

# It's All about the Data Value Based Payments

A Presentation To

Pennsylvania Homecare Association

May 2022

We left off the last conference.....

Data Data Data

Electronic Visit Verification

Population Health Groups

HEDIS Data

CAHPS Data



# What has changed

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- 8% Increase to PAS Rate
- Increased Focus on Social Determinants of Health
- Increase Focus on Integration of Care
- Workforce Workforce Workforce
- 2022 Contracts include requirements for VBP. Increases in future years.

A blurred background image featuring a financial chart with orange bars and a white line graph with circular markers. Some data points are labeled with numbers like 183.102, 154.178, and 245.57.

The best indicator of future  
performance is past behavior

# What We Will Cover Today

Examples of the VBP by Community HealthCoices MCO's in Other States

Examples of VBP Programs in New Jersey and Tennessee

Contract Expectations and Early Indicators in PA

What Data will YOU need to Get, Track, and Report

# Value Based Payment Contracting

## The MCO's Contracts with Pennsylvania

- Progressive Increase in VBP proportion of the business

## Quality Indicators Related to VBP

### VBP programs are:

- Contracts between the MCO and the Provider / Providers
- Individualized to the Provider / Providers
- Confidential / Addendum to Base Contract

# The VBP Continuum

01

Payment for  
Process /  
Alternative  
Payment

02

Payment for  
Performance

03

Bundled  
Payments

04

Payment for  
Outcomes

05

Shared Risk



# Real-time Change in Condition Alert



WE LOVE WHAT WE DO

FEBRUARY 19<sup>th</sup> 2020

## Stop and Watch Early Warning Tool

- S** Seems different than usual
- T** Talks or communicates less
- O** Overall needs more help
- P** Pain – new or worsening; participated less in activities
- A** Ate less
- N** No bowel movement in 3 days; or diarrhea
- D** Drank less
- W** Weight change
- A** Agitated or nervous more than usual
- T** Tired, weak, confused, or drowsy
- C** Change in skin color or condition
- H** Help with walking, transferring, toileting more than usual

### BAYADA RN follow up reveals:

- History of UTIs
- Increased frequency of urination
- Confirmation of change in condition

### Action Taken

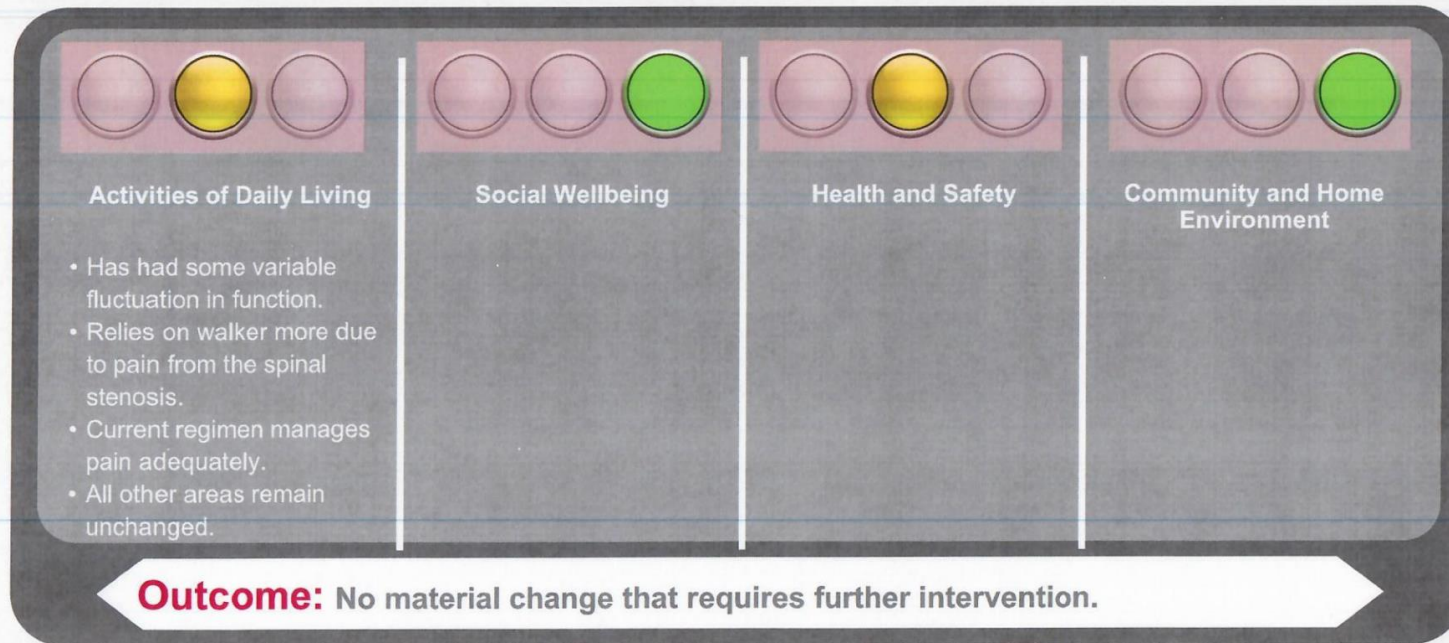
- Call to daughter
- MD facilitates same-day appointment
- Stewart R. treated with antibiotic therapy
- RN does telephone f/u to monitor for change

