



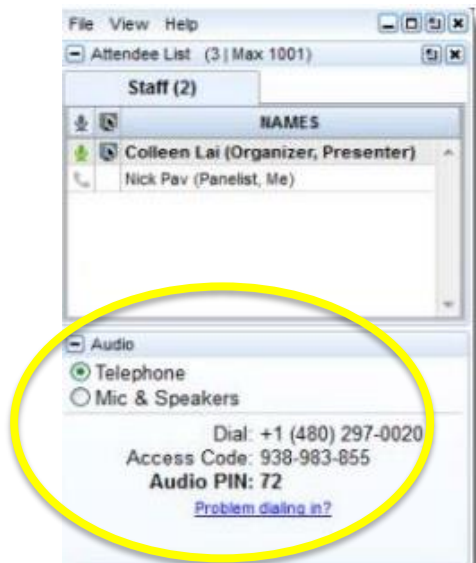
Healthier Washington Medicaid Transformation: A review of year one, and a look ahead

April 20, 2018

Before we get started, let's make sure we are all connected

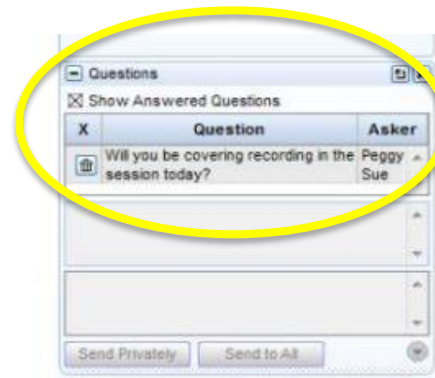
Audio Options

- 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





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.



