Healthier Washington Medicaid Transformation:
A review of year one, and a look ahead

April 20, 2018
Before we get started, let’s make sure we are all connected

Audio Options

- Mic & Speakers
- Telephone: Use your phone to dial the number in the “Audio” section of the webinar panel. When prompted, enter your access code and audio pin.

Have questions?

Please use the “Questions” section in the webinar panel to submit any questions or concerns you may have. Our panelists will answer questions at the end of the presentation.
Today’s presenters

- Marc Provence, Director, Office of Medicaid Transformation, Health Care Authority
- Bea Rector, Director, Home and Community Services, Department of Social and Health Services
- Marc Provence, Director, Office of Medicaid Transformation, Health Care Authority
- **Moderator:** Laura K. Zaichkin, Deputy Chief Policy Officer, Health Care Authority
Healthier Washington Medicaid Transformation
Healthier Washington

Ensuring care focuses on the whole person

Paying for value

Building healthier communities through regional collaboration
Healthier Washington Medicaid Transformation

The federal government is investing up to $1.5 billion for a five-year, statewide effort to show that Washington can deliver better health care for more people, while spending dollars in a smarter way for Apple Health (Medicaid) beneficiaries.
Over five years, Washington will:

- Integrate physical and behavioral health purchasing and service delivery
- Convert 90% of Medicaid provider payments to reward outcomes
- Support provider capacity to adopt new payment and care models
- Implement population health strategies that improve health equity
- Provide targeted services that address the needs of our aging populations and address the key determinants of health
The Medicaid Transformation focuses on three inter-connected initiatives

- Transformation through Accountable Communities of Health
  *Up to $1.1B*

- Long-term Services and Supports
  *$175M*

- Foundational Community Supports
  *$200M*
Initiative 1: Transformation through ACHs
Where we’ve been

2017

- Protocols written & approved
- Key contractors engaged
- CMS contract signed
- ACH certification
- ACH project plan development & approval
- Regional FIMC commitment
- Tribal collaboration
- Health systems capacity building
- Document, template & measure creation
Where we’ve been

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ACH certification
ACH project plan development & approval
Regional FIMC commitment
Tribal collaboration

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# ACH projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Better Health Together</th>
<th>Cascade Pacific Action Alliance</th>
<th>Greater Columbia</th>
<th>Healthier Here</th>
<th>North Central</th>
<th>North Sound</th>
<th>Olympic</th>
<th>Pierce County</th>
<th>SWACH</th>
</tr>
</thead>
<tbody>
<tr>
<td>2A: Bi-directional Integration of Care</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>2B: Community-based Care Coordination</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>2C: Transitional Care</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2D: Diversions Interventions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3A: Addressing Opioid Use</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>3B: Reproductive and Maternal and Child Health</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3C: Access to Oral Health Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3D: Chronic Disease Prevention and Control</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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Healthier WASHINGTON
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Document, template & measure creation
What lies ahead

- Project plan implementation
  - Provider partnerships
- Continued measure development
  - Pay for reporting
  - Pay for performance
- Semi-annual reports
- Tribal project development
- Ongoing assessment
- Sustainability planning
Initiative 2: Medicaid Alternative Care & Tailored Support for Older Adults
Projected Growth of Older Population in WA as Percent of 2012 Population
Overview – Initiative 2: Long Term Services and Supports (STSS)

- Successful partnership between DSHS and Area Agencies on Aging
- Services designed to delay or avoid the need for more intensive Medicaid funded LTSS
- Importance of new programs/benefits:
  - Greater demand for services
  - Serve individuals not typically eligible for Medicaid
  - Support unpaid caregivers
  - Test use of Presumptive Eligibility
Family caregiver support program improves outcomes

When caregivers access support earlier:

• There is a statistically significant delay in the use of Medicaid long term services and support (LTSS) for the care receiver

