

# HealthPartners - Bluestone MSHO/MSHC+ Care Coordination

December 6<sup>th</sup>, 2022

# Welcome and Introductions

- ▶ Florence Okoampa - Manager
- ▶ Allison Rohloff - Supervisor

# Agenda

- ▶ 2023 MSHO Supplemental Benefits
- ▶ MSHO 2023 Incentives
- ▶ MSHO UTR/Decline Care plans
- ▶ SMART Goals
- ▶ MnCHOICES/CFSS Launch
- ▶ EVV
- ▶ Unwinding of the PHE

# 2023 MSHO Supplemental Benefits

- ▶ Minimal changes (see next slides)
- ▶ Bolger will still fulfill orders: 2023 form is in the process of being updated
- ▶ Will provide you with updated benefit list including ‘how to order’ instructions



# MSHO 2023 Supplemental Benefits - Changes

- ▶ Electric Toothbrush - adding 3 toothbrush heads
- ▶ Cooking classes decreasing for 12 to 6
  - ▶ Will be held in - person
- ▶ Expanding work with Juniper to include WRAP class (Wellness Recovery Action Plan)

# MSHO 2023 Supplemental Benefits - Discontinued

- ▶ Adult Day Care (was designed to support our dementia care model. We had zero utilization of this benefit in 2022)
  - ▶ EW Adult Day benefits remain as is
- ▶ Adult dental scaling and root planning (covered in routine check - ups)
- ▶ Periodontal maintenance (covered in routine check ups)
- ▶ Tints for glasses
- ▶ Lutheran Social Services Readmission Prevention (no referrals in 2022 from Bluestone)



# MSHO 2023 Incentives

- ▶ \$100 gift cards
  - ▶ Annual Wellness Visit
  - ▶ Breast Cancer Screenings (mammograms)
  - ▶ Colorectal Cancer Screenings
  - ▶ Osteoporosis bone density tests
- ▶ Incentive automatically fulfilled based on clinic claims data

# MSHO Unable to Reach and Decline Care Plans



# Unable to Reach/Decline Regulatory Work: ICPs Required

During our CMS audit prep work in 2022 we identified that we are missing several items:

- ▶ UTR and Decline care plans need to be created and mailed to the member and PCP
- ▶ UTR and Decline ICT members needs to be noted on the care plan



Care plans need to:

- Reflect preventive care needs
- Mailed to the member
- Mailed to the PCP

Interdisciplinary Care Teams need to be:

- Communicated to the member

The UTR/Decline care plan template will be on the portal after today's meeting. Please start using asap.

# UTR/Decline Care Plan Letters

- ▶ Developed UTR/Decline care plan letter
  - ▶ Care plan to PCP - on portal
  - ▶ Care plan to member - awaiting DHS approval



# SMART Goals

## ▶ Should be measurable:

- ▶ Will have fewer than 3 falls
  - ▶ Care coordinator will order a walker
  - ▶ AL staff to remind member to wear lifeline pendant
  - ▶ Member will use walker at all times
- ▶ Will rate pain at 5 or less
  - ▶ Member will take pain medication as ordered
  - ▶ AL staff will encourage to attend exercise classes 3/wk
  - ▶ Care coordinator to facilitate pain clinic appointment as needed

## ▶ Not measurable:

- ▶ **Member will** be encouraged to **walk 3 x's/day** (staff goal would be to encourage the person to go for 3 walks)
- ▶ **Member will** be encouraged to **receive a flu shot** (this seems external to the member)

# MnCHOICES/CFSS Launch

- ▶ Scheduled for April 2023
  - ▶ Anticipate CFSS launching with MnCHOICES
- ▶ UAT underway
- ▶ HealthPartners representatives attend multiple DHS workgroups that support MnCHOICES and CFSS
- ▶ HealthPartners will have a Q1 2023 focus on getting care coordinators re-acclimated to MnCHOICES training zone



# Electronic Visit Verification (EVV)

- ▶ Starting in 2023 with PCA visits with expansion into home care services in 2024
- ▶ PCAs will use app on smart phone, or land line or key fob to check in
  - ▶ Type of service performed
  - ▶ Who received the service
  - ▶ Date of service
  - ▶ Location of service
  - ▶ Who provided the service
  - ▶ When the service begins and ends
- ▶ More information will be shared in 2023 about this requirement

# Unwinding of the Public Health Emergency

- ▶ Please complete DHS 5181 for any updated addresses
- ▶ All recertification materials will be mailed to everyone's home address
  - ▶ Incorrect address means they will not receive their paperwork

Questions?