### Outcome

- Stewart R. averts an admission



## 3-Month Progress Assessment: April 2020

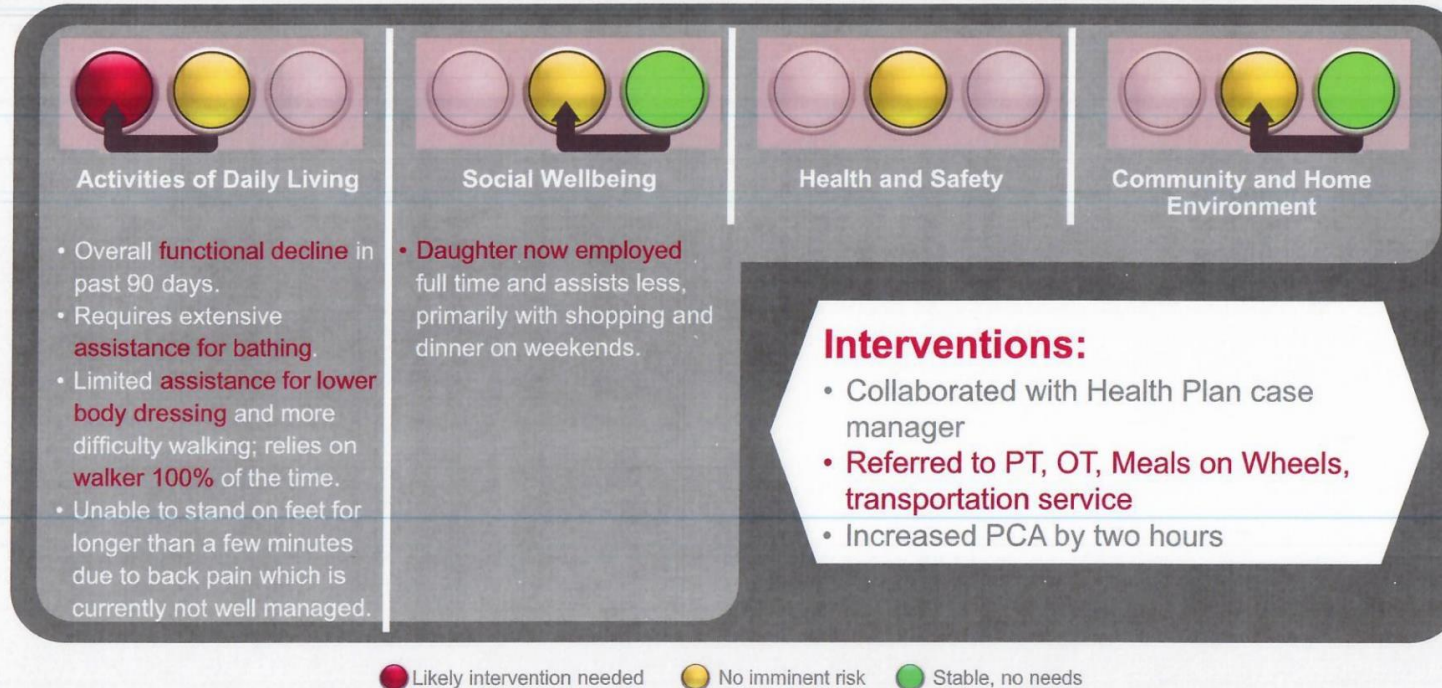


● Likely intervention needed    ● No imminent risk    ● Stable, no needs

## 6-Month Reassessment: July 2020



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## September 9th 2020 Shortness of breath

### Stop and Watch Early Warning Tool

- S Seems different than usual
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### BAYADA RN follow up reveals:

- Client **unable to lie in bed and sat in his recliner all night** due to shortness of breath
- **Shortness of breath** during morning routine with aide
- Aide reports **shoes are tighter** than usual
- Confirmation **of change in condition**
- Client ate **hot dogs and chips** at Labor Day labor picnic