• The caregiver’s health and well-being is improved

• The likelihood of the caregiver needing Medicaid LTSS is reduced
Two New Programs Now Available

Launched in September 2017:

- Medicaid Alternative Care (MAC)
- Tailored Supports for Older Adults (TSOA)

Authority: WAC 388-106-1900 through 1990
# Program Eligibility

<table>
<thead>
<tr>
<th>MAC</th>
<th>TSOA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 55+</td>
<td>Age 55+</td>
</tr>
<tr>
<td>Be receiving CN or ABP Apple Health (Medicaid)</td>
<td>Monthly income less than $2250</td>
</tr>
<tr>
<td></td>
<td>Resources (single) less than $53,100</td>
</tr>
<tr>
<td></td>
<td>Resources (married) less than $108,647</td>
</tr>
<tr>
<td>Meet Nursing Facility Level of Care (NFLOC)</td>
<td>Meet Nursing Facility Level of Care (NFLOC)</td>
</tr>
<tr>
<td></td>
<td>Be US citizen or have eligible immigrant status</td>
</tr>
<tr>
<td></td>
<td>Submit TSOA financial application</td>
</tr>
</tbody>
</table>
Top ten authorized services for MAC/TSOA

**Top 10 ProviderOne Authorized Services**

<table>
<thead>
<tr>
<th>Service Description</th>
<th># CR</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1019 - Personal Care In-Home</td>
<td>250</td>
<td>$532,499</td>
</tr>
<tr>
<td>T1005 - Respite</td>
<td>89</td>
<td>$200,934</td>
</tr>
<tr>
<td>SA392 - Housework and Errands</td>
<td>61</td>
<td>$131,975</td>
</tr>
<tr>
<td>S5161 - PERS Service</td>
<td>54</td>
<td>$9,884</td>
</tr>
<tr>
<td>T1005.U3 - Respite in an Adult Day setting</td>
<td>2</td>
<td>$8,836</td>
</tr>
<tr>
<td>S5165.UA - Environmental Adaptations In-Home</td>
<td>3</td>
<td>$6,731</td>
</tr>
<tr>
<td>SA396 - Bath Aide</td>
<td>1</td>
<td>$3,245</td>
</tr>
<tr>
<td>S5170 - Home Delivered Meals</td>
<td>3</td>
<td>$2,061</td>
</tr>
<tr>
<td>SA875 - DME: Bathroom and toileting</td>
<td>5</td>
<td>$811</td>
</tr>
<tr>
<td>S5161.U1 - PERS Add-on-Fall Detection</td>
<td>17</td>
<td>$727</td>
</tr>
<tr>
<td>Other</td>
<td>17</td>
<td>$2,747</td>
</tr>
</tbody>
</table>
How many people have chosen MAC and TSOA?

MAC & TSOA Enrollments

<table>
<thead>
<tr>
<th>Month</th>
<th>Enrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPT 2017</td>
<td>90</td>
</tr>
<tr>
<td>OCT 2017</td>
<td>246</td>
</tr>
<tr>
<td>NOV 2017</td>
<td>332</td>
</tr>
<tr>
<td>DEC 2017</td>
<td>413</td>
</tr>
<tr>
<td>JAN 2018</td>
<td>559</td>
</tr>
<tr>
<td>FEB 2018</td>
<td>651</td>
</tr>
<tr>
<td>MAR 2018</td>
<td>634</td>
</tr>
</tbody>
</table>

Enrollments
How do you access services?

Intake workers can explore all of the available programs and services to help you choose what services and supports work for your unique situation.

