Underserved Population (UP) Network Calls

Presented by
Home Health Quality Improvement (HHQI)
National Campaign

UP Networking Webinar

- Marian Essey, BSN
  Director of Clinical Community-Based Services for the
  University of Pittsburgh Medical Center,
  Insurance Services Division

Marian Essey, RN, BSN
Director, Clinical Community-Based Programs
University of Pittsburgh Medical Center (UPMC) Health Plan
Today’s participants will be able to:

1. Identify the most challenging underserved populations served by managed care organizations
2. Recognize the role of home health and community-based organizations in partnering with managed care organizations in aiding underserved populations
3. Apply best practices in coordinating care for the most challenging underserved populations

Background Information

UPMC – CORPORATE SERVICES
UPMC Insurance Services Division Highlights

- 2nd Largest in Nation Provider Led
- 3rd Largest Operating in PA
- 2.1 Million Members
- Annual Revenues $4.2B
- 9,600+ Employer Groups
- Network of 125 Hospitals and 11,500 Providers
- Fastest Growing Medicaid and CHIP Plan
- #1 in PA for Medicaid Quality
- #8 Nationally in Medicaid Quality
- 10th Largest SNP Nationally
- 4 Star Medicare Plan (17th Largest Nationally)
- Highest Ranked Provider Satisfaction
- J.D. Power Certified Call Center
- National Business Group on Health Platinum Winner
- 2012 Global Call Center of the Year Awardee (ICMI)

Health Plan Departments interfacing with Home and Community-Based Services

- Member Services
  - Member Services
  - Inbound and Outbound Calls to Members
  - Typically Non-Clinical Staff

- Utilization Management
  - Authorization Processing
  - Typically Non-Clinical Staff

- Case Management
  - Case Coordination, Regulatory Requirements
  - Nurses, Social Workers, Non-Medical Support Staff

- Health Management & Disease Management
  - Health Management & Disease Management
  - Typical RNs and Non-Clinical Support Staff
  - Nurses, Social Workers, Non-Medical Support Staff

- Quality Department
  - HEDIS/STARS
  - Accreditation
CASE MANAGEMENT

- Telephonic Case Management
- Practice Based Case Management
- Mobile/Community Based Case Management
- Facility-Based Case Management

Underserved Populations

LINES OF BUSINESS (LOB)

- Commercial: Employee-based or self-pay, generally healthy, biggest need is health management/lifestyle coaching.
- CHIP: Children's Health Insurance Program, family income too high for Medicaid but too low for self-insurance.
- Medicare: Typically age 65 or older, many with high healthcare utilization have home healthcare services.
- Medicaid: Unemployed or working poor, lifestyle and social-economic issues overshadow healthcare issues, can be transient.
- Special Needs Plans (SNP): Dual eligible, disabilities, social-economic issues, significant levels of chronic illness including behavioral health.
LINES OF BUSINESS (LOB)

- **Commercial**
  - Employee-based or self-pay
  - Generally healthy, biggest need is Health Management/Lifestyle Coaching

- **CHIP**
  - Children’s Health Insurance Program
  - Family income too high for Medicaid but too low for self-insurance

- **Medicare**
  - Typically age 65 or older
  - Many with high healthcare utilization have home health services

- **Medicaid**
  - Unemployed or working poor
  - Lifestyle and social economic issues overshadow healthcare issues. Can be transient

- **Special Needs Plans (SNP)**
  - Dual eligible
  - Disabilities, social-economic issues, significant levels of chronic illness including behavioral health

CHALLENGING UNDERSERVED POPULATIONS

- **SMI** (Serious Mental Illness)
- **Intellectual Disabilities**
- **Palliative Care**
- **Culture of Poverty**
- **BH** (Behavioral Health)
- **Rare and Chronic Conditions**

KEY POINTS: SERIOUS MENTAL ILLNESS

- **SMI** (Serious Mental Illness)
KEY POINTS: BEHAVIORAL HEALTH

Behavioral Health

KEY POINTS: RARE AND CHRONIC CONDITIONS

Rare and Chronic Conditions

HOW CAN WE COLLABORATE?

Home Health View
- Skilled Care
- Reasonable and Necessary Care
- Homebound
- Compliant
- Safety Issues
- Observation and Assessment

Managed Care View
- Engagement
- Linkages
- Unplanned Care
- Behavioral Factors
- Socio-Economic Factors
- High Utilizers
Best Practices

KEY CASE MANAGEMENT INTERVENTIONS

- Advanced Illness Planning (Advanced Directive, POLST, Palliative or Hospice Coordination)
- Care Coordination with Providers
- Care Plan Reviewed with Provider
- Care Transitions Interventions
- Close Gaps in Care (HEDIS)
- Face-to-Face Visit with Member/Support System
- Face-to-Face Physician Office Visit with Member/Support System
- Face-to-Face with Member at Facility (Hospital, SNF, PCH, Group Home, etc.)
- Link to Behavioral Health
- Link to Community Supports (Utility, Food Bank, etc.)
- Link to Drug and Alcohol Services
- Link to Health Plan - Telephonic Case Mgmt, Coaching, Disease Mgmt., PBCM
- Link to Housing Supports
- Link to In-Home Supports
- Link to Transportation Supports
- Link to PCP
- Link to Specialist
- Medication Review or Instruction with Member/Caregiver
- Medication Coordination with MD, or Community Pharmacy, or other Providers
- Medication Reconciliation

PARTNERSHIPS THAT WORK
QUESTIONS

HHQI Resources

• **Underserved Population Best Practice Intervention Package**
  – Partnerships (pp. 9-10, & 20)
  – Change Management (pp. 11-13)
  – Dual-Eligible Populations (pp. 14-21)
  – Health Disparities (pp. 22-58)

HHQI Resources

• **UP Network Archived Calls**
  – Coordinating Medicare & Medicaid (03/13/13)
    • Robin Wagner, Louisiana Office of Aging and Adult Services
    • Allison Vujoin, Louisiana Department of Health and Hospitals
Next UP Network Event

- March 25 at 3 – 4 pm (ET)
- *Making the Most of Telehealth to Care for Underserved Population*
- Alexia Silver, MBA
  - Independent Health Technology Consultant
  - Alexia Silver Consulting

Connect with HHQI

Facebook  [www.facebook.com/MyHHQI](http://www.facebook.com/MyHHQI)
Twitter  [www.twitter.com/HHQI](http://www.twitter.com/HHQI)
LinkedIn  [http://tinyurl.com/lece9t9](http://tinyurl.com/lece9t9)
MyHHQI Blog  [http://hhqi.wordpress.com](http://hhqi.wordpress.com)
Discussion Forum  under Network tab on HHQI website
LiveChats  under Network tab on HHQI website

THANK YOU

This material was prepared by the West Virginia Medical Institute, the Quality Improvement Organization supporting the Home Health Quality Improvement National Campaign, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The views presented do not necessarily reflect CMS policy. Publication Number: 10SOW-WV-HH-MMD-030514.