Aging and Disability BUSINESS INSTITUTE

Connecting Communities and Health Care

n4a

advocacy | action | answers on aging

ASA American Society on Aging

Working Together To Build A Network: MCP and CBO Collaboration in Arizona

Part of the Aging and Disability Business Institute Series- a collaboration of n4a and ASA

Aging and Disability BUSINESS INSTITUTE

Chad Corbett is vice president of Long Term Care for Mercy Care Plan, the largest Arizona Long Term Care System plan for older adults and physically disabled in the state of Arizona. In this capacity, he is responsible for all aspects of the LTSS integrated Medicare-Medicaid business and has led multiple clinical initiatives including community-based case management programs.

Barbara Hill, RN, is a Nurse Supervisor for Mercy Care Plan, an AETNA company, in the Long Term Care Department, which serves the elderly and physically disabled in the state of Arizona. Barbara has worked in the Case management field for over 20 years.

Melissa Elliott, M.S.W., is a social worker who has been at the AAA, Region One in Phoenix for ten years, and is currently vice president of Programs and Services. Melissa is also an adjunct faculty member in the School of Social Work at Arizona State University. She has worked with older adults for over 17 years in both recreation programming and social services.

Aging and Disability BUSINESS INSTITUTE

The "Business Institute"

The mission of the Aging and Disability Business Institute (Business Institute) is to successfully build and strengthen partnerships between community-based organizations (CBOs) and the health care system so older adults and people with disabilities will have access to services and supports that will enable them to live with dignity and independence in their homes and communities as long as possible.

aginganddisabilitybusinessinstitute.org

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Partners and Funders

Partners:
- National Association of Area Agencies on Aging
- Independent Living Research Utilization/National Center for Aging and Disability
- American Society on Aging
- Partners in Care Foundation
- Elder Services of the Merrimack Valley/Healthy Living Center of Excellence
- The National Council on Aging (NCOA)
- The Evidence-Based Leadership Council (EBLC)
- Meals on Wheels America (MOWA)

Funders:
- Administration for Community Living
- The John A. Hartford Foundation
- The SCAN Foundation
- The Gary and Mary West Foundation
- The Colorado Health Foundation
- The Marin Community Foundation

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Mercy Care Plan

Carondelet. Be well. Carondelet Health Network

Dignity Health. St. Joseph's Hospital and Medical Center

Carondelet Health Network, a Member of Ascension Health

St. Joseph's Hospital and Medical Center, A Dignity Health Member

Mercy Care Plan

Southwest Catholic Health Network Corporation (SCHN) dba Mercy Care Plan
Managed by Aetna Medicaid through a Plan Management Services Agreement

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Mercy Care Plan

- Mercy Care operates four health care programs in Arizona:
  - ✓ Acute Care (AHCCCS contract)
  - ✓ Arizona Long Term Care System (ALTCS) (AHCCCS Contract)
  - ✓ Developmentally Disabled (ADES contract)
  - ✓ Medicare Special Needs Plan (SNP) (CMS contract)

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

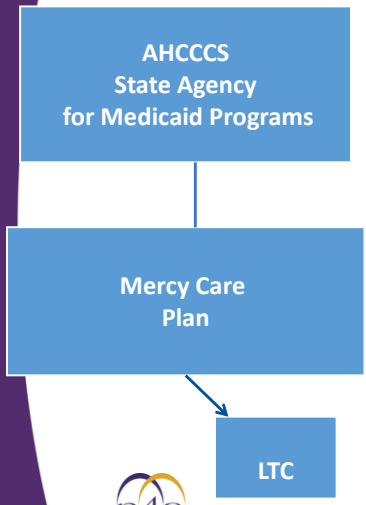
Every Medicaid Program is Different

- States have the flexibility to design and administer programs within broad federal guidelines.
- Remember, if you've seen one Medicaid program, you've seen one Medicaid program…
- What makes AHCCCS different?
  - Services covered, populations covered, children's programs