Contact:

• Local Community Living Connections/AAA office (www.waclc.org or 1-855-567-0252)
• Home and Community Services office (www.dshs.wa.gov/ALTSA/resources)
Many caregivers do not identify as caregivers, or as someone who could access services and supports. Helping people identify as caregivers is a first step in helping the more than 850,000 unpaid family caregivers in Washington.
How to identify a caregiver

Samples of DSHS media campaign materials
Available materials

- MAC and TSOA Brochure

HCA Medicaid Transformation Website:
www.hca.wa.gov/about-hca/healthier-washington/medicaid-transformation

DSHS Website:
www.dshs.wa.gov/altsa/stakeholders/medicaid-transformation-project-demonstration

Q&A for MAC and TSOA by Columbia Legal Services:
Additional resources for caregivers

DSHS Caregiver Resources Online
www.dshs.wa.gov/altsa/home-and-community-services/caregiver-resources

- Local contact information
- Family Caregiver Support Program
- MAC and TSOA information
- Tips and information for a wide variety of situations, including dementia and long-distance caregiving.
Contact information

Debbie Johnson, MTD Program Manager
– debbie.johnson2@dshs.wa.gov

Kim Boon, MAC/TSOA Program Manager
– kim.boon@dshs.wa.gov
Initiative 3: Foundational Community Supports (FCS)
What is the Foundational Community Supports (FCS) Initiative?

**It is...**
- Medicaid benefits for help finding **housing** and **jobs**:
  - Supportive Housing to find a home or stay in your home
  - Supported Employment to find the right job, right now

**It isn’t...**
- Subsidy for wages or room & board
- For all Medicaid-eligible people
Who's involved in FCS?

<table>
<thead>
<tr>
<th>Involvement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Medicaid</strong></td>
<td>Funds FCS benefits through Healthier WA Medicaid Transformation</td>
</tr>
<tr>
<td><strong>HCA</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Receives funding from Medicaid, holds contract with Amerigroup TPA</td>
</tr>
<tr>
<td><strong>DBHR</strong>&lt;sup&gt;2&lt;/sup&gt; &amp; <strong>ALTSA</strong>&lt;sup&gt;3&lt;/sup&gt;</td>
<td>Support network development and provider engagement</td>
</tr>
<tr>
<td><strong>Amerigroup (TPA)</strong>&lt;sup&gt;4&lt;/sup&gt;</td>
<td>Contracts with FCS providers, manages client referrals and authorizes FCS services, distributes provider payments, tracks encounter data</td>
</tr>
</tbody>
</table>

**FCS Providers**
- Community-based organizations (social services)
- Health care providers
- Community behavioral health agencies
- Long-term services & supports providers
- Tribal providers

**Funding**
- Medicaid

**Program oversight**
- HCA
- DBHR & ALTSA
- Amerigroup (TPA)

**Benefits administrator**
- Health Care Authority
- Division of Behavioral Health & Recovery
- Aging and Long-term Support Administration
- Third Party Administrator

1. Health Care Authority
2. Division of Behavioral Health & Recovery
3. Aging and Long-term Support Administration
4. Third Party Administrator
**What housing benefits are available through FCS?**

**Supportive housing** helps you find a home or stay in your home

- Housing assessments and planning to find the home that’s right for you
- Outreach to landlords to identify available housing in your community
- Connection with community resources to get you all of the help you need, when you need it
- Assistance with housing applications so you are accepted the first time
- Education, training and coaching to resolve disputes, advocate for your needs and keep you in your home
What employment benefits are available through FCS?

**Supported employment** helps you find the right work, right now

- Employment assessments and planning to find the right job for you, whenever you’re ready
- Outreach to employers to help build your network
- Connection with community resources to get you all of the help you need, when you need it
- Assistance with job applications so you can present your best self to employers
- Education, training and coaching to keep you in your job
Who is eligible to receive FCS benefits?

FCS benefits are reserved for people with the greatest need. To qualify, you must:

1. Qualify for Medicaid
2. Be at least 18 years old (Supportive Housing) or 16 years old (Supported Employment)
3. Meet the requirements for complex needs
   - You have a medical necessity related to mental health, substance use disorder (SUD), activities of daily living, or complex physical health need(s) that prevents you from functioning successfully or living independently.
   - You meet specific risk factors that prevent you from finding or keeping a job or a safe home.
Who is eligible to receive FCS benefits?

