

# Care Coordination Organizations: Compliance and Quality Considerations

Quality and Compliance Challenges: 2019 Conference



# Introduction

Transition to Care  
Coordination I/DD HH Model



- We have had some challenges
- Approx. 100,000 individuals transitioned to the CCOs on July 1st (from 0 individuals served)
- Approximately 3,500 Care Managers transitioned to the CCOs or became downstream providers on July 1st

# Introduction

Continued



- Strive to be best CCOs we can be
- Common goal to serve individuals
- Focus on quality as goal
- Family Advisory Boards
- Communication with providers

## Transition to CCO Model

- The goal of Health Homes is to improve care and health outcomes, lower Medicaid costs, and reduce preventable hospitalizations, emergency room visits, and unnecessary care for Medicaid members, including individuals with I/DD.
- Medicaid health homes must provide six core services, linked as appropriate and feasible by **HIT**:
  - Comprehensive care management
  - Care coordination
  - Health promotion
  - Comprehensive transitional care/follow-up
  - Individual and family support
  - Referral to community and social support services
- Training
- ADTs

# Ongoing Collaboration Between CCOs

To support smooth transition  
for individuals, families and  
providers

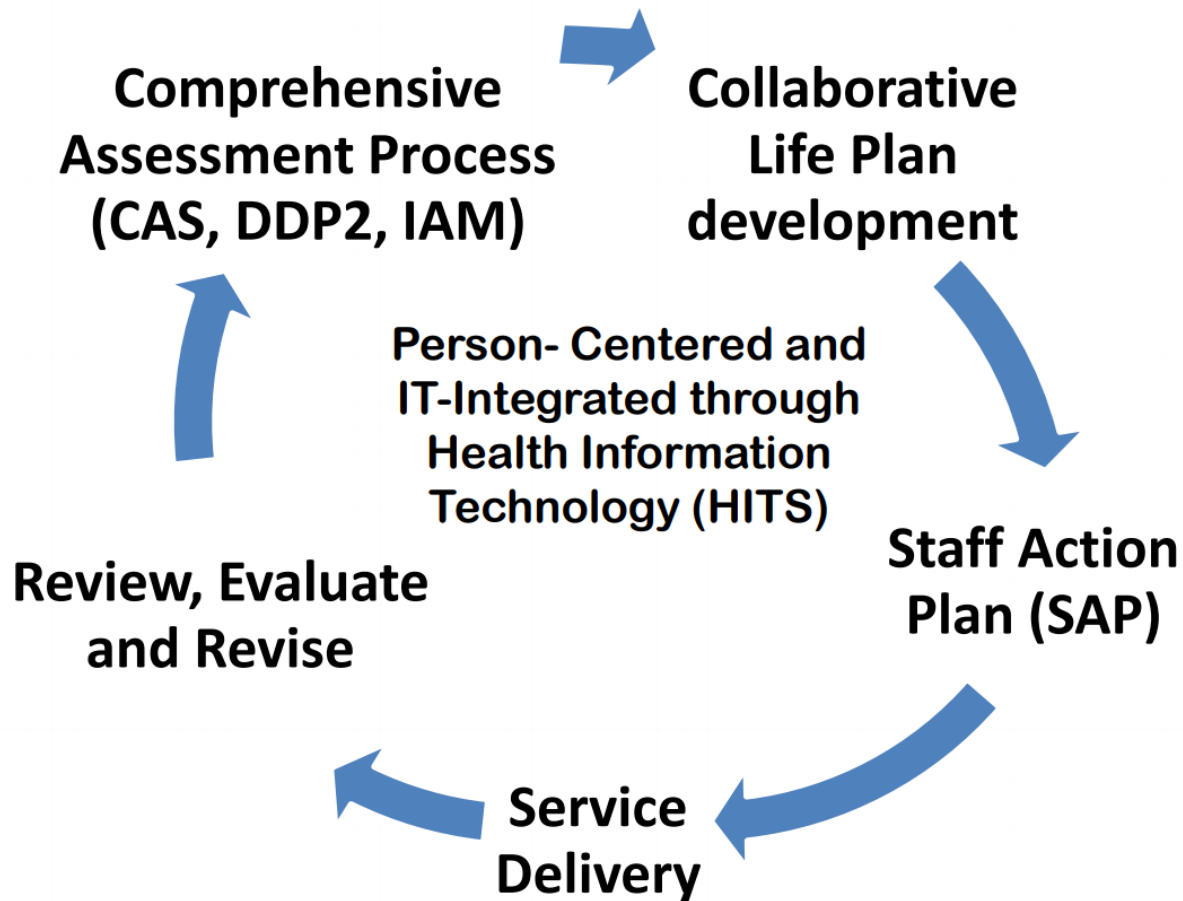
- ❖ Weekly Calls with OPWDD, DOH, and CCO Leadership to facilitate communication on implementation challenges and milestones
- ❖ Monthly CCO Compliance Calls
- ❖ Special Interest CCO Workgroups
  - Portal
  - IT/ Medisked
  - Training
  - Quality Life Plans
  - HCBS Basic Plan
  - Tier 4 Planning
  - Billing
  - CCO to CCO Transfers

# Quality Life Plans

CCO Perspective

- Is the Life Plan person centered?
- Is the Life Plan reflective of the information in the member's assessments?
- Is there documented evidence that the CM is actively communicating with the IDT?
- Are the goals and supports consistent with the interest areas of the member?
- Are the number of goals in the life plan reasonable?
- Do Provider Assigned Goals have an Assigned Provider in the Provider/Location column, a service in the Service Type column, a Frequency, Quantity and Time Frame?
- Do the Individual Safeguards/IPOPs accurately reflect the safety concerns of the member?
- Life Plan Finalizations

**Life Planning Process:**  
requires full team collaboration and Person-Centered Planning (PCP) as the driving force!



Life Plan  
Distribution

- IDT Approval Process
- Staff Action Plans
- Resolution Process
- Work Flow



## Portal

- Working hard to get it up and running
- Planning a small pilot
- Issues to be resolved
- Access for those on IDT team



# Questions/Discussion