

Model of Care: MCC of AZ (HMO SNP)

TRAINING FOR PROVIDERS

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What is Model of Care Training?



It is training required for every employee and contracted provider or personnel who work with MCC of AZ (HMO SNP) plan and our members

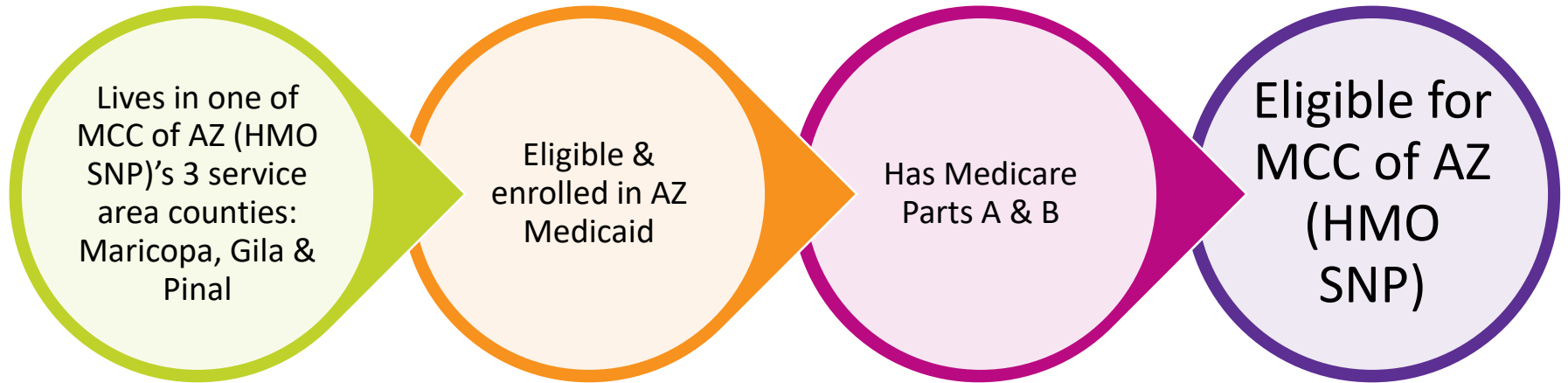
The training ensures providers and staff have knowledge of the MCC of AZ (HMO SNP) population and the plan's Model of Care

The training is required by CMS to be completed annually

What are the pieces to the Model of Care?



Who can be an MCC of AZ (HMO SNP) member?





What is an MCC of AZ (HMO SNP) Care Coordinator?



- Every MCC of AZ (HMO SNP) member is assigned to a Care Coordinator
- The Care Coordinator
 - Partners with members and/or their responsible caregiver to coordinate the member's care
 - Must be a licensed nurse or social worker
 - Helps the member navigate the health care system
- A Care Coordinator
 - Conducts Health Risk Assessments (HRAs) to identify health care needs
 - Creates an Individualized Care Plan (ICP) to ensure the member's healthcare services and support needs are met
 - Collaborates with the Interdisciplinary Care Team (ICT)

What is a Health Risk Assessment (HRA)?

HRA is completed:

- Within 30 days of enrollment
- Within 365 days of the previous assessment
- Anytime there is a change in health condition, such as a change in functional ability

HRA assesses needs in the areas of:

- Physical/Medical
- Behavioral Health
- Psychosocial
- Cognitive
- Functional

Results in:

- Individualized Treatment Plan
- Referrals for medication management, behavioral health, disease management, etc.
- Initiating Medicare, Medicaid services and support

What is an Individualized Care Plan (ICP)?



The ICP addresses the member's needs identified by the health risk assessment and includes:



Additional support and services



Identification of members of the Interdisciplinary Care Team



Member's goals and objectives



Who is included in the Individualized Care Team (ICP)?



The Interdisciplinary Care Team is a group of caregivers, providers and possibly family members who assist in the provision of care.

The team is made up of:

- Member and/or appropriate family/caregiver
- MCC of AZ (HMO SNP) Care Coordinator
- Primary Care Provider
- Other appropriate providers specific to health needs (Specialists, Pharmacist, Dentist, etc.)
- Other team members as needed



How does the team work together?



- The care coordinator works in partnership with the member and interdisciplinary care team to develop, coordinate and monitor the individualized care plan on an ongoing basis.
- The care coordinator communicates the member's progress toward health goals to the interdisciplinary care team.
- MCC of AZ (HMO SNP) will communicate with the team members via several methods, all secure and meeting HIPAA requirements
 - Email
 - Fax
 - Electronic Medical Records

What is the MCC of AZ (HMO SNP) Provider Network?



MCC of AZ (HMO SNP) is a fully integrated network that includes provider types covered by Medicare and Medicaid

- Primary Care
- Specialists
- Behavioral Health
- Community & Family Support

MCC of AZ (HMO SNP) requires members to have a primary care provider upon enrollment

How is the Model of Care Measured?

MCC of AZ (HMO SNP) identifies and defines measurable goals and health outcomes which include:

Improving the health care needs of the member

Measuring overall member health outcomes at the plan level

Methods to assess and track the Model of Care impact on the members health outcomes

The plan's processes and procedures used to determine if the health outcome goals are met

What are our measurable goals

Measurable
Goals and
Outcomes

Reduce 30-day readmissions

Improve Breast
Cancer and
Colon Cancer
Screening rates

Achieve a rate
increase of
completed HRAs
within 365 days
of the prior HRA

Achieve a rate increase of
successfully completed HRAs
within 90 days of enrollment

Improve Annual
Wellness Visits
Rates

Meet 100% of
AHCCCS Quality
measures

Achieve a rate increase of completed HRAs
within 365 days of the prior HRA

What is the Quality Performance Improvement Plan?

MCC of AZ (HMO SNP) creates an annual quality improvement plan to ensure appropriate services are being delivered

Data is collected, analyzed and evaluated throughout the year to monitor the overall performance of the plan

Each year the plan is re-evaluated and improved upon for the next year's Quality Improvement Plan

What else does MCC of AZ (HMO SNP) do?



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