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Mercy Care Plan: Long Term Care



- Arizona has been a model for long term care for over 30 years
- Other states pay anywhere from 65% to 85% of Medicaid to long term care facilities
- In Arizona, less than 45% of total dollars spent have gone to long term care facilities

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Aging in Arizona

In Most States:

- Assisted living (private pay)
- Skilled nursing facility (Medicaid)
- Small HCBS Waiver (usually less than 2,000 individuals)

In Arizona:

- Skilled nursing facility (less than 30% statewide)
  Assisted living center (Medicaid)
  Assisted living home (Medicaid)
  Adult foster care (Medicaid)
  Attendant care in your own home (Medicaid)
  Attendant care – Family (Medicaid)
- HCBS – (Medicaid)

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Steps that the Program Contractor takes to ensure that the ALTCS members obtain the services they need:

- Case Management assessments every 90 to 180 days depending on setting
- CM uses a structured assessment tool
- CM uses the Health Needs Tool to determine the amount of caregiver time necessary for each member
- Development of member centered service plan

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Steps that the Program Contractor takes to ensure that the ALTCS members obtain the services they need:

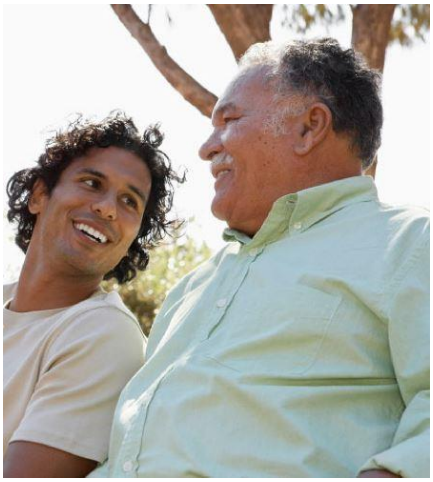
- Vulnerable member identification in case management system
- Case management crisis response team
- Safe Tool identifies members at risk for skin breakdown and falls
- PCP Initiative
- Regular case management visits and availability
- Role of Specialty Teams

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Mercy Care Plan: Long Term Care

- **Facilitates to Meet Member's Needs:**
  - Both specialized placements in SNF's and in the community have been developed to meet needs
  - Behavioral health units in SNF's
  - Community placements such as Adult Foster Care
  - Coordination of Mercy Care Advantage BH benefits



n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Be aware of the services that the AAA offer: "No longer just HDM's and ADHC"

Services we can choose from at AAA Region One:

- Home Delivered Meals
- Adult Day Health Care
- Behavioral Health Services
- Hoarding Program
- Refugee Program
- SAIL Program

