

Indiana Pathways for Aging Codesign Workgroup

Reporting Manual & Care and Service
Coordination

March 1, 2023

Agenda

- Award Announcement
- Brief LTSS Updates & Reminders
 - Our Objectives
 - Indiana Pathways for Aging Timeline
- Reporting Manual Draft
- Care Coordination and Service Coordination Manual Part 2
 - Draft 2 release
 - Timeline for feedback and suggestions
 - Next steps
- Q&A

Pathways Awarded Managed Care Entities (MCEs)

On March 1st, 2023 following a competitive procurement process, FSSA and IDOA announced 4 awarded vendors for the Indiana Pathways for Aging program:

MCE	Medicaid Experience	LTSS Program Experience	Indiana D-SNP Experience
Anthem	11.1M members across 26 states/territories	416K members in 10 states	~40K members
Humana	1M members across 5 states	40K members in 3 states	~23K members
Molina	4.6M members across 17 states	360K members in 11 states	N/A
United Healthcare	7.9M members across 32 states + DC	350K members in 10 states + DC	~30K members

This table presents an overview of background information about the awarded vendors (listed alphabetically) and does not represent any evaluation criteria. Member enrollment figures are estimates provided by the MCEs as of 2022.

Next Steps with MCEs

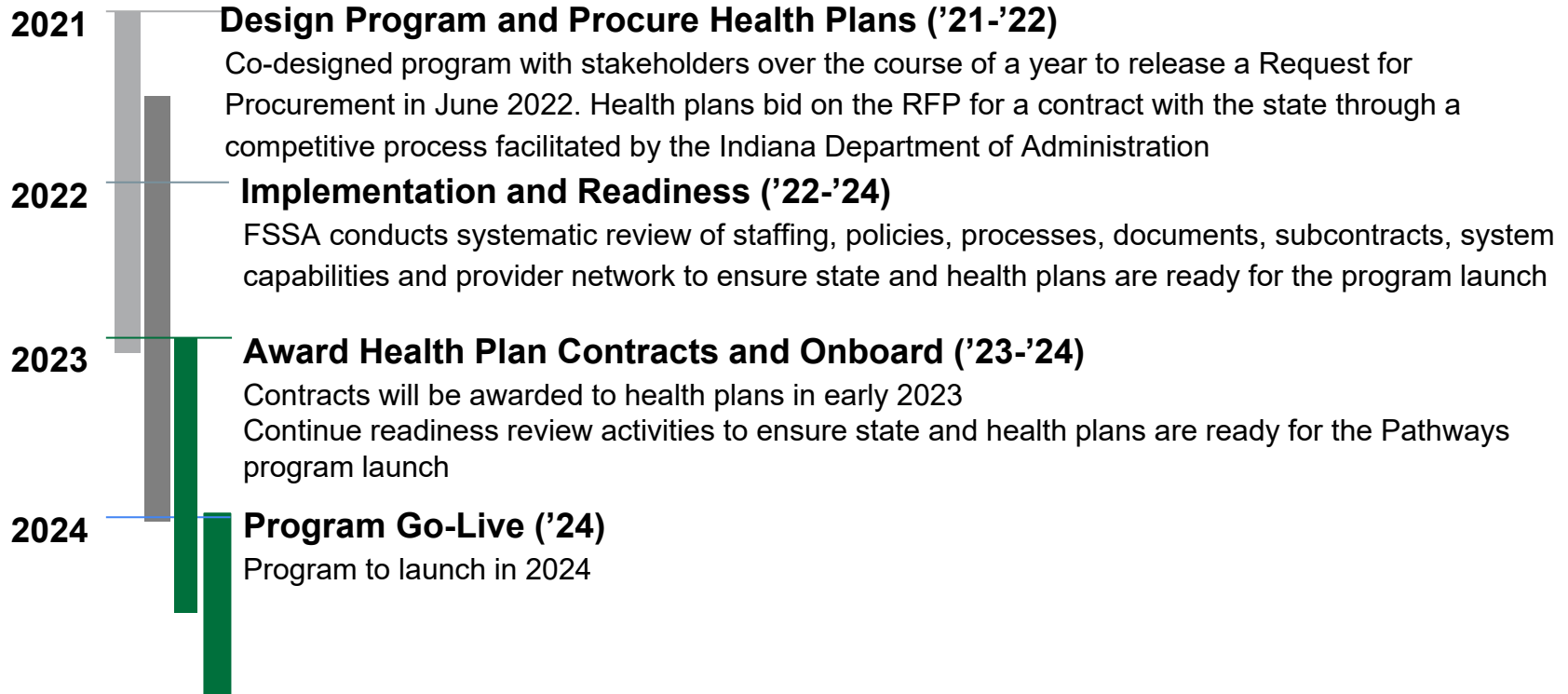
- FSSA will engage MCEs in contracting and readiness procedures

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 MLTSS (now **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 Pathways for Aging Milestones