Medicaid Transformation goals

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

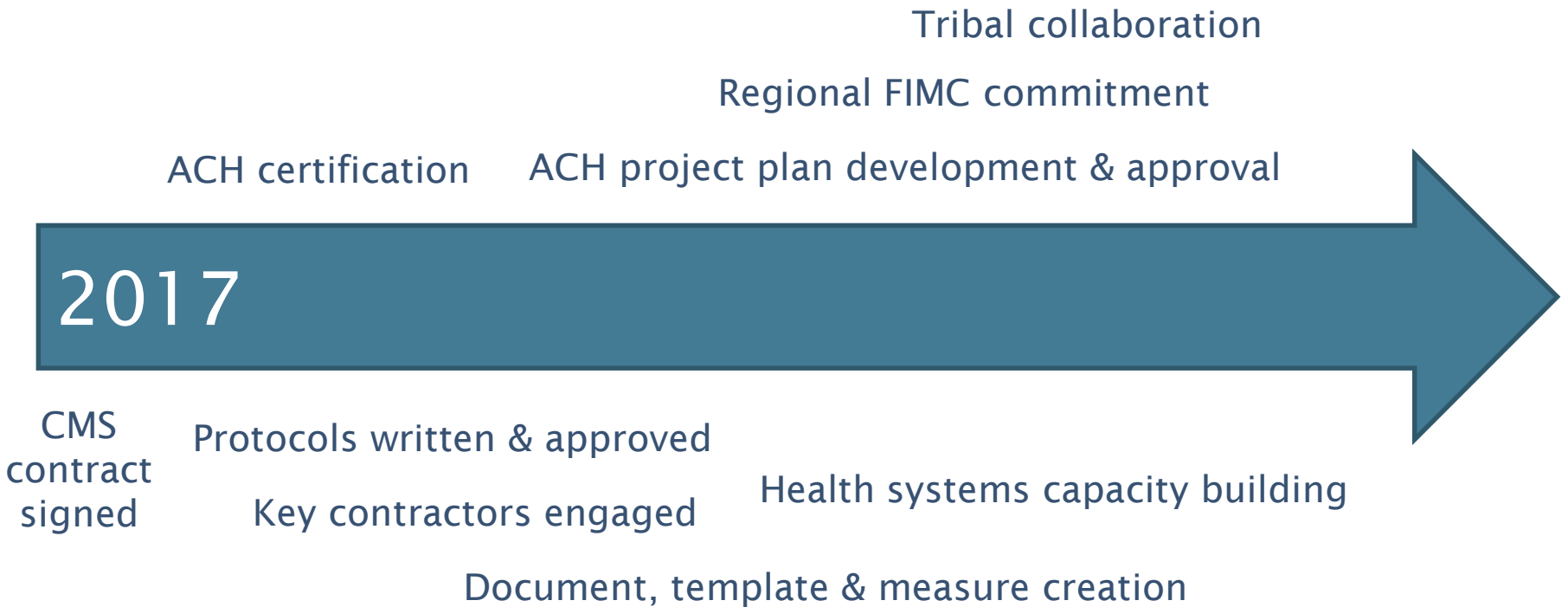
Long-term Services
and Supports
\$175M

Foundational
Community Supports
\$200M

Initiative 1: Transformation through ACHs



Where we've been





Where we've been

Tribal collaboration

Regional FIMC commitment

ACH certification

ACH project plan development & approval

2017

CMS
contract
signed

Protocols written & approved

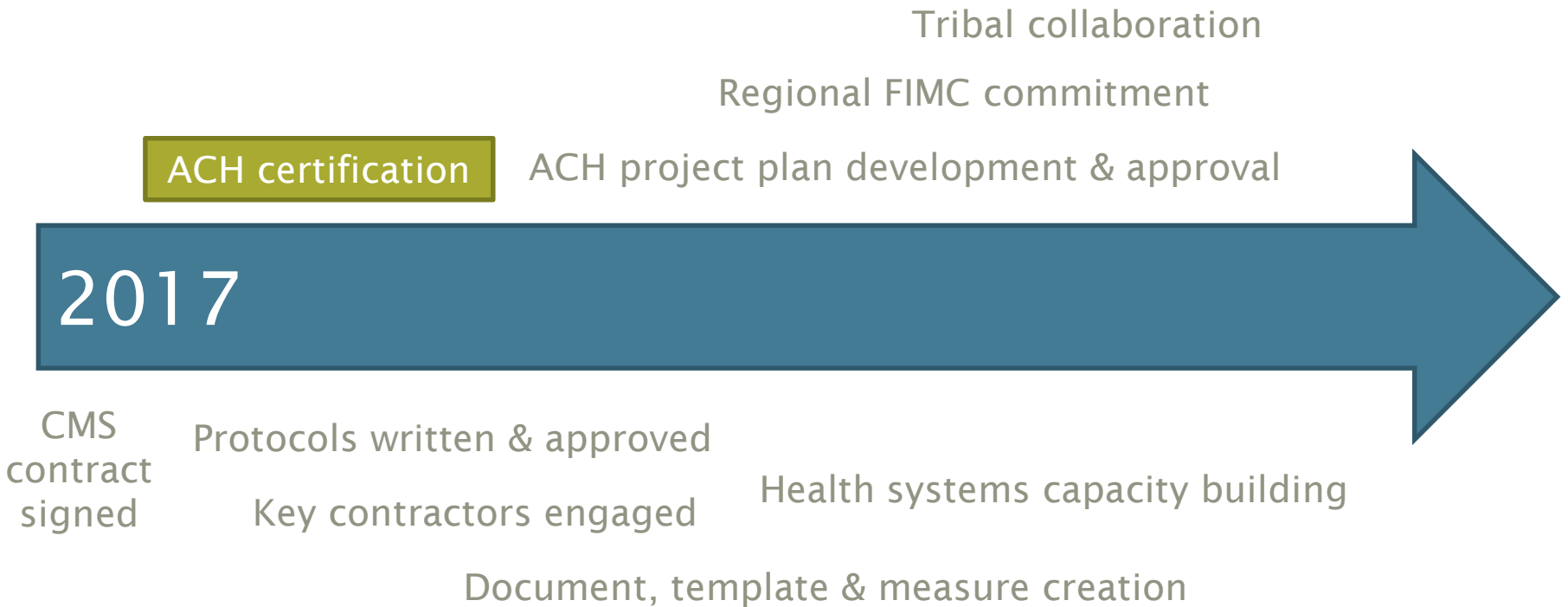
Key contractors engaged

Health systems capacity building

Document, template & measure creation

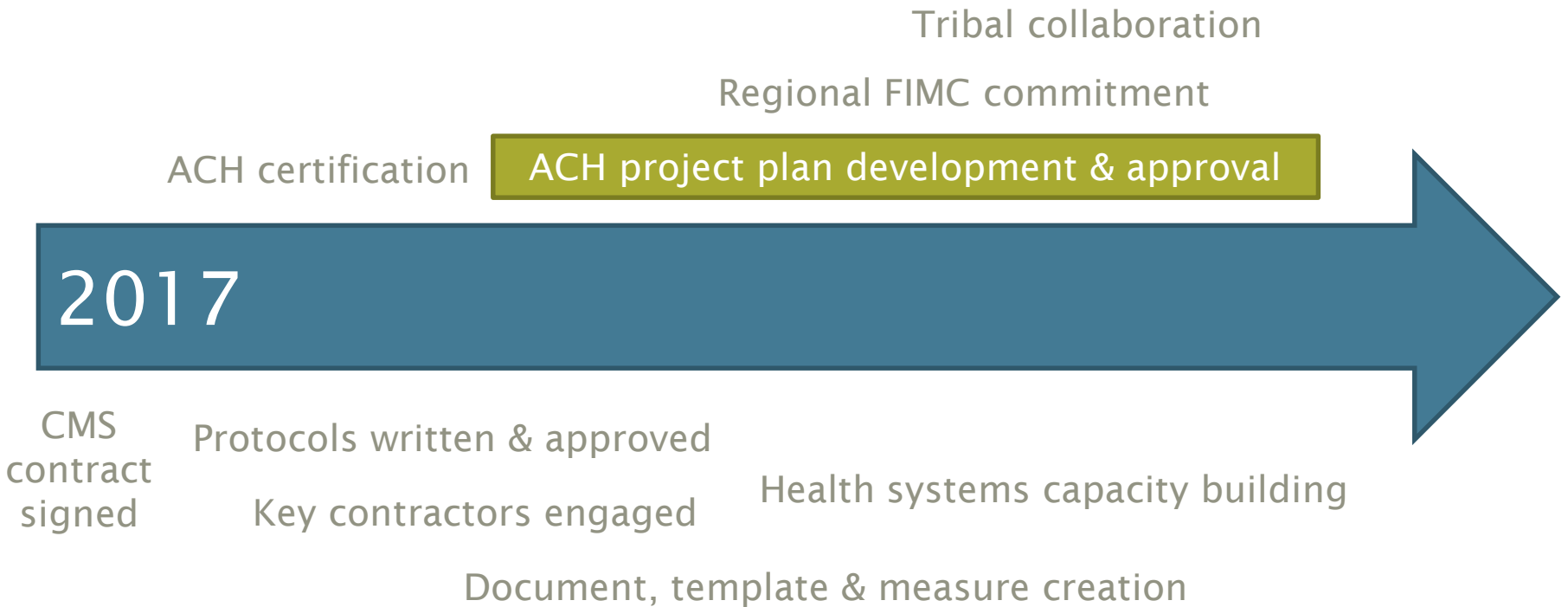


Where we've been





Where we've been

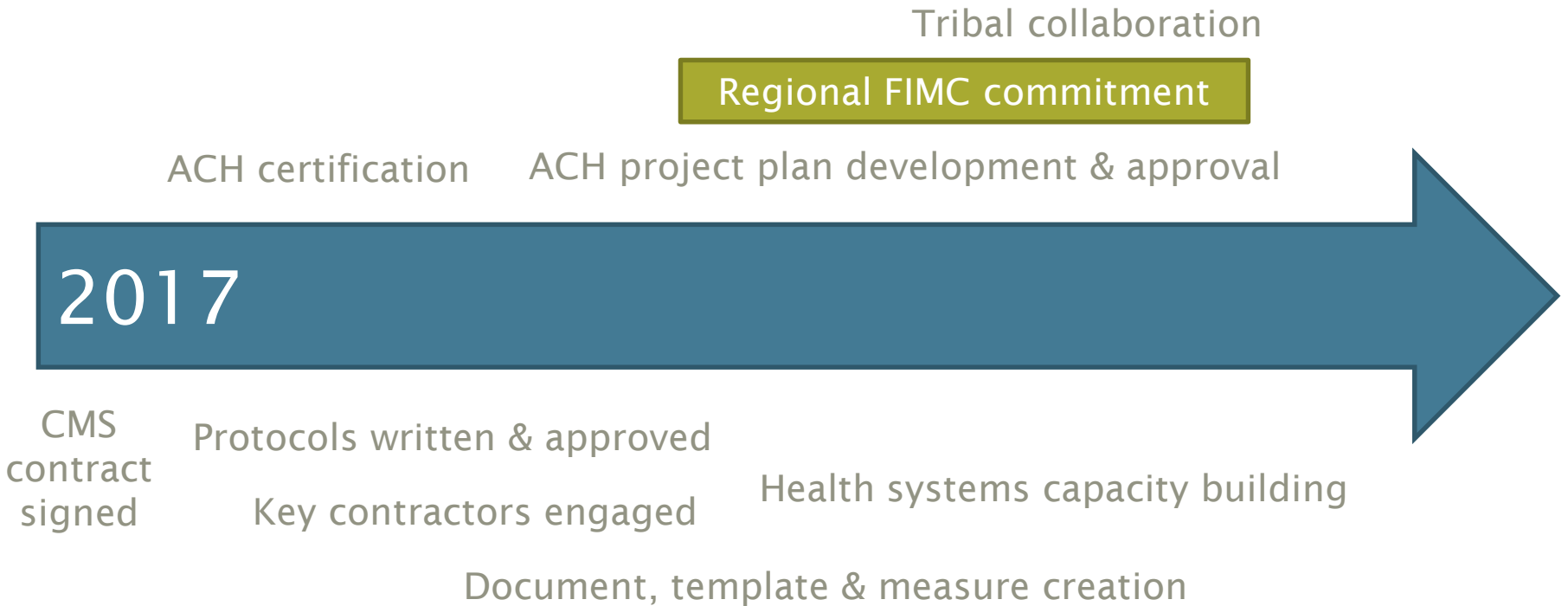


ACH projects

Project	Better Health Together	Cascade Pacific Action Alliance	Greater Columbia	Healthier Here	North Central	North Sound	Olympic	Pierce County	SWACH
2A: Bi-directional Integration of Care	✓	✓	✓	✓	✓	✓	✓	✓	✓
2B: Community-based Care Coordination	✓	✓			✓	✓		✓	✓
2C: Transitional Care		✓	✓	✓		✓			
2D: Diversions Interventions					✓	✓	✓		
3A: Addressing Opioid Use	✓	✓	✓	✓	✓	✓	✓	✓	✓
3B: Reproductive and Maternal and Child Health		✓				✓	✓		
3C: Access to Oral Health Services						✓	✓		
3D: Chronic Disease Prevention and Control	✓	✓	✓	✓	✓	✓	✓	✓	✓



