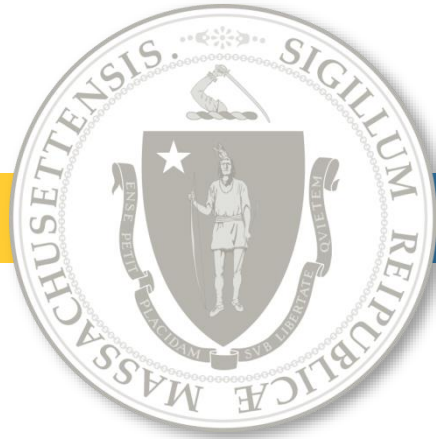


MassHealth Payment and Care Delivery Innovation

Executive Office of Health & Human Services



Community Partners Overview

May 2018



Upcoming Restructuring Milestones: Community Partners

- MassHealth **launching 27 Community Partners on July 1.**
- Community Partners are **community-based organizations and providers with expertise working with members with complex BH and LTSS needs.**
 - 18 behavioral health community partners will coordinate care for ~35,000 members with serious mental illness, substance use disorders, and co-occurring disorders
 - 9 long term services and supports (LTSS) community partners will coordinate care for ~20,000 members with physical and developmental disabilities.
- Community Partner care teams partner with ACOs and MCOs to:
 - work with the member ***to develop and maintain a care plan***
 - ***Coordinate care*** and help members connect to all their health care providers and navigate the health care system
 - ***Provide health and wellness coaching***
 - Support the member during ***transitions between health care settings*** (e.g., hospital discharge)
 - And ***provide counseling on options for care***, including information and assistance in accessing community resources and social services.
- Community Partners will not provide or authorize services but will act as a **high-touch, wraparound support to navigate members to the care they need.**
- MassHealth is conducting **site visits to all Community Partners throughout March-June** as part of the implementation readiness review process.



Overview: Community Partners Program

- Community Partners (CPs) are paid, contracted, and managed by MassHealth.
- **There are two types of Community Partners:**
 - **Behavioral Health Community Partner (BH CP)**
 - Responsible for care management and coordination for populations with significant BH needs
 - May support up to 35,000 members
 - **Long Term Services and Supports Community Partner (LTSS CP)**
 - Provide LTSS care coordination and navigation to populations with complex LTSS needs
 - May support up to ~20,000 – 24,000 members
- MCOs and ACOs must partner with an adequate number of CPs, per MassHealth requirements, to support members with high BH and complex LTSS needs.
- MassHealth is conducting a structured, mandatory readiness process with ACOs, MCOs and CPs to ensure timely readiness for CP Program implementation.
- The CP Program will begin supporting members as of July 1, 2018

What will Community Partners do for members?



BH CP Functions

Comprehensive Care Management

1. Outreach and engagement;
2. Comprehensive assessment and person-centered treatment planning;
3. Care coordination & care management, including across
 1. Medical
 2. Behavioral Health
 3. Long Term Services and Supports;
4. Support for transitions of care;
5. Medication reconciliation support;
6. Health and wellness coaching; and
7. Connection to social services and community resources, including Flexible Services

LTSS CP Functions

LTSS Component of Care Coordination

1. Outreach and engagement;
2. LTSS care planning including choice counseling;
3. Care team participation;
4. LTSS care coordination;
5. Support for transitions of care;
6. Health and wellness coaching; and
7. Connection to social services and community resources, including Flexible Services



ACO and CP Quality and Integration Performance Measures

- ACOs and CPs are financially accountable for meeting specific quality measures and forfeit a portion of their funding if those measures are not met.
- Quality metrics include:
 - Providing **preventive care**
 - Managing **chronic diseases** like diabetes and heart failure
 - **Screening for behavioral health conditions** and initiating appropriate treatment for mental health, addictions, and co-occurring disorders
 - Ensuring appropriate **follow-up care** after a medical or behavioral health hospitalization
 - Maintaining **members with disabilities living in the community** rather than in nursing facilities
- Another component of ACOs' quality score will be based on **member experience surveys conducted starting in early CY 2019** by Massachusetts Health Quality Partners (MHQP) an independent, objective 3rd party.
- **CPs are accountable for meeting a subset of ACO quality measures** such as initiating treatment for substance use, follow-up after a behavioral health hospitalization, and maintaining members with disabilities living in the community



Contracted Community Partners (1/2)

- EOHHS executed contracts with 18 BH CPs and 9 LTSS CPs
- Entities listed below are those with which ACOs and MCOs will enter into ACO/MCO and CP Agreements. Many are comprised of multiple components.
- CP organizational configurations include:
 - Single legal entities
 - Single legal entities comprised of Consortium Entities, which operate as part of the legal structure
 - Single legal entities with Affiliated Partners, which operate jointly under a management agreement
- The contracted **BH CPs** are as follows:

Behavioral Health Community Partners

- | | |
|--|---|
| 1. Behavioral Health Network, Inc. | 10. Eliot Community Human Services, Inc. |
| 2. Behavioral Health Partners of Metrowest, LLC | 11. High Point Treatment Center, Inc. |
| 3. Boston Health Care for the Homeless Program | 12. Innovative Care Partners, LLC |
| 4. The Bridge of Central Massachusetts, Inc. | 13. Lowell Community Health Center, Inc. |
| 5. The Brien Center for Mental Health and Substance Abuse Services, Inc. | 14. Northeast Behavioral Health Corporation
d.b.a Lahey Behavioral Health Services |
| 6. Clinical Support Options, Inc. | 15. Riverside Community Care, Inc. |
| 7. Community Counseling of Bristol County | 16. Southeast Community Partnership |
| 8. Community Healthlink, Inc. | 17. South Shore Mental Health Center, Inc. |
| 9. Community Care Partners, LLC | 18. Stanley Street Treatment and Resources
(SSTAR), Inc. |



Contracted Community Partners (2/2)

The contracted **LTSS CPs** are as follows:

Long-Term Services and Supports Community Partners

1. Alternatives Unlimited, d.b.a Central Community Health Partnership
2. Boston Medical Center d.b.a Boston Allied Partners
3. LTSS Care Partners, LLC
4. Elder Services of Merrimack Valley, d.b.a Merrimack Valley Community Partnership
5. Family Service Association
6. Innovative Care Partners, LLC
7. Seven Hills Family Services, Inc.
8. WestMass Elder Care, d.b.a Care Alliance of Western Massachusetts
9. Greater Lynn Senior Services d.b.a North Region LTSS Partnership



Questions?