### Action Taken

- Call to daughter
- Facilitates appointment
- MD called client and daughter and **instructed to increase his diuretic** same day and follow-up in the office the next day

### Outcome

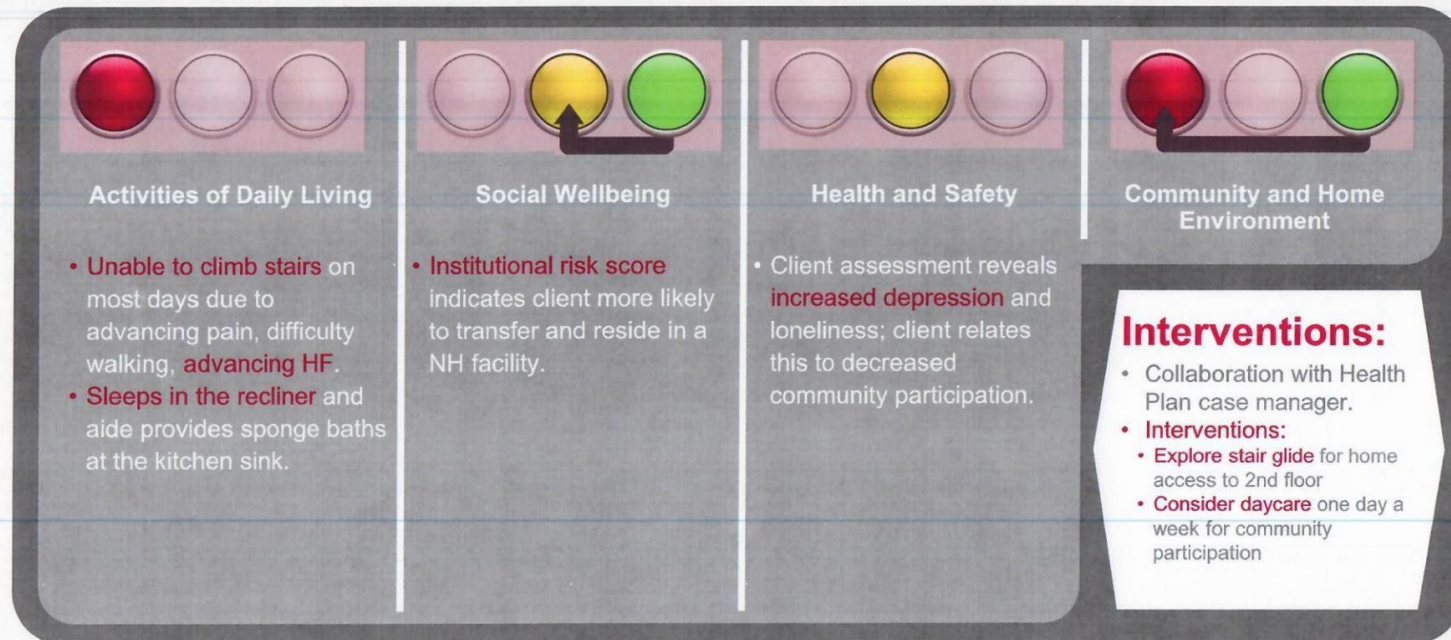
- **Early intervention avoided the need for in-patient admission**