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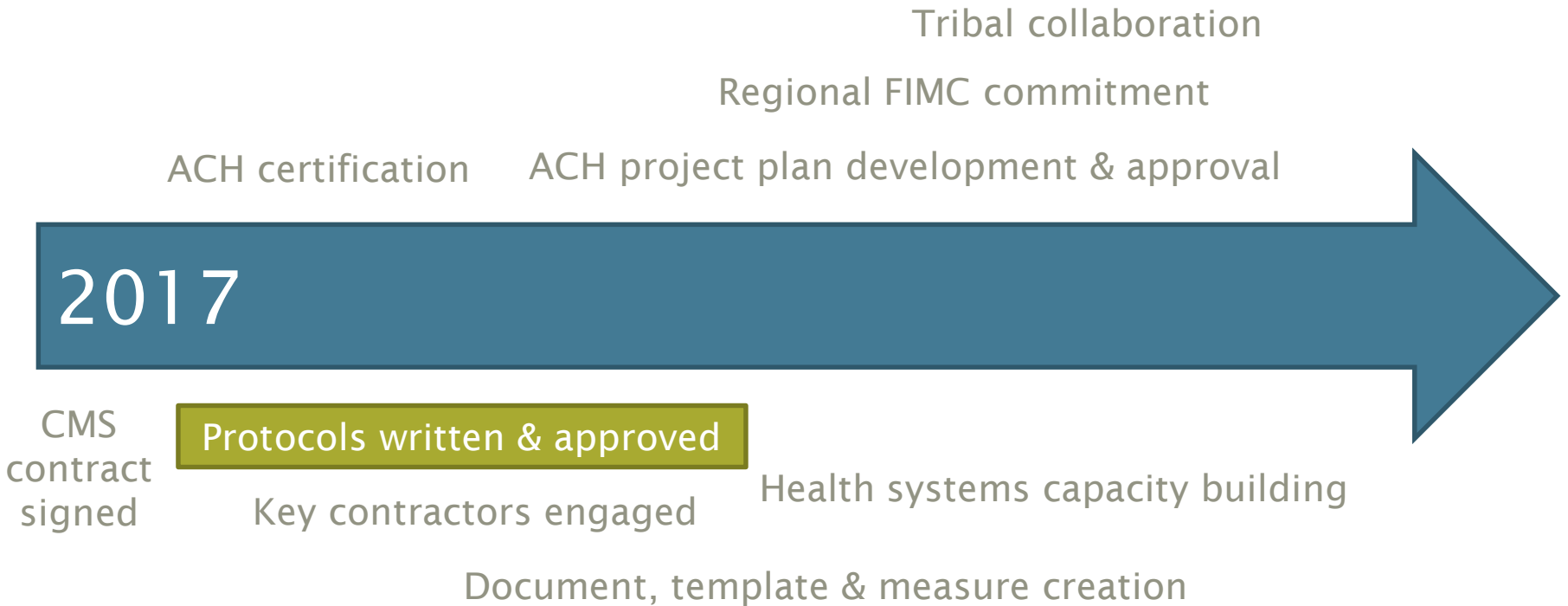
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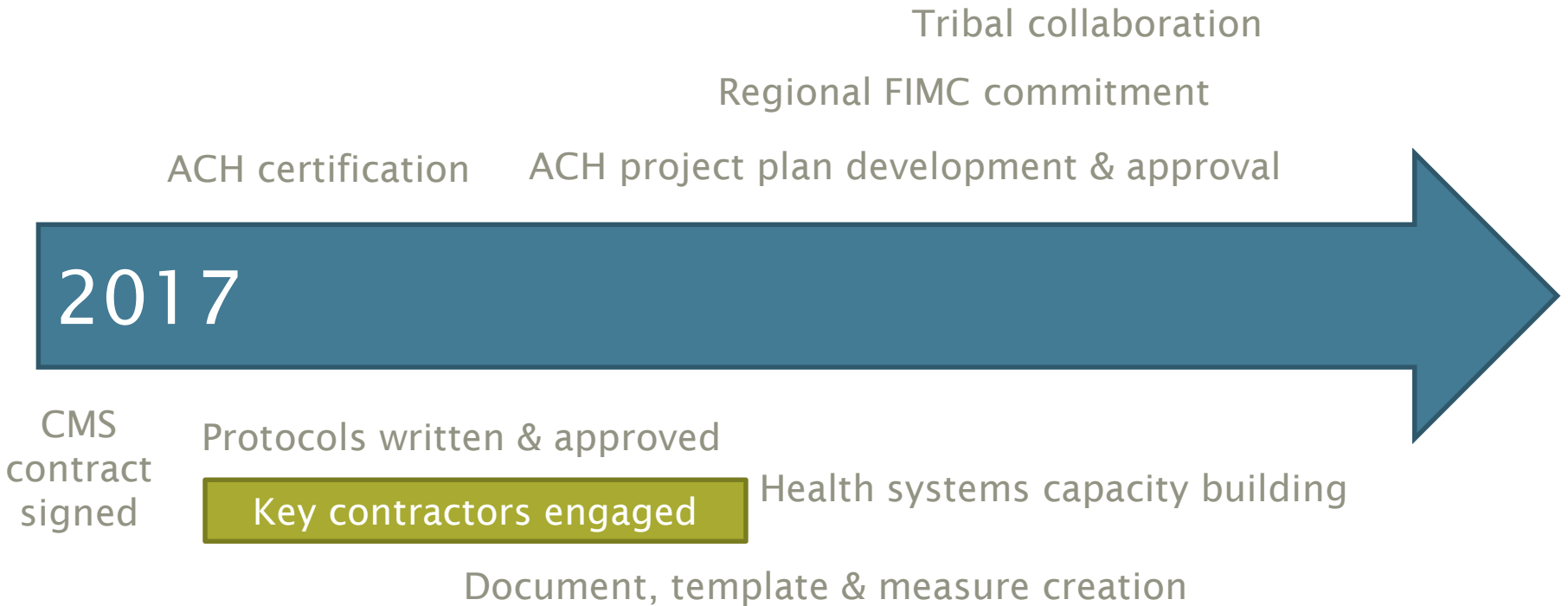