<table>
<thead>
<tr>
<th>Supportive Housing risk factors</th>
<th>Supported Employment risk factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Chronic homelessness</td>
<td>✓ Housing &amp; Essential Needs (HEN) and Aged, Blind or Disabled (ABD) enrollees</td>
</tr>
<tr>
<td>✓ Frequent or lengthy stays in an institutional setting (e.g. skilled nursing, inpatient hospital, psychiatric institution, prison or jail)</td>
<td>✓ Difficulty obtaining or maintaining employment due to age, physical or mental impairment, or traumatic brain injury</td>
</tr>
<tr>
<td>✓ Frequent stays in adult residential care settings</td>
<td>✓ SUD with a history of multiple treatments</td>
</tr>
<tr>
<td>✓ Frequent turnover of in-home caregivers</td>
<td>✓ Serious Mental Illness (SMI) or co-occurring mental and substance use disorders</td>
</tr>
<tr>
<td>✓ Predictive Risk Intelligence System (PRISM)(^1) score of 1.5 or above</td>
<td></td>
</tr>
</tbody>
</table>

1. PRISM measures how much you use medical, social service, behavioral health and long-term care services.
What is Amerigroup’s role as FCS TPA?

Overview:

- Contracted with the HCA
- Provides administrative oversight of:
  - Provider network
  - Service authorization
  - Claims payment and encounter tracking/reporting
  - Measuring outcomes and quality improvement
  - Sustainability plan
- Manages the FCS Advisory Council
How do you receive FCS benefits?

Self referral: Contact Amerigroup directly

Talk to your service provider

Does this provider already offer FCS services through Amerigroup?

Yes

Your provider submits a referral form to Amerigroup

No

Your FCS provider completes an assessment to determine your eligibility

Amerigroup

Referral

Assignment

Eligibility Determination

Service Authorization
How did we get here?

2015
- MTP Application
  HCA submits an application to CMS to implement the 5-year Medicaid Transformation Project

2017
- TPA Contract
  HCA awards Amerigroup contract to administer FCS benefits

2018
- FCS Launch
  Eligible Medicaid clients can receive supported employment and supportive housing benefits

- MTP Approval
  CMS establishes special terms and conditions (STCs) for how HCA will implement, evaluate and finance MTP

- FCS Protocol
  CMS approves HCA’s protocol for FCS benefits, client eligibility and provider payment

*CMS - Centers for Medicare & Medicaid Services, the federal agency that works in partnership with state governments to administer Medicaid
What have we achieved, and what are we working on?

- Spring 2017, Third Party Administrator (TPA) Competitive Procurement
- May 2017, Amerigroup as TPA announced
- November 2017, FCS Protocol Approved
- January 2018, Program “soft launch”
- Focusing on building provider networks
- Today:
  - 60+ Contracted Providers – 200+ service locations
  - 200+ FCS enrollees receiving services
Where are we going?

Access

2018: Establish a comprehensive provider network to serve clients statewide

Quality

2019: Institute continuous quality improvement standards

Sustainability

2021: Evaluate effectiveness, with the goal of continuing FCS as a permanent Medicaid benefit
We’d love to hear from you

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FCSTPA@Amerigroup.com
1-844-451-2828

More information is available online:
Healthier Washington: www.hca.wa.gov/hw
Amerigroup FCS Provider site: https://providers.amerigroup.com/pages/wa-foundational-community-supports.aspx
Amerigroup FCS Client Site: https://www.myamerigroup.com/washington-fcs/home.html
Q&A

Have questions?
Please use the “Questions” section in the webinar panel to submit any questions for our panelists.
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  – Share your story on health care innovation on the Voices of a healthier Washington web site.

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  – Join the conversation: #healthierWA
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