

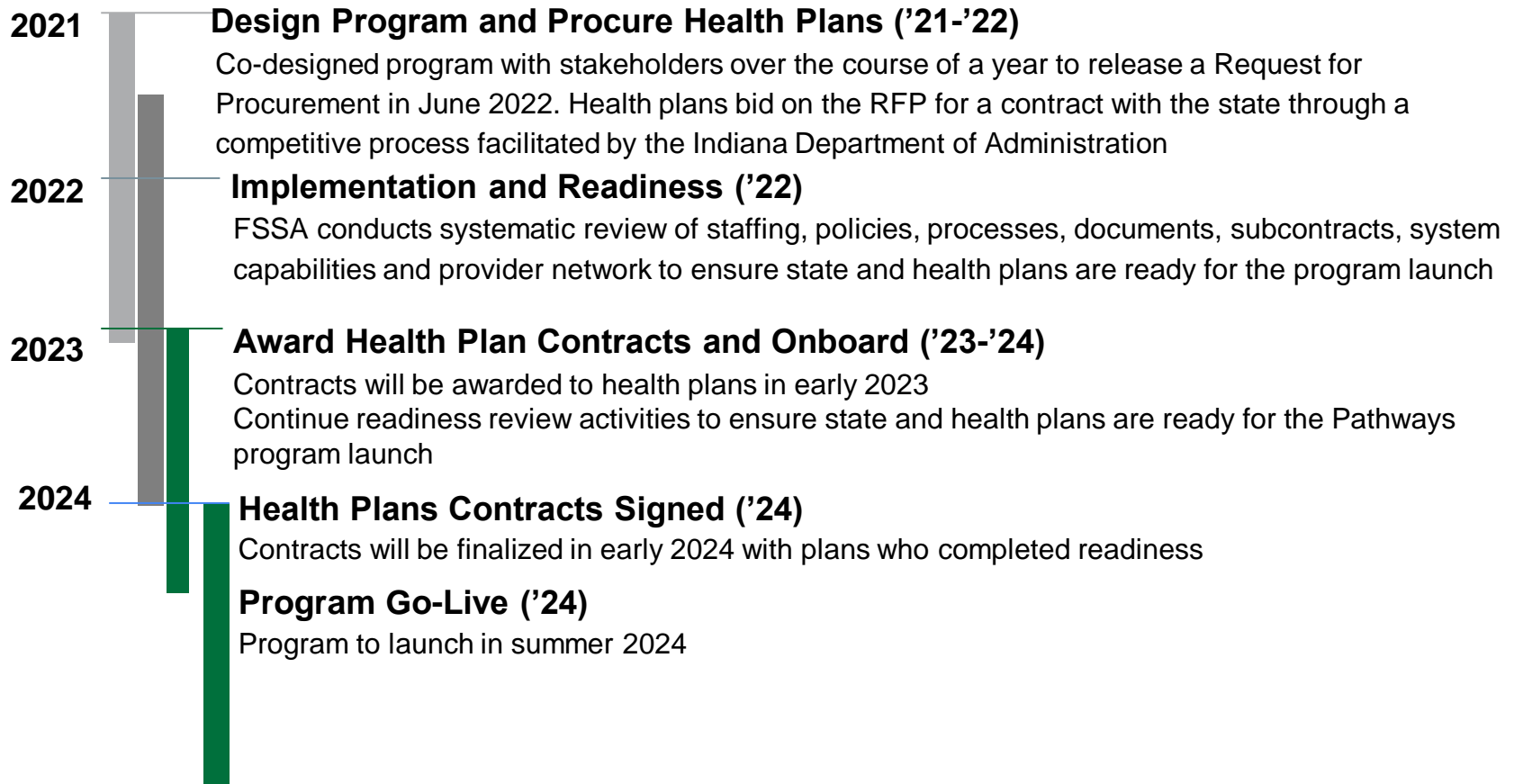
Indiana Pathways for Aging Codesign Workgroup

April 25, 2023

Agenda

- IN Pathways for Aging Project Overview
- Direct Service Workforce Plan Update
- Updates
 - Comprehensive Health Assessment Tool (CHAT) and Health Needs Screening (HNS) Update
 - Roundtables with ADvancing States
- Onboarding and Readiness Review Overview
- Q&A