n4a advocacy | action | answers on aging

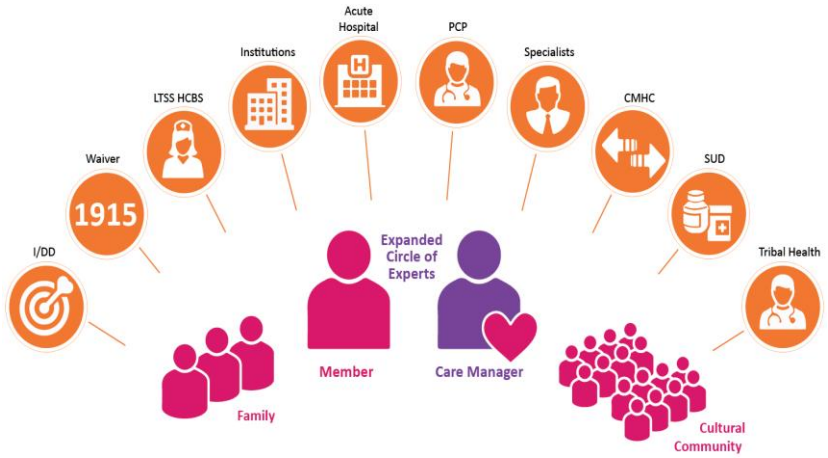
Aging and Disability BUSINESS INSTITUTE

Initial Engagement:
Member, Family, Community

advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

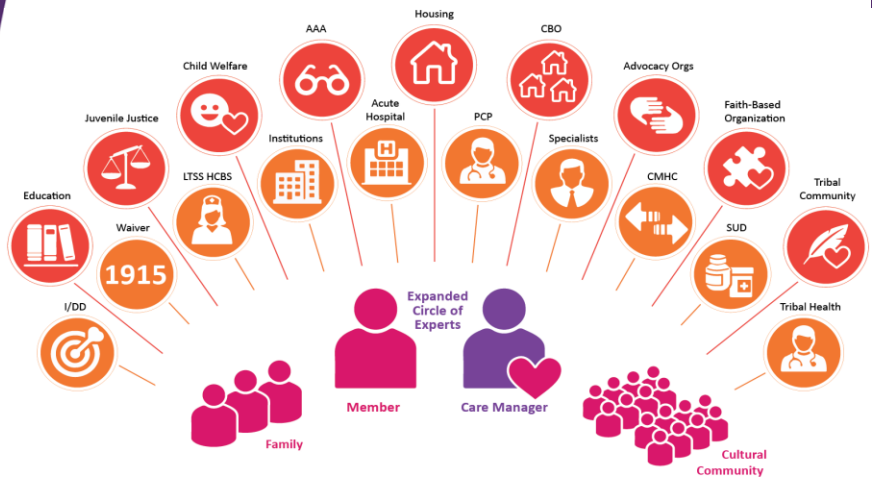
Coordinating with Existing Experts on the Care Team



advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

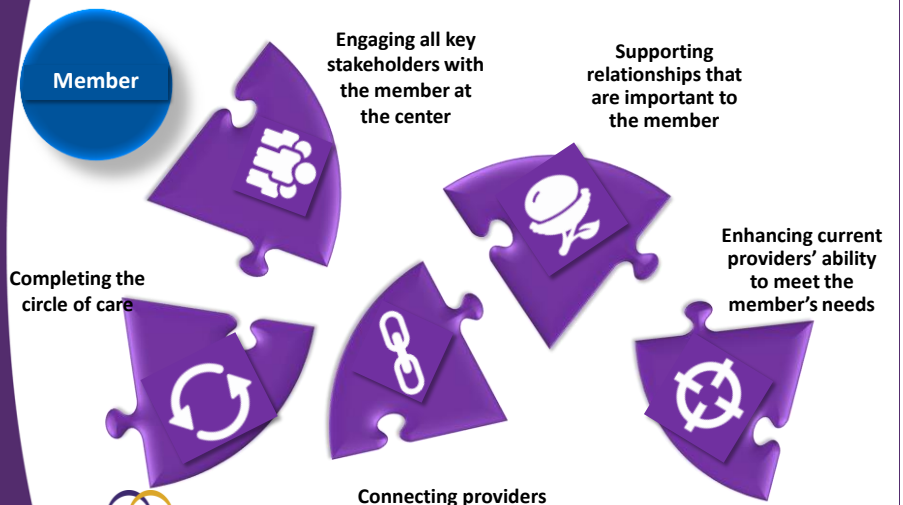
Transformation: Wraparound System of Care



n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

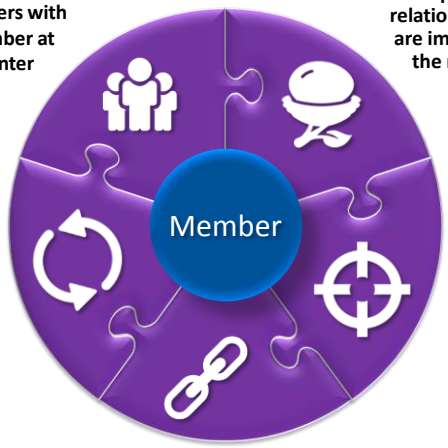
Despite the efforts of many organizations, the system of care is still fragmented



n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Member-Centric Managed Care



