**
- **Voluntary Agency Collaboration Grant**



Request for Grant Applications

- OPWDD will provide funding to support start-up costs for DISCOs used to support the transition to managed care, which will ultimately improve care coordination for individuals with developmental disabilities, including both physical health and long-term care services.



Voluntary Agency Collaboration Grant

- Technical Assistance opportunities to assist non-profit providers in activities related to the transition to managed care
- Assistance to organizations available to restructure business models to achieve transformation



Enrollment Policies and Procedures Pending CMS Negotiations

- Enrollment timeframes, in both voluntary and mandatory setting
 - Roll-out / phase-in proposals
 - Prospective enrollment timeliness, timing for accepting and processing
 - Disenrollment and plan transfers, including processing timeliness



Enrollment Policies and Procedures Pending CMS Negotiations (cont'd)

- Education, enrollment and outreach materials
 - Readability, translation etc
 - Notices, including right to Fair Hearings in many notices
 - Brochures and other outreach materials



Enrollment into Managed Care

- OPWDD is also working on developing a enrollment broker/assistance contract
- Contract would provide:
 - Outreach in community / Call center
 - Mailings and notices / Enrollment transactions



Enrollment Broker Contract

- Enrollment Broker activities mirror managed care readiness steps:
 - Rollout / staff readiness to coincide with OPWDD roll-out schedule
 - New applicants through “Front Door” onsite choice counseling
 - Current clients will receive letters & onsite counseling is available



Independent Advocacy

- There is proposed language in the current budget bill requiring that an independent ombudsman program be made available to persons with disabilities enrolling in DISCOs to ensure individuals receive advocacy and are informed of applicable rights and responsibilities.



Managed Long-Term Care and Fully Integrated Duals Advantage Ombudsman Program

- Ombudsman services for beneficiaries of MLTC, FIDA, LTSS and MMC plans
- Will act as a resource and advocate for individuals and families as they navigate NY's MLTC and FIDA program systems
- The awarded Ombudsman entity shall develop a statewide infrastructure to deliver services on a local level



Care Coordination Data Dictionary

- The data dictionary defines the elements that OPWDD needs to conduct oversight, track trends, and review and improve outcomes for the care coordination function.
- The elements are not necessarily all of the data points that DISCOs will need.
- Goal is to ensure consistency of data for monitoring needs



Data Dictionary Components

Demographic profile

- Profile and demographic information such as address, CIN and contact information

Outcomes and Supports Section

- Staff actions
- Goals/valued outcomes

Health and Safety Section

Authorized and Funded Services Section



Components Cont'd...

Natural Supports and Community Resources Section

Preventative Medical Planning Section

- Date of annual physical, eye exam and dental exam
- Diabetic screening and colonoscopy

Behavioral Support Needs Section

- PICA, Arson
- Behavioral support plan in place
- Physical interventions

Personal Outcome Measures

- Completed when a certified interview has occurred for that intervention



Care Coordination Data Dictionary

- Includes elements that will meet safeguarding, IPOP and habilitation plan requirements.
- Also requires that certain items and questions are answered in specific ways so that data can be aggregated and analyzed easier.



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Care Coordination Data Dictionary

The care coordination data dictionary defines the elements that will need to be sent back to OPWDD.

All elements that are necessary to develop a person-centered plan for an individual may not be in the data dictionary and DISCOs may need to add their own elements.



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For More Detail

To receive a DRAFT copy of the Care Coordination Data Dictionary send a request to the following e-mail address:

Care.Coordination@opwdd.ny.gov



OPWDD's next steps

- Finalize the specifications of the data dictionary.
- Create a guidance document that explains the business rules for completing care coordination data dictionary.
- Finalize guidance for care coordination that includes person centered planning.



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Performance Measures for Managed Care



National Council on Disability (NCD) Managed Care Principles:

Principle 1: Community Living:

The central organizing goal of system reform must be to assist individuals with disabilities to live full, healthy, participatory lives in the community.