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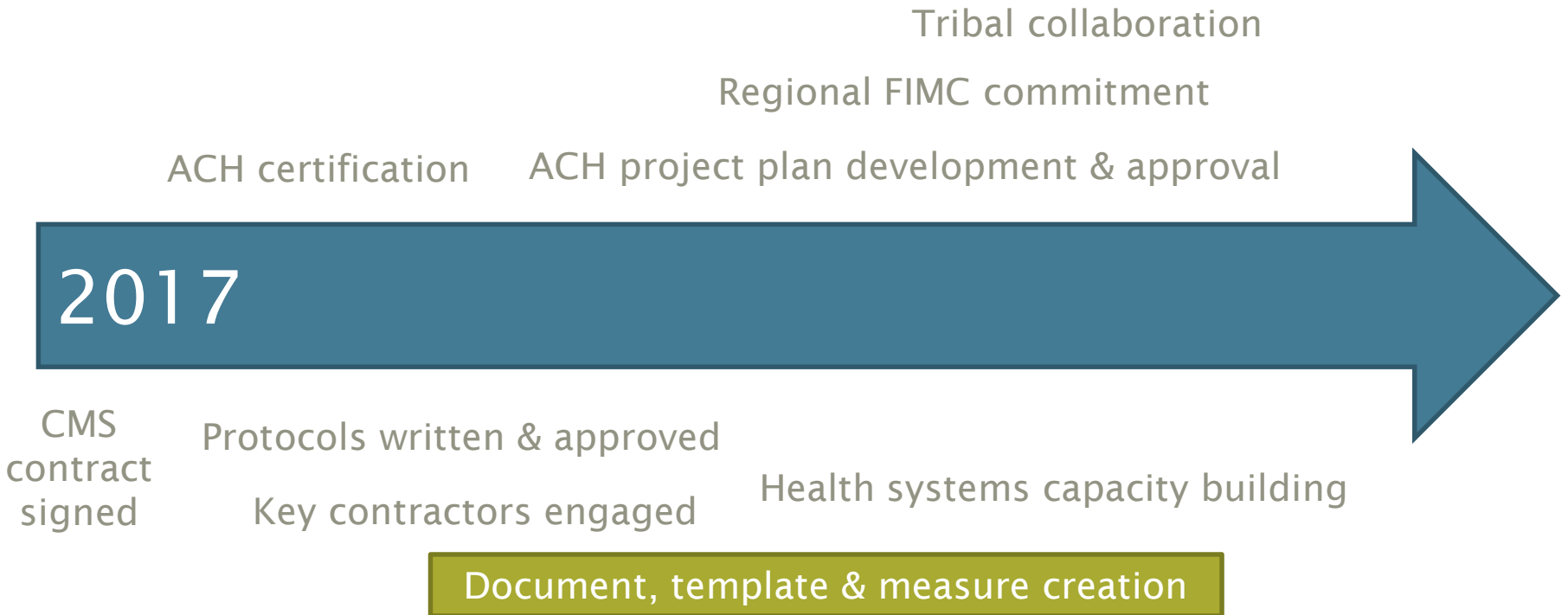


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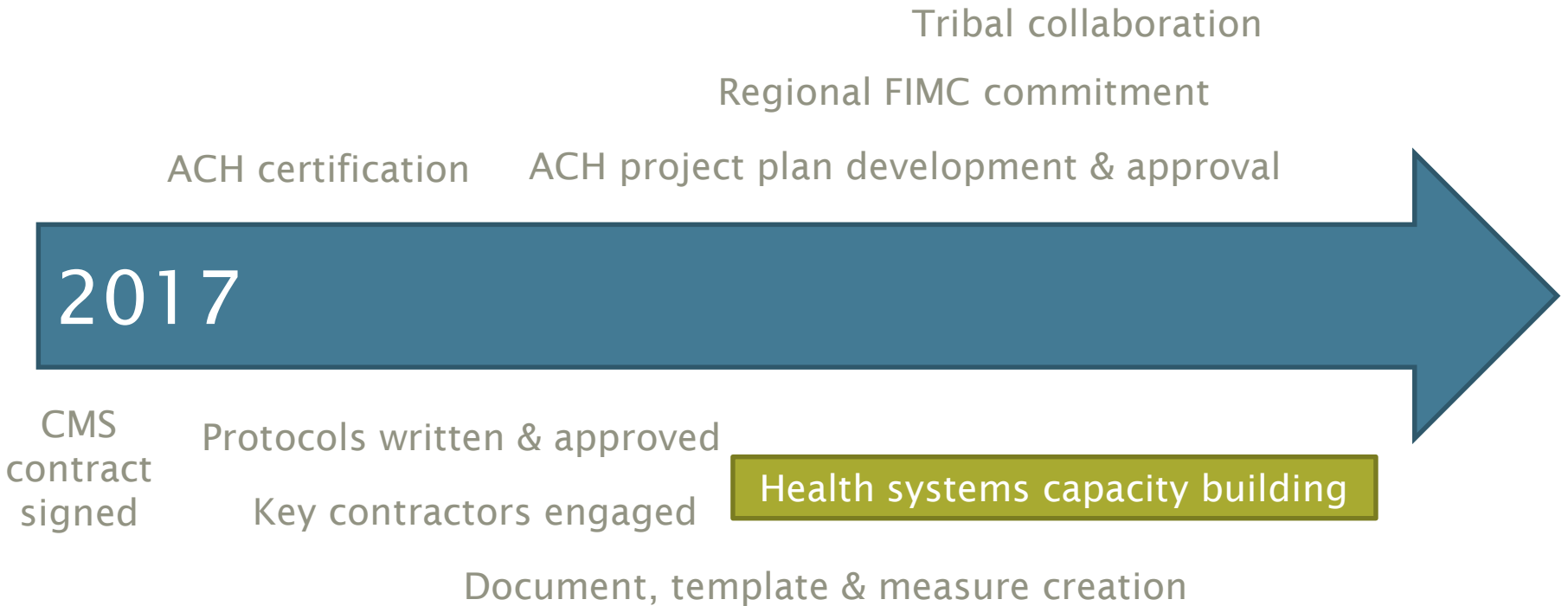