## 12-Month Reassessment: January 2021



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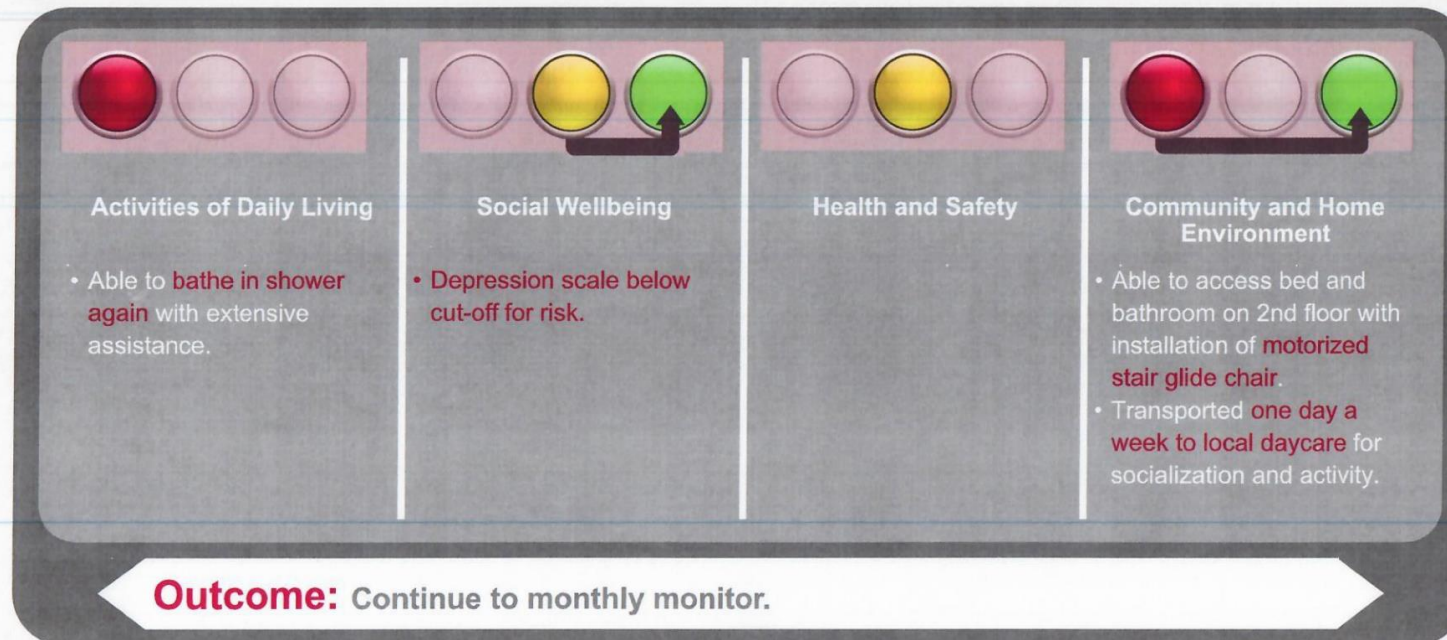


● Likely intervention needed    ● No imminent risk    ● Stable, no needs

## 15-month Progress Report: April 2021



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● Likely intervention needed   ● No imminent risk   ● Stable, no needs



# Self-Direction of Health Care Tasks

## Direct Support Professional Apprenticeship

November 12, 2021

United  
Healthcare®



# Self-Direction of Health Care Tasks



# Self-Direction of Health Care Tasks

## What is Self-Direction of Health Care Tasks?



Performance of healthcare-related duties and functions by a Consumer-Directed Worker or Direct Support Professional

- Provided as part of the authorized HCBS



Purpose of self-direction of healthcare tasks

- Allow individuals the option to direct and supervise a paid staff member in the performing health care tasks that a licensed nurse would otherwise perform



Examples

- Medication administration
- Enteral feedings
- Diabetes care

# Self-Direction of Health Care Tasks

## **What is required to Self-Direct Health Care Tasks?**

- Talk to your doctor
- Inclusion in PSCP
- Inclusion in CD Service Agreement
- Training
  - Provider agency
  - Consumer Direction
- Oversight





# Tennessee Direct Support Professional Apprenticeship

Supporting Tennesseans with intellectual and developmental disabilities



United  
Healthcare®

# The Apprenticeship Solution

- Specialized training and employment programs that offer structured, supervised, on-the-job learning to develop new skills.
- Registered with the U.S. Department of Labor and provide national recognized job credentials.



Employer  
Involvement



Structured  
On-the-Job  
Learning



Related Training  
and Instruction



Rewards for  
Skill Gains



National  
Occupational  
Credential

# Apprenticeships are a financially beneficial workforce training method

**\$1.47**

## **Return on investment**

On average, employers realize a return on investment of \$1.47 for every \$1 invested in apprenticeships.

**\$28**

## **Benefits**

Every \$1 invested in apprenticeships leads to a public return of approximately \$28 in benefits.

**91%**

## **Retention**

Apprentices experience lower turnover rates; 91% of apprentices that complete an apprenticeship are still employed 9 months later.

Sources: U.S. Department of Labor, <https://www.dol.gov/apprenticeship/toolkit/toolkitfaq.htm>, and [NationalApprenticeship.org](https://NationalApprenticeship.org)

# Innovative Value-Based Contracting and Alternative Payment Models

Nov. XX, 2021

Stephanie Rasmussen, VP of Long-Term Services & Supports,  
Kansas

Nanette Perrin, PhD, BCBA, Director of Social Determinants &  
LifeShare, Kansas

# VBCs and Alternative Payment Contracts – Sunflower Health Plan

- Alternative Payment Model Contracts for Services for Persons with IDD and High Risk Needs – 4 Large IDD Providers
  - Targeted to services for Persons with high risk behavioral challenges and/or high risk medical needs.
  - Historical rates were based upon annual application, individual member need and required a certain number of high risk members to sustain capacity
  - Goal to strengthen the ability of these providers to retain the expertise and ability to support this population
- Value-Based Contract for Transition Coordination
  - Community Transition Coordination Providers
  - Targeted to transitions from institutional placements to community
  - Payments based upon successful placement
- Value-Based Contract for Employment of Persons with IDD
  - Is in Development
  - Pilot with 2 IDD Providers
  - Payments for moving persons from Day Services to Competitive Employment.
  - Incentive Payments are at Different Milestones; Amount based upon Full or Part-Time