Reporting Manual Draft

La-Risha Ratliff, Office of Medicaid Policy and Planning

MCE Reporting Oversight

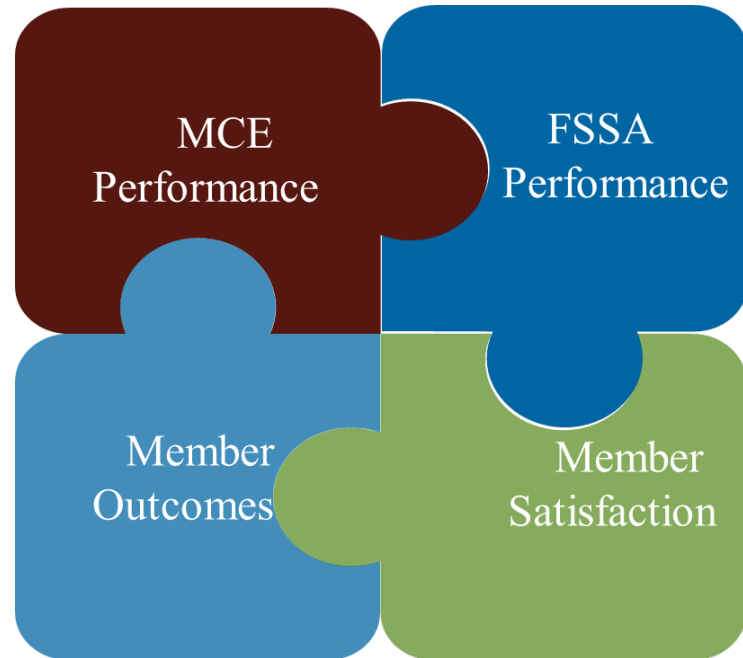
- Serves as the instructions and specifications for managed care entities (MCEs) to submit required reports to OMPP
- Outlines timeline reports are to be submitted (weekly, quarterly, & annually)
- Outlines the process for completing the reports (standardization)
- MCEs will also be asked to provide electronic data files to support report submissions
- OMPP does make ad hoc report requests as needed

Components in Assessing Program Performance

Pathways MCE Reporting Manual is one source to assess program performance. The Reporting Manual can be a useful source to measure each MCE performance, member outcomes, and member satisfaction.

Key: Reporting is Not the only source

There will be components of the mLTSS MCE Reporting Manual that are specific to measuring MCE Performance .



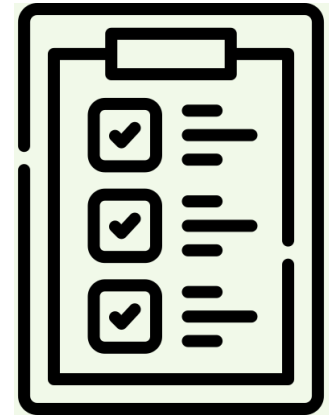
Example MCE Reports Collected

- Initial Assessments (i.e., Health Needs Screen (HNS), Comprehensive Health Assessment Tool (CHAT))
- Care Plan
- HCBS Service Plan
- Service Authorizations
- Acute Utilization
- Utilization HCBS
- Provider Network (i.e., new providers, days in credentialing process, terminated providers)
- Critical Incidents (CI)
- CI Summary Report
- Member Monthly Files (compilation of data sent on each member in Pathways)

Post-Implementation Ongoing Compliance

Rigorous oversight with monitoring and compliance activities:

- Document reviews
- Monthly onsite audits (virtual and physical location visits)
- Monthly, quarterly, yearly, and ad hoc reporting
- Performance and quality reports
- Quality oversight with FSSA clinical staff
- Sufficient member access with provider network adequacy
- Member and provider inquiry resolution
- Critical Incident monitoring
- Pay for outcomes measures
- Corrective actions for non-compliance: e.g., liquidated damages (monetary), stopping member assignment to MCE (financial impact), and contract termination



Reporting Manual Stakeholder Feedback

Feedback on Pathways' reporting or manual can be directed to the FSSA Back Home Indiana

inbox: backhome.indiana@fssa.in.gov



Overview of Care Coordination and Service Coordination Part 2

Courtney Schill, Office of Medicaid Policy and
Planning

What is the Pathways Care Coordination Program Manual

- Audience:
 - Manual for Pathways For Aging (Pathways) Managed Care Entities (MCEs)
- Purpose:
 - To provide detailed guidance and direction related to Care Coordination and Service Coordination requirements as defined in the Scope of Work (SOW)
 - To ensure that person-centered care planning principles are integrated into guidance and direction given to MCEs

Manual Sections

Sec #	Section
1	Introduction and Purpose
2	Age-Friendly Care, Person-Centered Care Coordination and Service Coordination Framework
3	Annual Care Coordination Program Plan
4	Eligibility
5	Care Management Staffing
6	Select Covered Benefits
7	Care Coordination
8	Care Management
9	MLTSS and Medicare Care Coordination Alignment
10	Subpopulations at Greater Risk for Negative Health Outcomes
11	Assessments
12	Individualized Care Plan
13	Service Plans
14	Minimum Member Contact
15	Transitions
16	Care Coordinator Requirements
17	Interdisciplinary Care Team (ICT)
18	Member Inquiries, Grievances & Appeals
19	Health Equity and Cultural Competency
20	Advance Directive Information
21	Incident Reporting and Management
22	Utilization Management Program
23	Electronic Visit Verification (EVV) Requirements
24	Performance Reporting and Incentives
25	Integration and Alignment of Medicare and Medicaid
	Appendix

Feedback and Suggestions

Please send written feedback and suggestions to
backhome.indiana@fssa.in.gov

Feedback will be collected through March 8, 2023

Next Steps

- March 1 – March 8
- Collect stakeholders' feedback about
 - Overall approach
 - Specific themes, areas, or requirements that should be highlighted or emphasized
 - Questions related to the Draft contents
- March 8 – March 27
 - Review and integrate stakeholder feedback and recommendations
- March 27-April 28
 - Final Drafting and Approval process
- Future versions of the manual will incorporate additional content prior to Pathways go-live

Questions?

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

Thank you!!!

Next Codesign Meeting:
Tuesday, March 28 at 10 am ET