- **Focus: Living healthy, productive lives in the community – most integrated settings**
- **Integrating medical and non-medical social supports to enable self-direction, independence, and personal responsibility**

Principle 2. Managed Care systems must be designed to support and implement person-centered practices, consumer choice and consumer direction

Principle 18: *Comprehensive QM system must not only ensure health and safety but also measure the effectiveness at achieving individual and system outcomes*



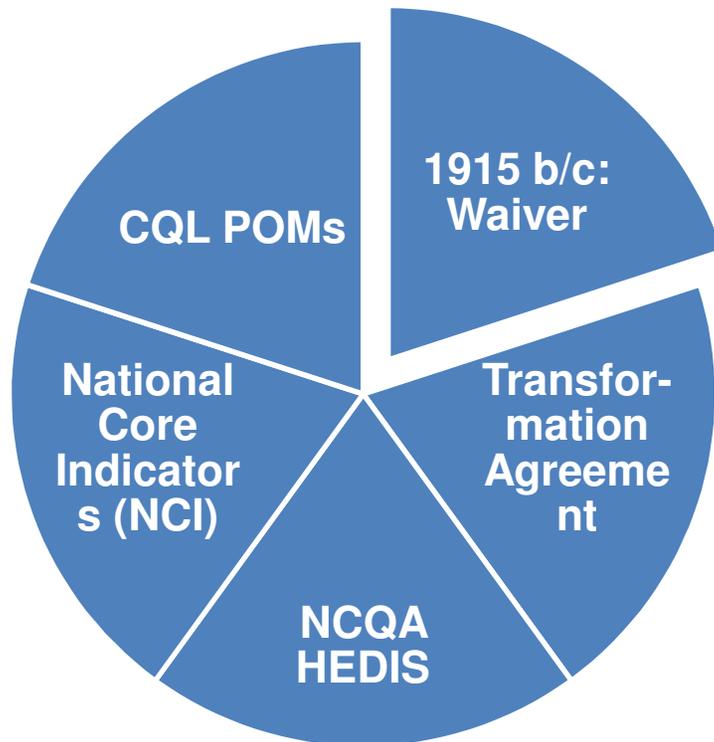
Measuring Progress and Outcomes

Managed care is more than a financing mechanism. Defining quality outcomes for people with I/DD, seeking opportunities for integrating care, and supporting more people and their families in the community= Progress.

But...While Performance Outcome Measures are available for acute health care, they are not well established for LTC supports for People with I/DD



Established Sources for Selecting Outcome Measures for Year 1



Measures needed at:

- ✓ Systems Level – OPWDD transformation and accountability
- ✓ DISCO Level
- ✓ Provider Accountability
- ✓ Individual level



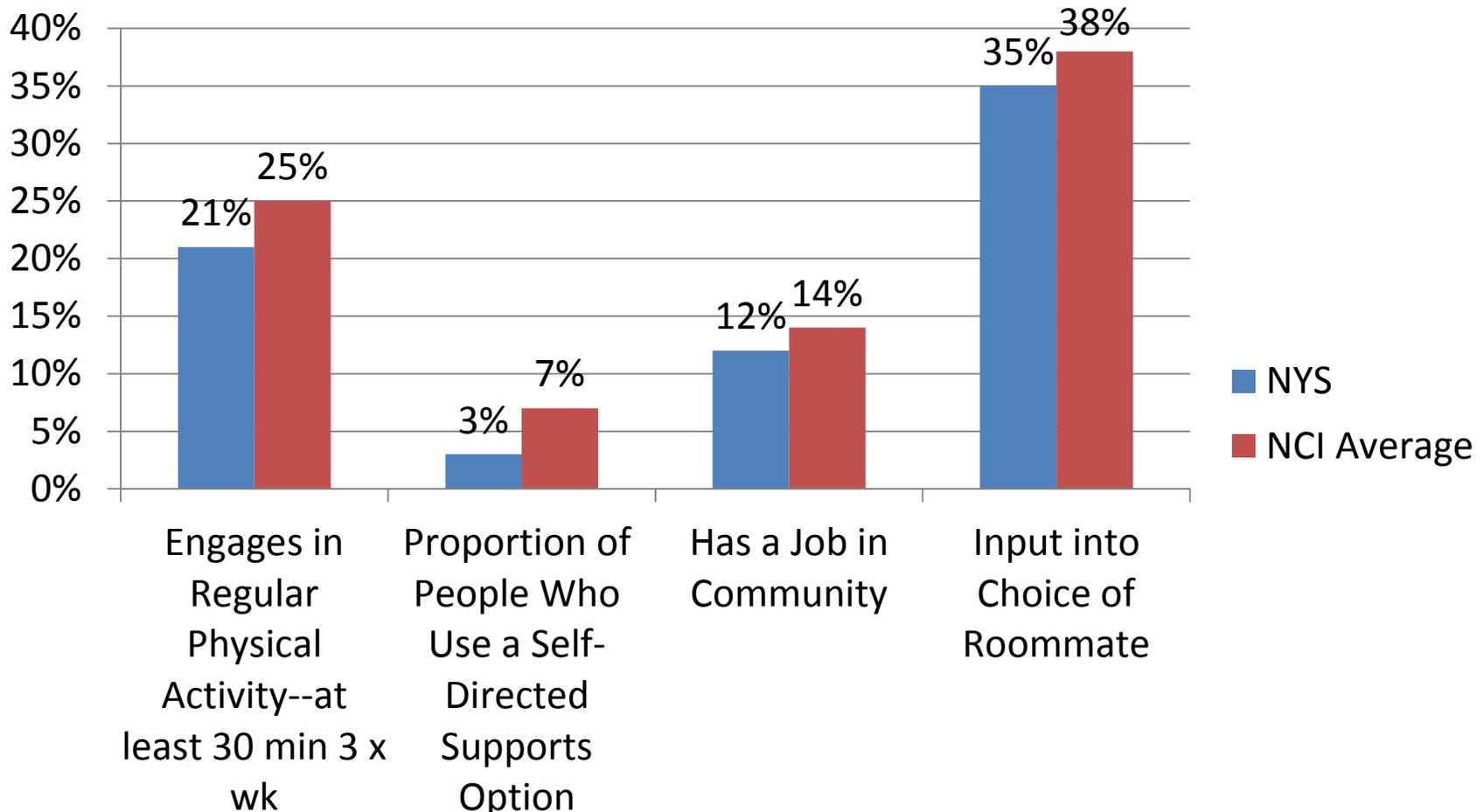
Examples of DD Transformation Measures for OPWDD