Where we've been





Where we've been



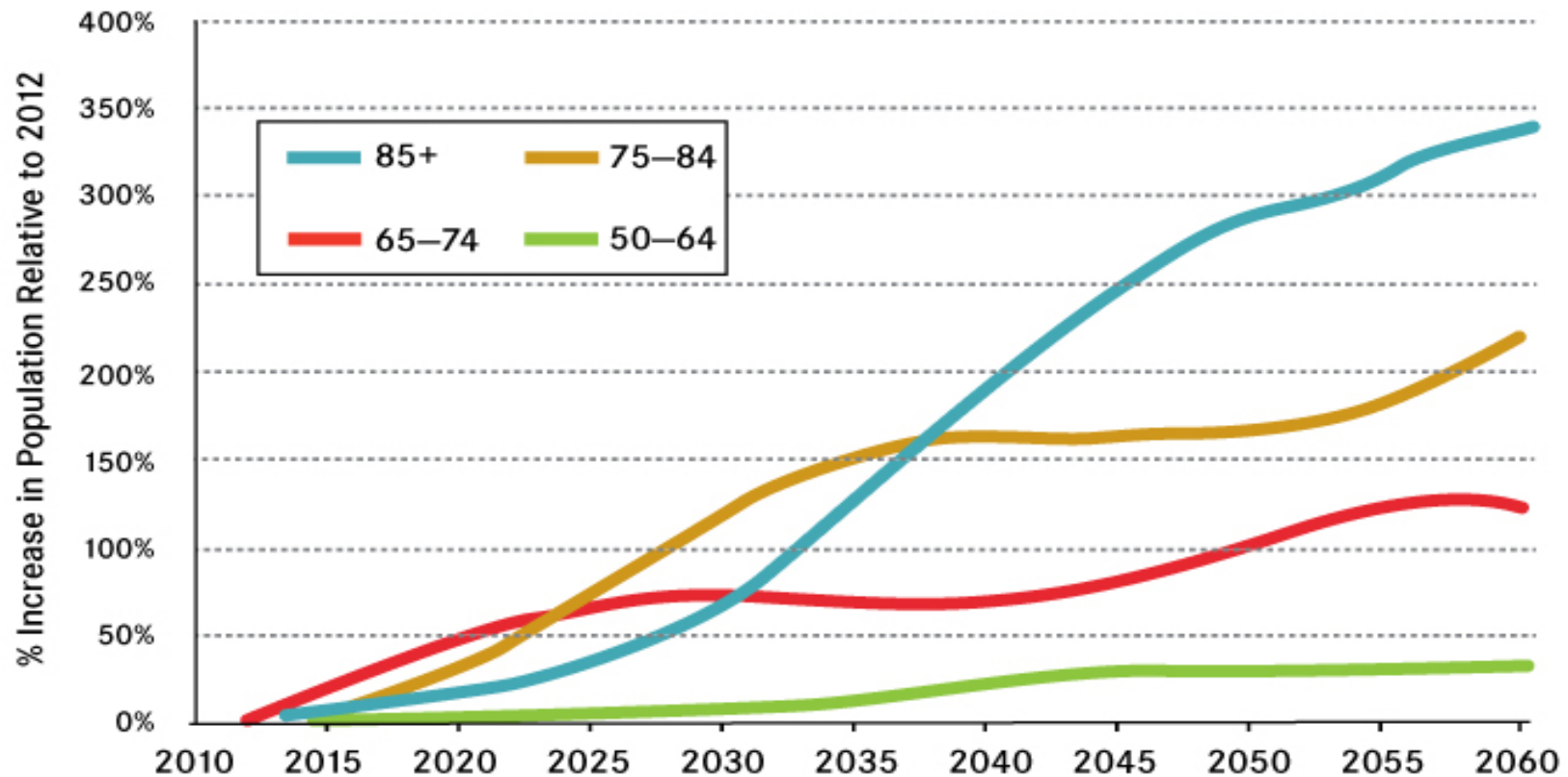


What lies ahead

- 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

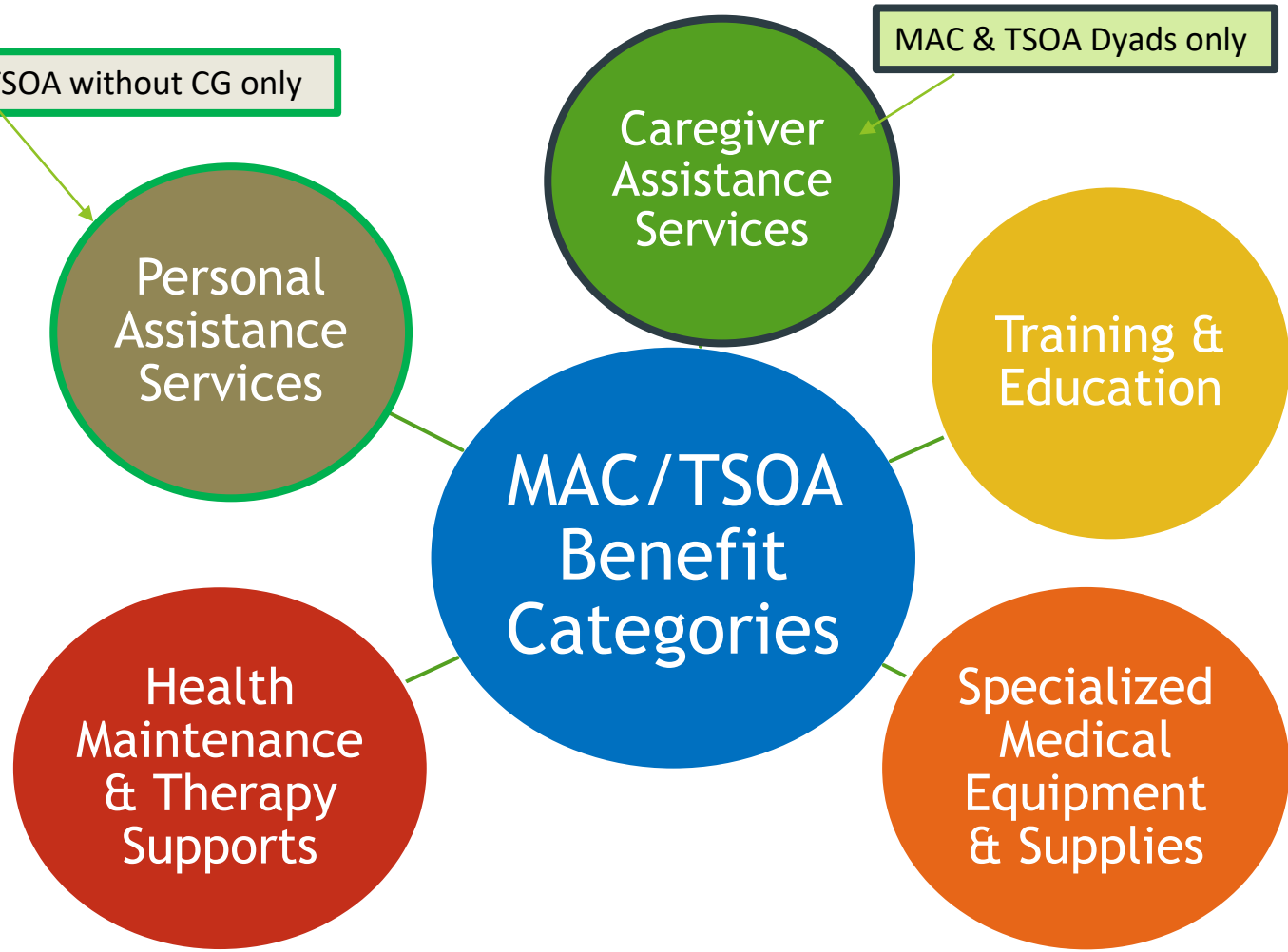
Program Eligibility

MAC	TSOA
Age 55+	Age 55+
Be receiving CN or ABP Apple Health (Medicaid)	Monthly income less than \$2250 Resources (single) less than \$53,100 Resources (married) less than \$108,647
Meet Nursing Facility Level of Care (NFLOC)	Meet Nursing Facility Level of Care (NFLOC)
	Be US citizen or have eligible immigrant status
	Submit TSOA financial application