Engaging all key stakeholders with the member at the center

Supporting relationships that are important to the member

Completing the circle of care

Enhancing current providers' ability to meet the member's needs

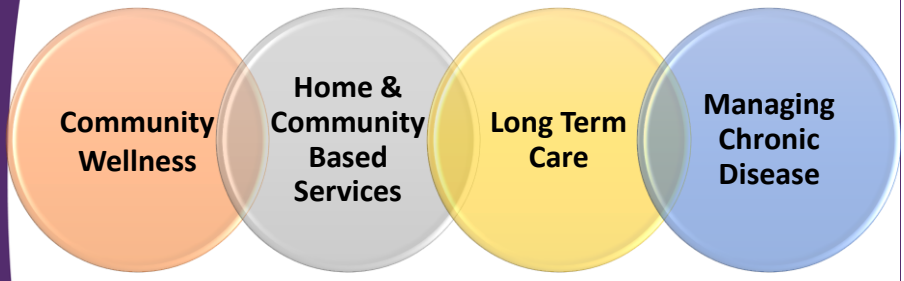
Connecting providers to each other

Improving outcomes and quality of life

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Diversity of Needs and the Continuum of Care



Core Value Proposition:
As your health needs change, the right care is always there!

But how do we speak to members across the continuum?

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

Value-Based Partnerships:

- Value based care
- Value based partnership
- Value based payment

It's simple – keep the "focus" on the member!

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Responding to Community Needs for 43 Years

COA Accredited | AIRS Certified | Arizona Department of Health Services Licensed | Certified | Medicare Certified | AHCCCS Contracted

Private Non-Profit Organization, 501(c)(3
Serving over 100,000 Maricopa County Residents Annually

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Service Area: Maricopa County and Metro Phoenix

7 Region 7 serves the Navajo Nation, which is located in the northeastern corner of the

8 Region 8 serves the Inter Tribal Council of Arizona, Inc. Member tribes are located throughout the state.

- 4 million residents
- 25% are 55 and older
- County is 100 miles wide
- 4th largest in the U.S.
- 30% of older adults have at least one disability
- 50% have at least one chronic condition
- 13% report difficulty living independently

n4a
advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Who We Serve

Children 18 30 40 50 55 60+

- Older Adults
- Elder Refugees
- Older Workers
- AmeriCorps Members
- Victims of Late-Life Domestic Violence & Elder Abuse
- People w/Disabilities and Long-Term Care Needs
- Residents of Nursing Homes & Assisted Living Facilities
- Persons with HIV/AIDS
- Family Caregivers & Grandparents Raising Grandchildren

n4a
advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Relationship with Managed Care

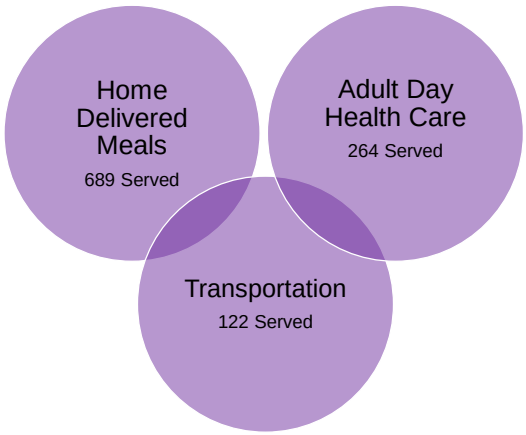
- Long-term care
- Care Transitions
- Behavioral Health

n4a
advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Long-Term Care



n4a
advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Behavioral Health

- Clinical Services
  - Provided by LCSWs
  - Medicare & Medicaid Certified
  - Contract with other insurance payors
- Hoarding Therapy
- Prevention Education Services
  - Opioid Initiatives
  - Evidence-based programs
    - Suicide awareness
    - Wellness Initiative for Senior Education (WISE)
    - Mental Health First Aid
    - Rx Matters
    - Matter of Life
    - Singing in the Rain

n4a
advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Care Transitions Success