OPWDD System Reform Measures

Self-Direction	<ul style="list-style-type: none">a. Provision of education on self-direction to Waiver participantsb. Participants are able to make an informed choice on whether to self-direct their supports and servicesc. Participants who self-direct their supports and services do so with employer authority and/or budget authority.
Employment	<ul style="list-style-type: none">a. Proportion of individuals who have an integrated job in the communityb. Proportion of individuals who do not have an integrated job in the community but would like one.c. Proportion of individuals in Sheltered Workshops who transition to integrated community based employment.
Most Integrated Settings	<ul style="list-style-type: none">a. Proportion of Settings meeting enhanced HCBS Setting Characteristicsb. New Supportive Housing Opportunitiesc. Transition of individuals from campus based and other institutional settingsd. Money Follows the Person Quality of Life Surveys



Quality Improvement Strategy Some Areas NYS Can Improve Based on 2011-12 NCI Average of All States





DISCO Quality Improvement Plan

Person Centered Planning Approach

- POMs
- OPWDD outcome areas
- Self-direction opt. for all who want them
- How care coordination effectiveness will be assessed by the DISCO

Qualifications and Capacity

- Credentialing
- How DISCO ensures network providers are qualified and meeting quality expectations
- Workforce competencies, training, etc.

Quality Improvement Processes

- Methods for review of individual needs/goals and outcomes
- Roles and Responsibilities for QI
- Goals/Objectives and Measures



Operationalizing CQL POMs and DISCO Reviews

DISCOs will Need to:

- Have access to reliable/certified CQL interviewers or trainers to conduct POM interviews on a sample of members
- Report POM results to OPWDD annually
- Use POM process for continuous quality improvement and connect back to individual plans for those in the sample

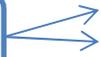
OPWDD Will Need to:

- Validate that DISCOs are using POM measures and approach in continuous quality improvement
- Develop Care Coordination Review Tool to review effectiveness of Care Coordination in working with people on their individual outcomes (and other components of comprehensive care coordination)
- Continue MHL site visits
- Monitor DISCO contract compliance
- Continue DD provider level oversight activities



Preliminary DISCO Measurement Domains– Year 1

Access



- Receives Materials in Own Language
- Percent of DISCO enrollees with care plan developed within 20 days of enrollment

Satisfaction



- Care Coordinator Provides Needed Help
- Care Coordinator is Responsive
- Care Coordinator is Respectful

Choice



- Choice of Who attends Plan meetings
- Choice of service providers in network

Timeliness



- New services in plan vs. wait time for service delivery

Person Centered Planning and Service Delivery Outcomes



- CQL Outcome Measures
- NCI Benchmarks
- Preventative health care measures
- Community inclusion



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Wrap-Up & Schedule

Upcoming Meetings:

- June 27th 10-12 Conf. Room 4B
- Sept. 26th 10-12 Conf. Room 4B
- Dec. 17th 10-12 Conf. Room 4B