1. MediSked IT Platforms to Support CCO / Health Homes

2. Technical Go-Live Considerations

3. Lessons Learned
Requirements for IDD CCO/HHs in NYS

1.1. Person-Centered Comprehensive Assessment

1.2. Integrated CQL Personal Outcome Measures (POMs)

1.3. Integrated Health and Safety Supports, Individual Protective Oversight Plans (IPOP)

4. OPWDD Integration including Care Coordination Data Dictionary Compliance

5. Use of Electronic Life Plan

6. Electronic Care Coordination System with Communications Among Circle of Supports

7. Meets I/DD Health Home Requirements

8. Data Exchange with Regional Health Information Organizations (RHIOs)

ACA Section 2703 Core Health Home Services
- Comprehensive Care Management
- Care Coordination & Health Promotion
- Health Information Technology
- Individual & Family Support
- Referral to Community & Social Support Services
- Comprehensive Transitional Care
MediSked Coordinate – Care Management Platform

MediSked Coordinate is the platform dedicated to the daily activities of Care Management and is used daily by Care Managers, along with other CCO/HH employees

Activities include:

- Individual Record Management
- Plan Development
- Event/Contact Logging
- Information Sharing
- Reporting
- Task Workflows
- Note Audit
- Billing
MediSked Coordinate - Life Plan Development

• Medicaid Service Coordination Moved to CCO on 7/1/2018
  • Basic HCBS Care Management
  • HH Comprehensive Care Management

• The provider continues to develop habilitation plan and provide summaries to CCO
  • CCOs create, edit, and review current or past Life Plans and associated service delivery information, including:
    • Personal outcome measures (POMs)
    • Individualized plans of protective care
    • Needed supports and services
    • Plan progress toward goals and valued outcomes
  • Integrated with IAM assessment to dynamically populate Life Plan
  • CCOs document, edit, and review plan meetings, attendance, and minutes
• Recommend services to meet people’s hopes and dreams as well as traditional health and safety requirements
• Collects Social Determinate of Health data consistently across individuals
• Provides list of goals and actions for natural supports and providers
• Integrates CQL Personal Outcome Measures
• Represents powerful voice of the person supported
Comprehensive IAM Assessment Populates Individual Service Plan (Life Plan)

Assessment dynamically populates care management platform to assist Care Manager in:

- Scheduling and facilitating planning meetings
- Life Plan approval process
- Sharing information with service provider agencies
Person-Centered Portal

- Web-based tool that allows people, providers, and any family member a person chooses to get a clear, complete view of life and records to track plans, services, and even message directly with the Care Manager
- List view shares individuals that are associated with that provider/member agency
- Family members/natural supports/other service providers may be granted access
- Securely view and share information (messages, forms, charts, plans) depending on the level of access
MediSked Connect Exchange

A multi-agency business intelligence platform being leveraged to expand the breadth of available data and supercharge traditional care coordination tools and workflows in New York and beyond.

- Enables real-time population management and enterprise reporting for CCO/HH across their membership
- Includes powerful reporting tools and a custom report builder to allow CCO/HH entities to view trends and outcomes across the state
NY IDD CCO HH Quality Measures

- Inpatient stays
- Emergency room visits
- Disease-Related Care for Chronic Conditions
- Preventive Care
- Transitional Care
- CQL POMs (3 Personal Goals, 2 POMs)
- Implementation of Personal Safeguards (IPOP)
- Transitioning to a More Integrated Setting
- Employment
- Self Direction
- Bladder and Bowel Continence
- Falls
- Choking
- Supporting Individuals’ Transition from Institutional Settings to Community Settings
IT Requirements and NIST 800-53 Controls

• PHI contained in the CCO environment is classified as Medicaid Confidential Data (MCD)
  • Requires NYS Moderate-Plus System Security Plan (SSP) controls
• SSP includes 402 security controls across 18 domains
Technical Go-Live Considerations

1. Technical Project Management Skills
2. Increased Security Plans & Requirements
3. Compatibility and Internet Connectivity across Multiple Computer Systems & Equipment
4. Life Plan Transition to Standardized Format
5. Impartial Resolution Necessary
Lessons Learned: Achieving Transformation

- Things take more time than expected
- Individuals that we support come first
- The state has been flexible
  - Portal, security controls, and consent controls require sufficient time to codify
  - The state has given flexibility on roll-out dates and has been supportive in planning and problem resolution
Lessons Learned: Policy

• Include all stakeholders (individuals, families, providers, care coordinators, payors) in planning and communication
• Keep an active forum for dialogue and partner with the state agencies regulating policies
• Circumstances will come up that are not explicitly predetermined in existing regulations that need to be worked out together
• Ongoing guidance and clarification is necessary to ease the transition
Stakeholders

CCOs

- Individuals & Circles of Support
- Oversight: DOH & OPWDD
- Providers

- NY has over 700 well-established HCBS waiver providers with a strong history of supporting individuals and circles of support
  - Change management is ongoing and adds time to this process
- No interruption to billing
- Concern over compliance
- Adapting to new ways of doing things
- It’s not just care management and CCOs
  - For example, providers not accepting plans
Lessons Learned: Technology

- Security Requirements
- Internet Connectivity
- Pilot to help with learning and fine tuning the end solution
- Have a troubleshooting team on standby
- Be prepared for disruption and a learning curve to get to the ‘new norm’
- Allow adequate time for testing
- Communicate frequently, but also target communication for needed information to the right people
- Cultural Competencies
Lessons Learned: Training

• Change management needs to be an active and ongoing undertaking
• Be flexible during times of change and keep an eye towards getting to the future goal
• Be prepared for disruption and a learning curve to get to the ‘new norm’
• Provide educational resources for individuals, care management staff, provider staff, and families
Linking Technology and Quality: The Road Ahead
THANK YOU QUESTIONS?

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