TSOA without CG only

MAC & TSOA Dyads only



Top ten authorized services for MAC/TSOA

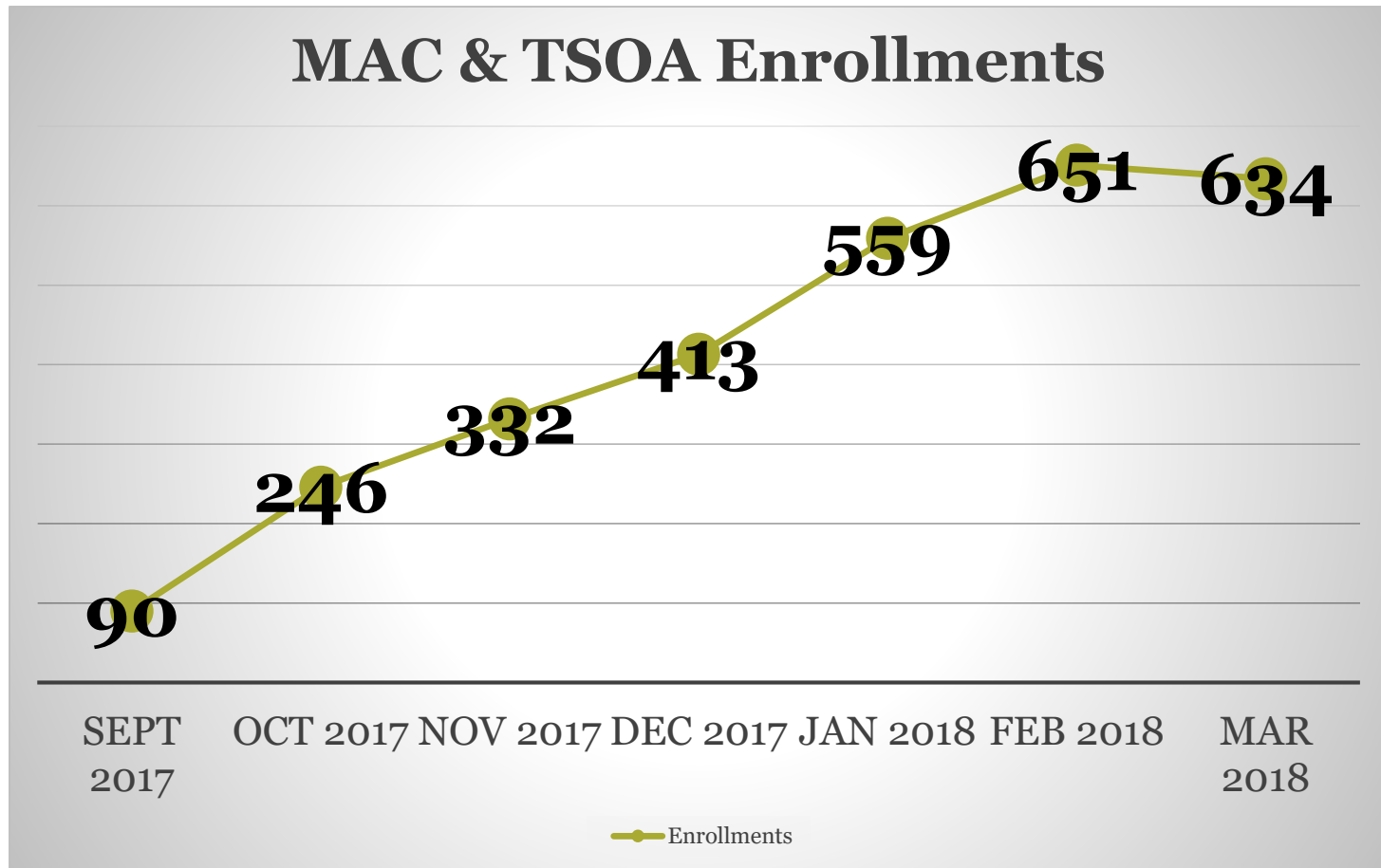
Top 10 ProviderOne Authorized Services

Show Paid



	# CR	Amount
T1019 - Personal Care In-Home	250	\$532,499
T1005 - Respite	89	\$200,934
SA392 - Housework and Errands	61	\$131,975
S5161 - PERS Service	54	\$9,884
T1005.U3 - Respite in an Adult Day setting	2	\$8,836
S5165.UA - Environmental Adaptations In-Home	3	\$6,731
SA396 - Bath Aide	1	\$3,245
S5170 - Home Delivered Meals	3	\$2,061
SA875 - DME: Bathroom and toileting	5	\$811
S5161.U1 - PERS Add-on-Fall Detection	17	\$727
Other	17	\$2,747

How many people have chosen MAC and TSOA?





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)


How to identify a caregiver

- 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.




YOU CALL IT
“helping my dad pay his bills.”

WE CALL IT
caregiving.

 Washington State
Department of Social
& Health Services
Transforming lives

1-855-567-0252
www.wacdc.org

 WACLC
Washington Association of
Caregivers & Loved Ones
Helping you help your loved one.

How to identify a caregiver



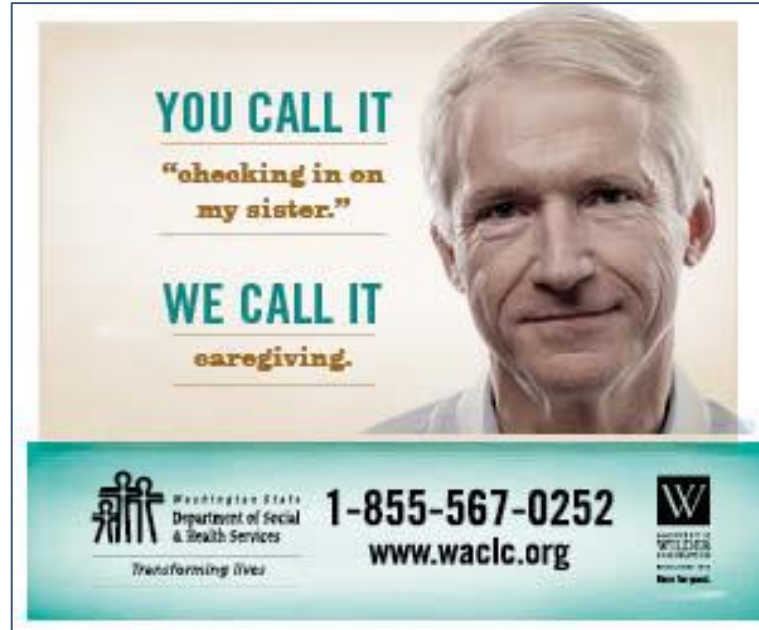
USTED LO LLAMA
“recordarle a mi esposo que
se tome sus pastillas.”

NOSOTROS LO LLAMAMOS
cuidarlo.

 Washington State
Department of Social
& Health Services
Transforming lives


1-855-567-0252
www.waclc.org

 **W**
A HENRY H.
WILDER
FOUNDATION
ESTABLISHED 1924
Here for good.




YOU CALL IT
“checking in on
my sister.”

WE CALL IT
caregiving.

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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:

www.washingtonlawhelp.org/resource/questions-and-answers-on-the-tailored-supports-for-older-adults-tsoa-and-medicaid-alternative-care-mac-programs?ref=p6pL4



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?