# Behavioral Health Initiatives – Internal Capacity and Supports

- Specialized Care Coordination
  - Transition of Care Team
    - Subject Matter Experts (Housing, Employment, Nursing Facility Repatriation, Community Living)
    - Behavioral Health Care Coordinators with dedicated caseloads of members with IDD
  - Rapid Crisis Response Services
  - Positive Behavioral Support Training
  - Person-Centered Thinking and Diversity
  - Quality of Life Assessments
  - Behavioral Health Medication Monitoring

# Behavioral Health Initiatives- Provider & Community Capacity

- Community Mental Health Center Trainings
- Project ECHO – Positive Behavioral Supports, Behavioral Medications, SUD
- National Association for Dual Diagnosis
- Sequential Intercept Model Project in Kansas



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# Home Health Care News

- In 2020, Care Advantage [joined forces](#) with Anthem to launch a pay-for-performance pilot program. The program — which focuses on Anthem’s sickest and frailest Medicaid members in Virginia — is based on four key measures. These measures include in-patient utilization, ER visits, caregiver continuity and member-satisfaction scores.
- “We ended up getting a data algorithm feed from Anthem, ... and essentially we stratified the top 25% sickest and frailest of the shared membership,” Tim Hanold, CEO of Care Advantage

# Addus sees 'value' in value-based arrangements

..... the arrangement is a facility discharge, 90-day transition support program. The goal of the program is to avoid rehospitalization or re-institutionalization.

MAY 10, 2022



## 2021 SUMMARY SURVEY RESULTS

### Areas of Success

- Service Coordinator are reliable and helpful (continuous trend)
- Increase in receiving care from a dentist office or dental clinic (new)
- Increase in receiving SNAP benefits to help buy food (new)

### Areas for Improvement

- Choice of services that matter to the participants (continuous trend)
- Assisting participants with being active in the community (continuous trend)
- Transportation to medical appointments (continuous trend)
- Increase participants knowledge of how to report abuse, neglect or exploitation (continuous trend)
- Assisting participants with planning their time and activities (new)
- Participants dental care and services (new)
- Increase participants' awareness of employment assistance, housing services and SNAP (new)



Source: OLTL analysis of HCBS CAHPS measure scores and state-specific questions in HCBS CAHPS Survey reported by CHC-MCOs for 2021/ 2020/2019 administration in Pennsylvania

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## Quality Improvement, CHC

### Action Plans for 2022



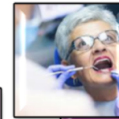
#### Choice of Services that matter

- Remind providers how to access the service plan on provider portal and the importance of training staff on plan before providing services
- Service Coordination (SC) training relating to offering choice and explaining the different service models available, emphasized a lot during the switch to *Tempus*



#### Friends, Family, Community

- Start new pilot to enhance support for community access and involvement
- It's Never To Late (IN2L) Pilot - distributing a tablet that has Wi-Fi capability in it. Tablet will be loaned to selected participants. They will be trained on how to use it to connect to others, virtual and local community events to combat social isolation.



#### Dental

- Dental - High-Rise Events planned in 2022
- Mailing Dental Kits with benefit education
- Focused dental workgroup to learn more about dental services, benefits, complaints and denials and address issues or denial concerns as needed



#### Employment

- Creating library of stories pursuing and achieving employment and overcoming obstacles
- Employment testimonials in newsletters
- Virtual workshop
- New employment questionnaire
- New referral form for SCs to refer participants to Employment Concierge Team



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- Switching up training with SCs regarding how to educate participants, screen for high risks, and provide case studies and share great incident responses

You have seen one  
MLTSS Plan...  
You have seen one  
MLTSS Plan



# Approaches To VBP Plans in PA

- One Agency At A Time
- EVV EVV EVV
- Nursing Home Transition
- Focus on HEDIS
- Connecting Your Work to Results

# What's Going On in PA

- EVV
  - Compliance
  - Utilization
  - Missed Shifts Reporting
- How is EVV an Indicator of Quality
- What should you do with your data
- What can you get for it





# What's Going On in PA

- Nursing Home Transitions
  - Transition
  - Housing
  - Sustainability
- Why this matters to a PAS provider





# The Data You Need



# Onward!

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