People First Care Coordination

NYC FAIR
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JoAnn Lamphere, DrPH & Kate Bishop
OPWDD Division of Person Centered Supports
OPWDD’s Commitment To Families

- Ensure that people with intellectual and developmental disabilities (I/DD) receive supports that are person-centered, flexible, easy to access and responsive to their needs and preferences.

- Advance our system to provide a high-quality outcomes-based system of supports that includes health and wellness, preparing for a transition to Managed Care.
People First Care Coordination =
Care Coordination Organizations =

I/DD Health Homes

- Follow model of the federal Health Home program, tailored for people with intellectual or developmental disabilities

**Health Home**: Not a building -- a new organization, a connected team of health and human-services providers that coordinates care for Medicaid eligible people with chronic conditions.
What is People First Care Coordination?

- Care Coordination Organizations (CCO), a new organization to be approved by OPWDD, designed by providers with I/DD experience
- Coordinates services across multiple systems, connected to each other and individuals by a real-time computer network
- Develops and manages a specialized Person-Centered Service Plan called the Life Plan, with the individual and family, based on his/her needs
- Increases accountability for the person’s well-being by driving valued outcomes
- Becomes the care management entity through delegation by an MCO when the system moves to Managed Care

A connected group of health care and service providers for developmental disabilities working together – for individuals and families.
Comprehensive Care Management Includes

- Use of care **teams** comprised of individuals receiving support and services and their representative/circle of support, developmental disability service providers, and medical, behavioral health providers, social workers, nurses and other care providers, as appropriate
- **Conflict-free** care management services must be person-centered and person-driven
- Comprehensive care coordination that addresses the individual’s needs **holistically**, including better access to physical, behavioral health services, and wellness
- Support and care is detailed and monitored through the use of the OPWDD defined Life Plan that is **integrated** and electronic
The Person-Centered Life Plan

- The Life Plan replaces the ISP and integrates *all* services and natural supports, not just the I/DD service
  - preventive and wellness services, medical and behavioral health care, personal safeguards and habilitation

- CCO/HHs will be required to have an electronic health record system that links the various service providers involved in your care together and allows your health information and Life Plan to be accessible to you and your interdisciplinary care team
  - All CCOs/HHs must ensure security protocols and precautions are in place to protect your Personal Health Information (PHI)
  - CCO/HHs will work with you and your family/caregiver to ensure you agree to share your information with the care team
Six Core Health Home Services

1. Comprehensive care management -- initial & ongoing assessment and care management services – to support individual outcomes & integration of habilitation, primary, behavioral and specialty health care and community support services, using a comprehensive person-centered care plan called a Life Plan

2. Care coordination and health promotion — implementation of the Life Plan and its continuous monitoring

3. Comprehensive transitional care from inpatient to other settings, including appropriate follow-up

4. Individual and family and caregivers support

5. Referral to community and social support services, to ensure that community resources are utilized, as individuals pursue meaningful activities consistent with their Life Plans and

6. The use of health information technology to link services, as feasible and appropriate
How Will the Transition Take Place?

- People receiving OPWDD services will transition to a CCO in their region
- All people receiving services will have a Care Manager and a team to rely on from the start
- Providers will be part of one or more CCOs – under contract
- MSC agencies will innovate, merge with others or close
- We expect no interruption to services provided
What this Means for Individuals & Families

- Individuals will receive more “robust” & flexible care management that is targeted to each person’s needs.

- Individual and Families will:
  - play integral role in their own care planning
  - have choice – Join which CCO? Change care manager?
  - receive service coordination solely for developmental disability services if they do not want People First Care Coordination

- There should be greater access to a broader array of supports & services through increased partnerships and reduced systems barriers.

- OPWDD Regional Offices will continue to authorize Medicaid services, including for Health Home services.
How Will Changes Impact Traditional Programs?

- Individuals will still come to the Front Door for eligibility and authorization
- CCOs will create Life Plans
- Providers will have IT-enabled linkages to other providers
- All providers will become part of CCOs
- In Phase 1 (CCOs) -- providers will still be in fee-for-service and existing HCBS rules and regulations are in effect
- In Phase 2 (CCO/Managed Care) -- providers will transition to managed care and enter into value based payment arrangements
Five-Year Transformation for I/DD Service System has Four Phases

1. Transfer care coordination responsibility from agency-based Medicaid Service Coordinators (MSCs) to conflict-free Care Coordination Organizations (CCOs)

2. Develop specialized Medicaid Managed Care Organizations (MCOs) that have responsibility for planning, arranging and financing a comprehensive full array of Medicaid services for individuals with I/DD

3. Ensure voluntary enrollment in specialized & Mainstream MCOs until such time as two or more MCOs are available in each region of the State, and quality & satisfaction have been assessed.

4. The State will begin mandatory enrollment into MCOs. MCOs will delegate their care management responsibilities.
What Do I Need To Do?

- **Attend** upcoming OPWDD Webinars offering additional details
- **Read** the CCO/HH designation Application to learn more about CCOs and Health Homes; read public comments & responses and Frequently Asked Questions
- **Connect** with potential CCOs in your geographic region
- **Reach out** to OPWDD with questions
- **Check** OPWDD’s & DOH’s website frequently for updates and new materials
- **Learn** about health & behavioral health sectors
Transitioning to the Future

- OPWDD continues to work in partnership with DOH in all phases of design & regulatory approvals
- Extensive implementation & operational details to be worked through & resolved
- OPWDD will continue to regulate and oversee I/DD services
- With move to 1115 Waiver, potential for greater regulatory flexibility, including service design
Contact Us

Care.Coordination@opwdd.ny.gov