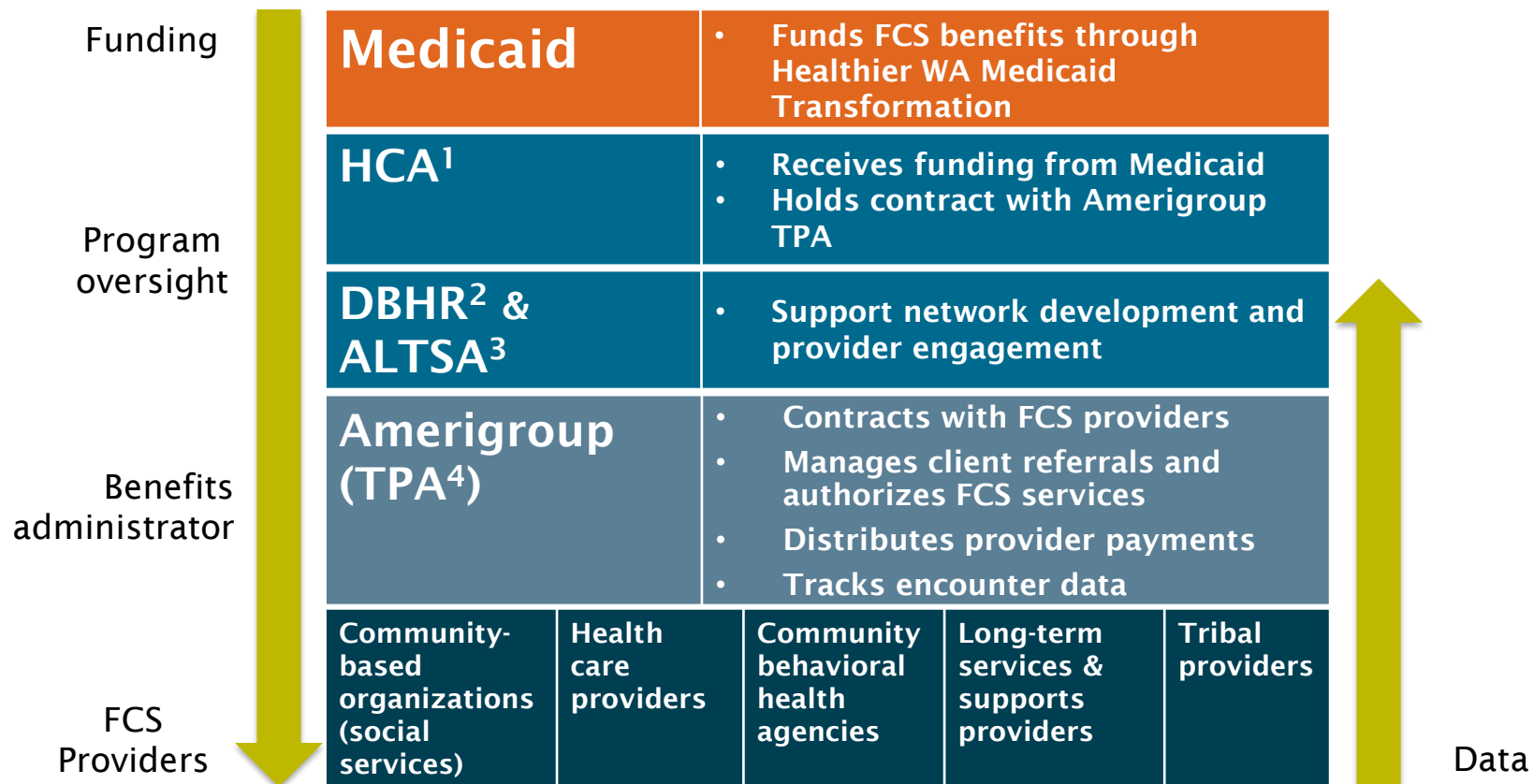
It is...

- 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?



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?

Supportive Housing risk factors	Supported Employment risk factors
<ul style="list-style-type: none">✓ Chronic homelessness✓ Frequent or lengthy stays in an institutional setting (e.g. skilled nursing, inpatient hospital, psychiatric institution, prison or jail)✓ Frequent stays in adult residential care settings✓ Frequent turnover of in-home caregivers✓ Predictive Risk Intelligence System (PRISM)¹ score of 1.5 or above	<ul style="list-style-type: none">✓ Housing & Essential Needs (HEN) and Aged, Blind or Disabled (ABD) enrollees✓ Difficulty obtaining or maintaining employment due to age, physical or mental impairment, or traumatic brain injury✓ SUD with a history of multiple treatments✓ Serious Mental Illness (SMI) or co-occurring mental and substance use disorders

1. PRISM measures how much you use medical, social service, behavioral health and long-term care services.

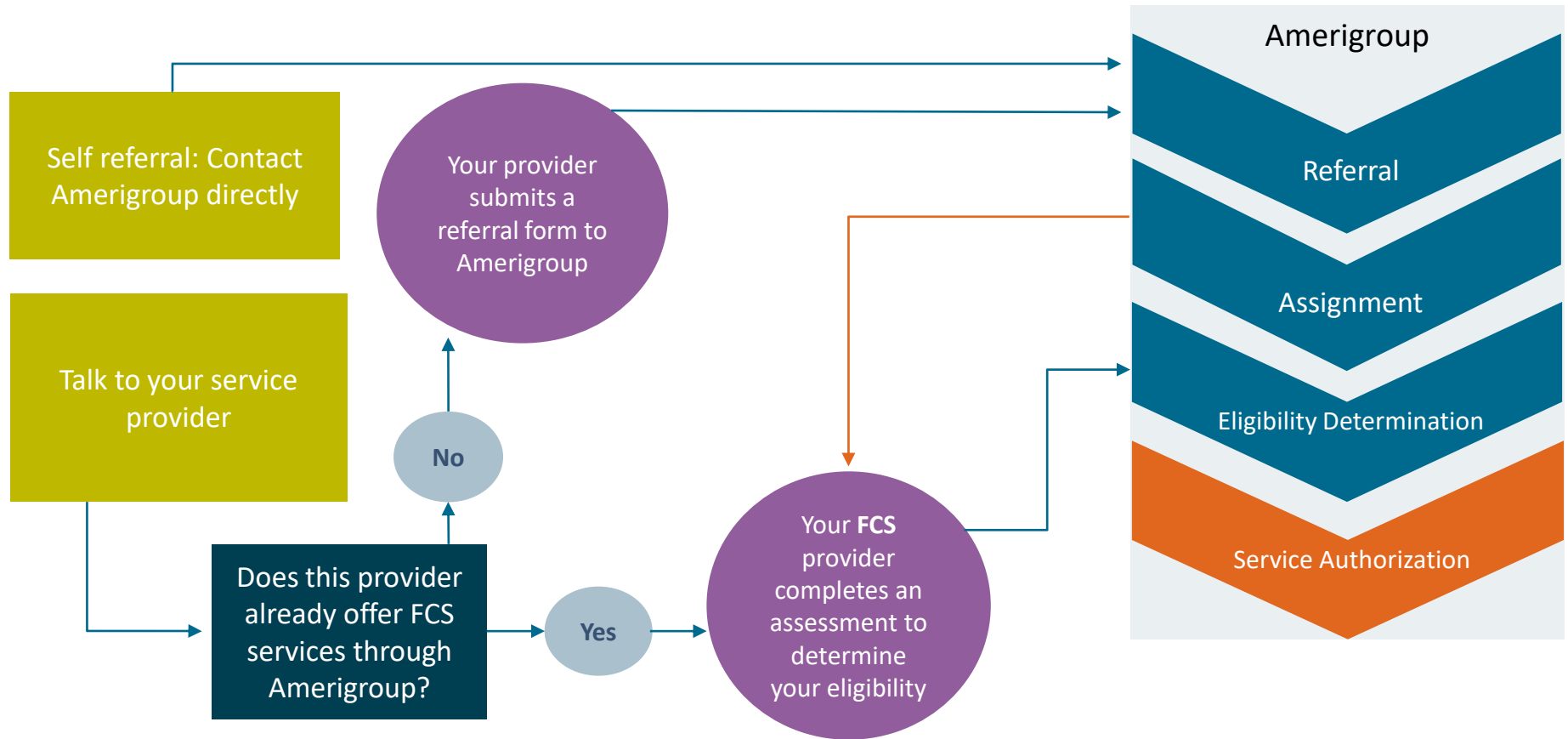
What is Amerigroup's role as FCS TPA?