Indiana Pathways for Aging Milestones



Long-Term Services and Supports Reform

Overall Objective: 75% of new LTSS members will live and receive services in a home and community-based setting

- Faster eligibility
- Move to Indiana Pathways for Aging in early 2024
- Pay for outcomes, not transactions
- Integrate LTSS data systems
- Support the growth, retention and training of the HCBS direct service workforce
- Create Home Health Roadmap
- Integrate HCBS waivers

Indiana Direct Service Workforce Plan

Peggy Welch, Chief Advocacy Officer, FSSA

Direct Service Workforce Plan Action Groups

Wages and Benefits Action Group

- Explore strategies to address employment-related costs, benefits and value-based incentives

Data Action Group

- Will include persons with lived experiences, DSW Advisory Board members, multiple state agencies, and providers
- Will help provide a better understanding of the Direct Service Workforce, their roles in the healthcare and social supports systems and what is needed to empower them in these roles

Marketing Action Group

- Will include individuals with lived experience, DSW Advisory Board members, other state agencies, and providers
- Might include a marketing campaign to help raise awareness for essential workers

DSW Plan Objectives

All strategies and activities under the Indiana Direct Service Workforce Plan will be grounded in the principles of equity, inclusion, and transparency and informed by members of the FSSA DSW Advisory Board, additional individuals with lived experience, and other state and local partners.

Goal 5.1 - Recruit

- Launch statewide marketing campaign, including development of a multi-purpose hub
- Coordinate and align recruiting efforts with the four managed-care entities (MCEs)
- Work with the Finance team to ensure that DSW rates and wage and benefits efforts are competitive with other employers

Goal 5.2 - Retain

- Develop career lattice and ladders and training/micro-credentials/macro-credentials
- Standardize core competency training that allows for portability
- Address benefits cliff
- Develop worker-centered opportunities for job satisfaction and success with different types supports
- Simplify/standardize/refine DSW scopes of work

Goal 5.3 - Data

- Develop comprehensive data system dedicated to direct service workforce

FSSA & ADvancing States Roundtable Events with MCEs

HCBS Provider/MCE Roundtable Schedule

City	Location	Time	Date
Indianapolis			
Indianapolis	Embassy Suites by Hilton, 110 W Washington St	9am-12pm	4/17/2023
Indianapolis	Embassy Suites by Hilton, 110 W Washington St	2pm-5pm	4/17/2023
Indianapolis	Embassy Suites by Hilton, 110 W Washington St	9am-12pm	4/18/2023
Indianapolis	Embassy Suites by Hilton, 110 W Washington St	2pm-5pm	4/18/2023
Indianapolis	Embassy Suites by Hilton, 110 W Washington St	1pm-4pm	4/19/2023
Indianapolis	Embassy Suites by Hilton, 110 W Washington St	6pm-9pm	4/19/2023
Indianapolis	Embassy Suites by Hilton, 110 W Washington St	9am-12pm	4/20/2023
Indianapolis	Embassy Suites by Hilton, 110 W Washington St	2pm-5pm	4/20/2023
Indianapolis	Embassy Suites by Hilton, 110 W Washington St	9am-12pm	4/21/2023
Southern Indiana			
Bloomington	Monroe Convention Center, 302 S. College Ave	3pm-6pm	4/18/2023
Vincennes	Hampton Inn, 2863 Ford Road	9am-12pm	4/19/2023
Evansville	Courtyard Evansville East, 8105 E. Walnut St.	3pm-6pm	4/19/2023
Columbus	Fairfield Inn & Suites, 2820 Merchant Mile	9am-12pm	4/20/2023
Clarksville	Clarksville Branch Library, 1312 Eastern Blvd	3pm-6pm	4/20/2023
Northern Indiana			
Anderson	Harrah's Hoosier Park Clubhouse, 4500 Dan Patch Circle	9am-12pm	4/24/2023
Fort Wayne	Courtyard Ft. Wayne Convention Center, 1150 S. Harrison St	9am-12pm	4/25/2023
Fort Wayne	Courtyard Ft. Wayne Convention Center, 1150 S. Harrison St	2pm-5pm	4/25/2023
Lafayette	Drury Inn & Suites, 4110 South Street	9am-12pm	4/27/2023
Chesterton	Hilton Garden Inn, 501 Gateway Blvd	9am-12pm	4/28/2023

