



2017 Special Needs Plan (SNP) Annual Training

CMS Training Requirement

The Centers for Medicare and Medicaid (CMS) requires Vantage Health Plan to provide Special Needs Plans (SNP) and Model of Care (MOC) training to all entities who coordinate the delivery of care to our SNP members. CMS also requires all employees and providers serving the SNP population to complete annual training.

What is a Special Needs Plan (SNP)?

A Special Needs Plan is a Medicare Advantage plan that has special benefits and services designed to improve care and manage costs for the frail and elderly through improved coordination.

CMS has defined 3 types of SNP's that service the following enrollees:

- Individuals with Chronic Conditions;
- Individuals who are Institutionalized or eligible for nursing home care;
- Individuals who are Dual Eligible for Medicare and Medicaid

Beginning January 1, 2016, Vantage will offer a SNP for the Dual Eligible population in Louisiana. This means they must have some level of Louisiana Medicaid to be eligible for our plan.

Coordination of Medicare & Medicaid

Vantage's Medicare Advantage plan is considered Primary and is billed first for services covered under the program. Louisiana Medicaid is billed for the amounts not paid by Vantage (i.e., co-insurances, co-pays, and/or deductibles) for those beneficiaries who qualify.

Services should be coordinated so that the member obtains the most benefit from their dual coverage.

- Members are provided information on how to access providers that accept Medicare and Medicaid
- Members have access to staff that have knowledge of both programs
- Members are provided with information on how to maintain Medicaid eligibility

Characteristics of SNP Members

SNP members are usually referred to as a very vulnerable population:

- Complex or multiple medical issues
- Frail and Elderly
- Disabled
- Mobility and cognitive constraints

SNP members often have socioeconomic needs:

- May not have transportation
- Inadequate access to healthy food
- May not have adequate living conditions

What is a Model of Care (MOC)?

The SNP Model of Care is a plan for delivering care management and services to Medicare Advantage members with special needs.

All health plans that offer a SNP benefit plan are required by CMS to create a SNP-MOC and must address the following four elements:

- Description of the SNP population
- Care Coordination
- Provider Network
- Quality Measurement and Performance Improvement (what are we going to improve and how are we going to do this?)

Vantage's MOC may be found on our website:

<https://www.vantagehealthplan.com/VantageMedicare/Documents>

Description of the SNP Population

- This element provides a detailed description of the medical, social, cognitive, environmental, living conditions, and comorbidities associated with the DSNP population in Vantage's service area.
- Age, gender, ethnicity, language barriers, health literacy, socioeconomic status and other factors affect health outcomes of beneficiaries.

Care Coordination

- This element defines SNP staff roles and oversight across all health plan functions that affect the care coordination of our DSNP beneficiaries.
- It explains how the initial Health Risk Assessment Tool (HRAT) and annual reassessment are conducted for each beneficiary.
- Defines the processes for developing the member's Individualized Care Plan (ICP)
- Describes the Interdisciplinary Care Team (ICT) and who is on it
- Explains how Care Transitions Protocols are used to maintain continuity of care for SNP beneficiaries and specifies the process and reason for connecting the beneficiary to appropriate providers.

Provider Network

- This element includes a detailed description of the primary and specialized care available to SNP beneficiaries in the provider network
- It explains the processes for ensuring that network providers utilize appropriate clinical practice guidelines and nationally-recognized protocols
- Describes how Vantage conducts initial and annual MOC training for providers
- Describes communication activities between Vantage, the member, the provider network and all agencies involved in the member's care

Vantage maintains a comprehensive network of primary care providers and specialists to meet the health needs of SNP members.

Quality Measurement & Performance Improvement

- This element describes the performance and health outcomes measurements for evaluating the effectiveness of the MOC program, as well as the data sources used to evaluate the effectiveness of the SNP MOC
- Vantage establishes measurable goals
- The DSNP Quality Committee (QC) is responsible for quality oversight of the D-SNP program through monitoring and evaluation of the MOC's effectiveness.

Quality Measurement & Performance Improvement continued

- If the DSNP QC identifies an opportunity for improvement, the following actions are performed:
 - ✓ Processes are defined
 - ✓ Goals are developed
 - ✓ A timeline is set with a target date for completion
 - ✓ Actions are taken and reviewed
 - ✓ Re-measurement is done to assess success or failure
- If the goals are not achieved, alternative actions for improvement are reviewed and implemented, as appropriate, with continuous monitoring.

Vantage's Model of Care Goals

- Compliance with recommended preventative screenings
- Decrease in the rate of emergency department visits
- Decrease in unplanned hospitalizations and all-cause readmissions
- Improve access to preventative health services
- Improve access to services such as medical, behavioral health and social services
- Improve beneficiary health outcomes
- Improve coordination of care
- Improve medication adherence
- Improve member participation in the development of the Individualized Care Plan (ICP)
- Improve transitions of care
- Increase in the rate of annual PCP visits
- Increase in the rate of follow-up physician visits post-hospitalization

Individualized Care Plan (ICP)

A member specific comprehensive care plan that:

- Addresses the member's knowledge and understanding of their disease/condition
- Develops intervention and goals
- Looks at availability of Community Resources
- Provides education specific to member's individual needs

Interdisciplinary Care Team (ICT)

The ICT membership takes an interdisciplinary approach to the member's healthcare needs and brings different areas of expertise to the care process. The team's approach is member-centric and provides access to care. The participants may vary based upon the needs of the member.

THANK YOU!

You have completed the 2017 D-SNP Training.

If you have any questions about the materials in this presentation,
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