Overview:

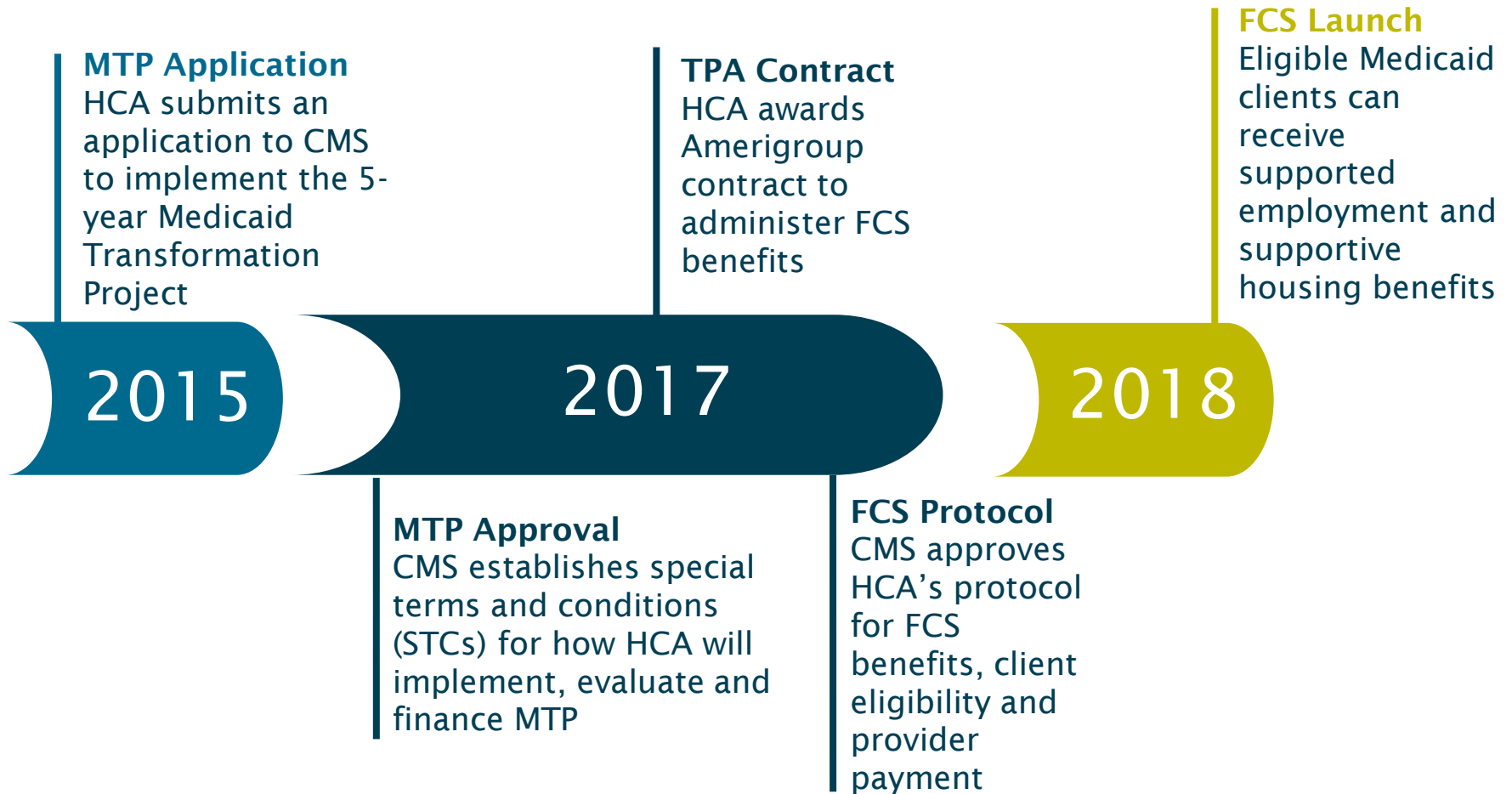
- Contracted with the **HCA**
- Provides **administrative oversight** of:
 - Provider network
 - Service authorization
 - Claims payment and encounter tracking/reporting
 - Measuring outcomes and quality improvement
 - Sustainability plan
- Manages the **FCS Advisory Council**




How do you receive FCS benefits?



How did we get here?



*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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Health Care Authority

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Amerigroup TPA

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>

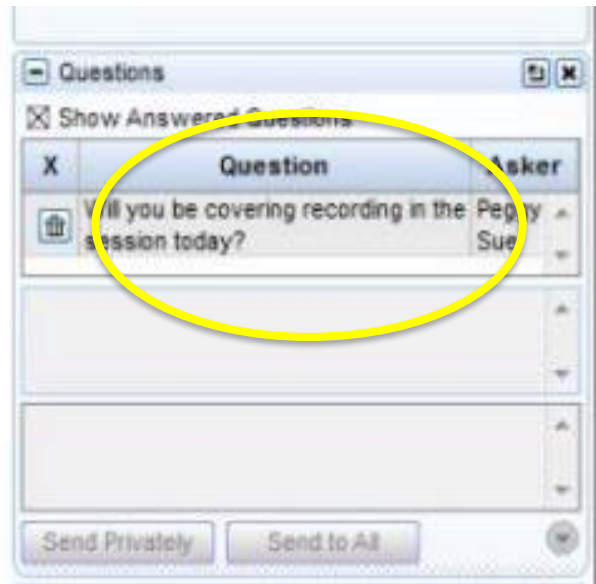
Amerigroup FCS Client Site: <https://www.myamerigroup.com/washington-fcs/home.html>

Q & A

Q&A

Have questions?

Please use the “Questions” section in the webinar panel to submit any questions for our panelists.





How you can get involved

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 - Find opportunities to participate in a webinar or submit public comment.
 - Share your story on health care innovation on the Voices of a healthier Washington web site.
- Follow us on Facebook and Twitter:
 - Join the conversation: #healthierWA

**Thank you for
joining us
today.**