- Nearly 400 providers attended the sessions last week
- FSSA and ADVancing States will create and publish a FAQ with provider/MCE questions from the sessions
- For more information and event details, please go to www.advancingstates.org/inform-indiana

HCBS Provider/MCE Virtual Roundtables

- In May, FSSA will host 4 **virtual** roundtable events on Zoom (registration limited, please only RSVP for one event)
 - [4:00pm-6:00pm eastern, Wednesday, May 3rd](#)
 - [SESSION FULL 11:30am-1:30pm eastern, Thursday, May 4th](#)
 - [4:00pm-6:00pm eastern, Thursday, May 4th](#)
 - [11:30am-1:30pm eastern, Friday, May 5th](#)
- For more information and event details, please go to www.advancingstates.org/inform-indiana

Indiana Pathways for Aging MCE / AAA / ICM Roundtables

Please join Indiana FSSA for an opportunity to:

- Meet face-to-face and network with representatives from all four Indiana Pathways for Aging Managed Care Entities (MCEs) – Anthem, Humana, Molina Healthcare, and UnitedHealthcare.
- Learn more about each MCE’s culture and provide connections that may lead to contracting between MCEs and current A&D waiver case management agencies.



**RSVP required. Limit three attendees per agency. Recommended agency attendees are Executive Directors, Finance Directors, Contracting Directors, etc.

Areas 1 - 3:	South Bend	Monday, May 22nd	9:00 am – 11:00 am ET
Areas 4 - 6:	Logansport	Monday, May 22nd	2:30 pm – 4:30 pm ET
Areas 7- 11:	Indianapolis	Tues., May 23rd	2:30 pm – 4:30 pm ET
Areas 13, 16:	Jasper	Wed., May 24th	9:30 am – 11:30 am ET
Areas 12, 14, 15:	New Albany	Wed., May 24th	2:30 pm – 4:30 pm ET



Scan this code to RSVP for the event.

Or RSVP at:
<https://form.jotform.com/231005016560137>

For more information, contact informIN@advancingstates.org

Comprehensive Health Assessment Tool (CHAT) and Health Needs Screening (HNS) Update

MCE Onboarding and Readiness Review

Agenda

- Introduction
- Awarded Managed Care Entities (MCEs)
- Managed Care Implementation Timeline
- Managed Care Onboarding Overview
- Readiness Review Overview

Introduction

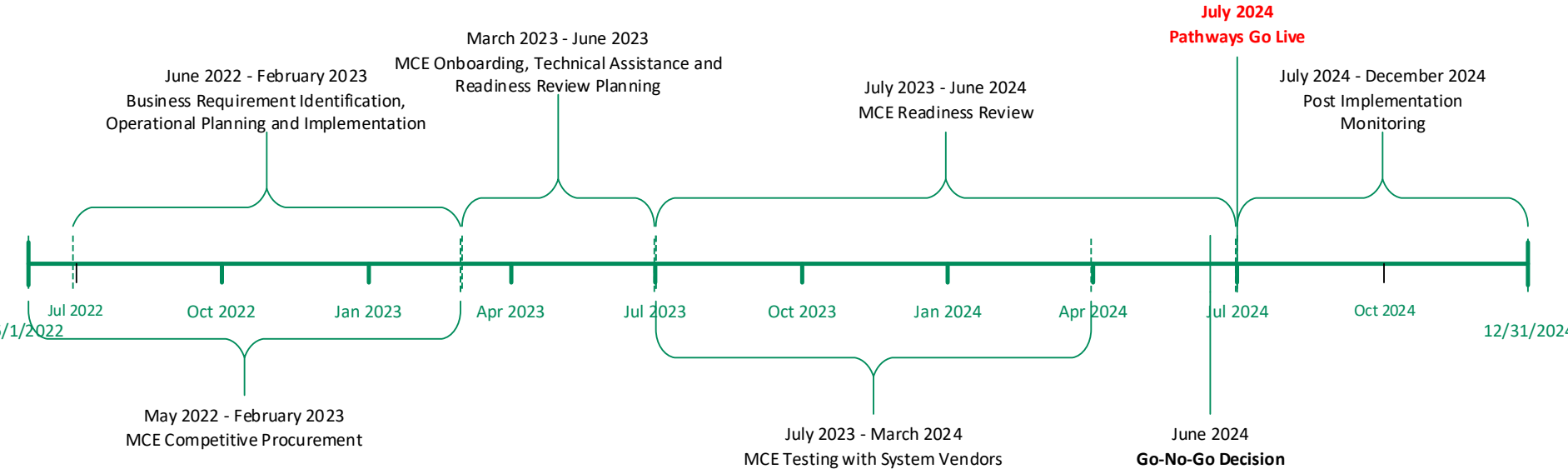
- OMPP intends to contract on a statewide basis with MCEs to deliver risk-based managed care services to beneficiaries enrolled in the State of Indiana's Risk-Based Managed Care Long Term Services and Supports (MLTSS) program
- OMPP has developed a comprehensive review strategy to ensure timely assessment of MCE readiness
- The Pathways readiness review strategy builds upon OMPP's nearly 30-year history of managed care and MCE oversight, tailored to address the unique features of MLTSS