- CMS Community Care Transitions Program from 2012-2017
- Goal was to reduce 30-day-all-cause readmissions by 20%.
- Partnership with four local hospitals
  - Honor Health John C. Lincoln North Mountain
  - Honor Health Deer Valley
  - Honor Health Scottsdale Osborn Medical Center
  - Abrazo West Campus
- Lessons Learned
  - Adequate staff
  - High volume (30% penetration)
  - Partnerships with SNF

Results

- Served **15,719** high risk Medicare beneficiaries from Feb 2012-Jan 2017 through CCTP
- Readmission rate among high risk target group reduced by **36%**
- 30-day all cause readmission rate reduced by **16%**
- Recognized as one of the top **three** teams in the nation.

n4a
advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Current Contract with Mercy Care

Intervention

Utilization Review Nurses from Mercy Care select and refer members. Area Agency staff visit member at bedside, obtain consent, work with plan to monitor discharge.

Transition Coaches (Social Workers) visit clients within 24-48 hours of discharge and conduct the intervention.

- ensure follow up doctor appointments are made
- complete a medication reconciliation
- provide a personal health record and information about the red flags of their disease
- perform a comprehensive assessment for psychosocial needs and home safety

Maintain contact by phone for the remainder of the 30 days. Refer for community supports, connect members with plan benefits, including case management.

Results

- Since May 2017, **131** received intervention.
- Readmission rate **10%**
- Highest **acuity** patients
- **Educate** on health plan benefits
- Referral to **case management** if needed
- Referral to Agency programs, especially **home delivered meals** and **behavioral health**.

n4a
advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Contract Nuts and Bolts

- **Volume**
  - Approximately 1,100 MCA Members are discharged from hospital or SNF each month
  - Goal is to refer 50 members per month under contract
- **Criteria**
  - Started with specific diagnosis but now expanded
    - Allows for referrals based on social determinants of health
- **Billing**
  - Billed monthly (contracted rate per member)
  - All who received post discharge intervention are billed
- **Operations**
  - Monthly meetings with clinical teams
  - Member report provided monthly on outcomes

n4a
advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Benefits of Partnership

Mercy Care

- Face-to-face home visit
- Extends their service network through connection to Area Agency providers and resources
- Data sharing through report back on members served
- Completion of member survey

Area Agency on Aging

- Stronger relationship with healthcare community
- Culture change
  - Building infrastructure
  - Providing visits within 24-48 hours
- Improve processes to help clients with more acute needs

n4a
advocacy | action | answers on aging

Aging and Disability
BUSINESS INSTITUTE

CONTACT INFORMATION

Chad Corbett
CorbettC2@MercyCarePlan.Com

Mercy Care Plan

Barbara Hill, RN
HillB@MercyCarePlan.Com

Mercy Care Plan

Melissa Elliott, M.S.W.
melissa.elliott@aaaphx.org

AREA AGENCY ON AGING
REGION ONE, INCORPORATED

Aging and Disability
BUSINESS INSTITUTE

Questions & Answers: Please Submit Using the "Questions" Box

Aging and Disability BUSINESS INSTITUTE

Please join us for future webinars in the Aging and Disability Business Institute Series

More Than Just a Partnership: Why a Hospital and a Community-Based Organization Joined Together to Provide Population Health – Dec. 13

Learn more and pre-register here:
http://www.asaging.org/series/109/aging-and-disability-business-institute-series

n4a advocacy | action | answers on aging

Aging and Disability BUSINESS INSTITUTE

ASA American Society on Aging

Questions about the Aging and Disability Business Institute?

Email us:

BusinessInstitute@n4a.org