



Managed Long-Term Supports and Services

CHCS Purchasing Institute

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What is Commonwealth Care Alliance (CCA)?



- CCA is a Massachusetts, state-wide, not-for-profit prepaid care delivery system that:
 - Focuses exclusively on care needs of special needs populations - Medicare and Medicaid's most complex and expensive beneficiaries
 - Relies on Medicare and Medicaid risk adjusted premium to substantially redesign care
 - Incorporates proven clinical strategies of care coordination and care management
 - Expands access by bringing clinical strategies to scale
 - Ensures that the patient's voice is central

Current CCA Clinical Programs

CCA Leadership Has Successful Experience Designing and Operating Care Programs For Special Needs Populations

Program	Geography	Population	Approx. Enrollment
Dual Demonstration Program (Transitioning to SNP)* Senior Care Options	Greater Boston, Lynn and Springfield	Medicare/Medicaid Eligible Elders Fully Integrated Medicare and Medicaid	1300+
Special Needs Program: Commonwealth Care Connection	Greater Boston, Lynn and Springfield	Medicare/Medicaid Eligibles Medicare Only	200
Severe Physical Disability Program: Boston's Community Medical Group*	Greater Boston	Medicare/Medicaid eligible individuals with severe physical disability including those with mental retardation; Medicaid Only	400
PCCP Pilot Program*	Springfield	Medicaid eligible individuals with general disability, and those with Advanced HIV/AIDS Medicaid Only	400

****All have demonstrated enhanced quality, satisfaction, reduced hospitalizations and effective cost management***

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Elements of a Successful Care Model for Special Needs Patients



- Meaningful consumer involvement in care management and care design.
- Specialized primary care networks.
- Multidisciplinary team approach to care.
- Transfer of clinical decisions making to the home or other care settings when necessary.
- 24/7 personalized continuity of care in all settings at all times.

Elements of a Successful Care Model for Special Needs Patients (continued)

- Fully organized, hospital and institutional alternative networks.
- Primary Care Team empowerment to order/authorize all needed services.
- Full integration of Medical, Behavioral Health and Long Term Care Services.
- Electronic member record, and state of the art data support.

Degrees of Integration

- Fully integrated Medicare (SNP), Medicare Part D, Medicaid primary acute and long term care program.
- Medicare (SNP) and companion Medicaid MCO primary, acute and long term care contract.
- Medicare (SNP) with Medicaid acute care wrap.
- Fully capitated managed Medicaid long term care.

The Gold Standard: Massachusetts Senior Care Options Program

- Fully integrated care delivery system for members.
- Medicare A/B, Part D, full Medicaid benefit package including behavioral health and long term care services.
NO CARVE OUTS!
- Fully empowered primary care “team” making benefit authorization decisions.
- One enrollment process for beneficiaries.
- Single membership card and integrated member materials describing the program and benefits.
- Simplicity for the beneficiary and providers.

Keys to Success: State/Plan Partnerships

- Shared vision for service delivery redesign
 - purchasing specifications
 - clarity of expectations
- Consumer centered focus
- Enrollment and eligibility operational ease
- Flexible benefit design
- Joint marketing activities
- Data sharing
- Collaborative relationship
- Keep it simple!

Summary



- **Managed LTC Programs/Entities**
 - Have enormous potential to improve care and manage costs for medically complex, vulnerable and expensive beneficiaries.
 - Can serve as full partners to the state Medicaid program to achieve the vision for improved services/outcomes and predictable costs.

Follow-Up/Contact Information

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