Awarded Managed Care Entities

- The following MCEs were recommended for the award through IDOA RFP 23-72118
 - Anthem Blue Cross and Blue Shield
 - Humana Healthy Horizons in Indiana*
 - Molina Healthcare of Indiana*
 - United Healthcare Community Plan

**New to IHCP*

Managed Care Implementation Timeline



Managed Care Onboarding Overview

- FSSA will engage with the MCEs in proactive onboarding sessions for at least three months prior to initiating readiness review
- Documentation such as Policy Manual, Service and Care Coordination Manual, Reporting Manual, assessments, revised Scope of Work, etc. will be provided to the MCEs
- FSSA agencies and business areas provide an initial 1-hour presentation to the MCEs that include at a minimum
 - an introduction to the FSSA business area
 - the role and responsibilities of the area
 - the expected collaboration for the business area and the MCE
 - training regarding a process/ function the MCE must perform related to Pathways
 - the expectations for the MCEs
- Following the onboarding session, the FSSA business areas will provide technical assistance, or consulting, to the MCEs

MCEs will onboard with more than 20 business areas

Readiness Review Overview

- What is readiness review?
 - A systematic large-scale review of an MCE's staffing, policies, processes, documents, subcontracts, system capabilities, and provider network to ensure the health plan is prepared in advance of the new contract go live
 - Safeguards that all selected MCEs are ready to accept enrollment, provide the necessary continuity of care, ensure access to the necessary spectrum of providers, and fully meet the diverse needs of the population
 - Ensures MCEs understand and assist FSSA with meeting the Pathways program goals of Participant Choice, Quality, and Sustainability
 - Readiness reviews includes both desk review of MCE documentation as well as onsite demonstrations of MCE capabilities
 - Developed to meet all requirements of 42 CFR 438.66(d)

Readiness Review Overview

- To build out the Readiness Review requirements, OMPP conducted over 400 (and counting!) stakeholder engagement meetings to gather input on the design and implementation of the Pathways program
- Stakeholders and internal FSSA staff provided feedback on the Scope of Work, Service and Care Coordination design, etc.
- OMPP will engage providers on claims submission testing during readiness

Readiness Review Overview

- Historically for readiness reviews, MCEs have been required to prepare hundreds of documents, policies, procedures, and contracts to show compliance and readiness
- At least two FSSA subject matter experts review every document
 - On average, about 75% of documentation submitted passes on initial review. The other 25% require revisions and must be resubmitted to show the health plan meets and understands the program requirements.
- At least 40 hours of live readiness demonstrations are anticipated to occur for each MCE through the course of the readiness review
 - FSSA subject matter experts attend these demonstrations and determine if MCEs are compliant with the program and readiness requirements
 - Additional demonstrations are requested until readiness can be verified

Readiness Review Overview

- Readiness review includes a thorough review of MCE Key Staff and the MCE Staffing Plan
- MCEs will also participate in system testing with the MMIS system as well as the Social Services Data Warehouse and other systems to validate their ability to accept member, provider, and other pertinent information
- Readiness review includes a thorough review of provider contracts and network adequacy against program standards
- Readiness review will also include a thorough review of service coordination and validating the MCE processes for continuity of care

Readiness Review Overview

- Readiness Review Topic Schedule
 - To ensure consistency, MCE documents, readiness materials will be reviewed and Onsites conducted on a schedule by subject area. Three to four subject areas will be reviewed each month.
 - Desk review and Onsites for the topics/subjects will occur within the designated month.

Readiness Review Overview

- OMPP has conducted readiness reviews and utilized the standard compliance verification format for the last four contract implementations. Enhancements continue to be made with every iteration of readiness reviews to ensure it is most effective.

A	B	C	D	E	F	G
Item #	SOW Sec.	Topic	Contract Requirement(s)	Readiness Review Requirement(s)	Desk Review	Onsite Review
A.4	2.2	State Licensure	<p>Prior to the Contract effective date, and as verified in the readiness review, the Contractor must be:</p> <ol style="list-style-type: none"> 1. An Indiana-licensed accident or sickness insurer; or 2. An Indiana-licensed health maintenance organization (HMO). <p>The Contractor and all subcontractors shall use clinicians licensed by Indiana and follow all requirements contained within the Contract (e.g., PA/UM criteria; claims processing; encounter data submission; etc.), regardless of geographic location.</p>			
A.5	2.3	National Committee for Quality Assurance (NCQA) Accreditation	<p>As required by IC 12-15-12-21, the Contractor shall be an accredited Health Plan by the National Committee for Quality Assurance (NCQA) with the LTSS Distinction. When accreditation standards conflict with the standards set forth in the Contract, the Contract prevails, unless the accreditation standard is more stringent.</p> <p>If the Contractor is accredited as of the start date of the Agreement, the Contractor shall maintain accreditation throughout the term of this agreement. If the Contractor is not accredited as of the start date of this agreement, the Contractor shall obtain their Health Plan accreditation and the LTSS Distinction for Health Plans no later than the end of the second full calendar year of operation and shall maintain accreditation for the term of this Agreement.</p> <p>The Contractor must submit to FSSA the final Accreditation Report for each accreditation cycle within ten (10) days of receipt of the report. The Contractor must submit to FSSA updates of accreditation status, based on annual HEDIS scores, within ten (10) days of receipt.</p> <p>As required by 42 C.F.R. § 438.332(c), FSSA shall publish on its website the accreditation status of each Contractor.</p>			

Readiness Review Overview

- FSSA reviewers are provided step-by-step instructions for how to review MCE documentation, what is expected during Onsite demonstrations, and how to designate whether an MCE is compliant with the requirements
- Each FSSA reviewer will assess each item to determine whether the MCE's written policies and procedures, documentation, and processes are compliant with the contractual requirements and whether they demonstrate understanding of the program goals
- Each FSSA submits a Document Review Submission Form with comments as well as a compliance indicator for each document and Onsite demonstration as shown below

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Readiness Review Item #	SOW	Document Topic	Document Title	File Name <i>(Must include Readiness Review Item # at start of file)</i>	Document Type <i>(New or Updated)</i>	If Updated - Last Date of Approval	Document Control Number	Readiness Review Submission Date	MCE Notes	FSSA Review Status <i>(For use by FSSA Staff only)</i>	FSSA Response Date <i>(For use by FSSA Staff only)</i>	FSSA Comments <i>(For use by FSSA Staff only)</i>	FSSA Reviewer Name <i>(For use by FSSA Staff only)</i>
A.3	2.3	Sample NEMT Subcontractor Contract	NYZ NEMT Contract_2020	A.3_NEMT_Contract.doc	New	N/A		10/20/2020	Amended contract for NEMT vendor to include new HCC contract effective 4/1/2021	Document Accepted	9/16/2020	Approved	Test Reviewer

Readiness Review Overview

- There is a formal process for the OMPP Care Programs team to validate all feedback and compliance determinations prior to it being shared with the MCEs
- MCEs receive feedback on all documentation submissions and Onsite demonstrations at the conclusion of the FSSA review
- Monthly meetings with FSSA OMPP Care Program leadership and MCE leadership will occur to review findings as well as determine resolutions to any issues identified
- Monthly updates on the status of readiness will be provided to Stakeholders

Questions?

Please reach out to the backhome.indiana@fssa.in.gov for questions or feedback.

Thank you!!!

**The next Codesign meeting will be on
Tuesday, May 30 at 10 am**

Next Steps

- MCE participation in co-design meetings
- Input from you!
 - Distribute the Readiness Review topic schedule following this meeting