

# EmblemHealth and ConnectiCare Special Needs Plan Model of Care

2023 Provider Training



# Welcome



# Welcome

Welcome to the 2023 EmblemHealth and ConnectiCare Special Needs Plan (SNP) Model of Care (MOC) training for providers.

We value your partnership in caring for our members. This course will provide you with information to help you care for your patients with special needs.



# Training Overview

This training will provide you with an overview of the SNP MOC. By the end of this course, you will understand:

The definition of a SNP and characteristics of the SNP population.

The objectives and components of the MOC.

Your responsibilities as a network provider for SNP members.

The importance of your active participation in the MOC.



# Definition of SNP and MOC

## Let's start with some definitions of SNP and MOC.

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Medicare Advantage coordinated care plan for special needs individuals

**C-SNP:** beneficiary with a severe or chronic condition

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**I-SNP:** beneficiary is institutionalized or eligible for nursing home care

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**D-SNP:** beneficiary is dually eligible (Medicare and Medicaid)

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Targeted care to individuals who are dual eligible for Medicare and Medicaid benefits

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## Definition of SNP and MOC (Continued)

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EmblemHealth and ConnectiCare offer dual special needs plans (D-SNPs) across New York and Connecticut.

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A SNP is a comprehensive program through which care is efficiently delivered and well-coordinated by integrating all Medicare and Medicaid physical health, behavioral health, pharmacy, and community-based services through an interdisciplinary team.

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The Centers for Medicare & Medicaid Services (CMS) regulates all SNPs. CMS reviews and approves each SNP's MOC.



# Objectives of the MOC

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The model of care is the structure of the care management processes and systems to provide coordinated and appropriate care for our special needs members.

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The key model of care objectives specific to the unique needs of the SNP population are to:

- Evaluate and improve members' access to clinical and administrative services.
  - Monitor continuity and coordination of health care.
  - Review and evaluate the current status of care and service against regional and national requirements and benchmarks such as NCQA's Quality Compass Accreditation/90th percentile, and CMS Medicare 5 Star Ratings.
  - Ensure members' access to safe medical and behavioral health care.
  - Measure and address member satisfaction with care and services.
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# Components of the MOC

There are four components of the model of care:

Description of the  
SNP Population

Care Coordination

SNP Provider Network

Quality Measurements  
and Performance  
Improvement

We will look closely at each of the four components of the model of care.





# Description of the SNP Population

**This component describes some of the health and economic characteristics of the SNP population.**

- Severe and multiple chronic conditions.
- Violent crime neighborhoods.
- Poor housing conditions.
- Food insecurity/poor nutritional status.
- Lower levels of education.
- English language deficiency.
- Low-level health literacy.
- Social isolation.
- Unable to navigate the health care delivery system.
- Seeks care in emergency rooms rather than scheduled preventive care.
- No cell/home phones available, difficult to reach.
- Cultural considerations.



# Description of the SNP Population (Continued)

- SNP members have a high incidence of chronic and behavioral health conditions including substance use disorders.
- Many SNP members have more than one chronic condition, which leads to higher risk of poor health.
  - They need home and community-based services, intensive care coordination, and proactive monitoring of their health status.



# Description of the SNP Population (Continued)

## Community Resources

### NEW YORK

- EmblemHealth Neighborhood Care provides in-person and virtual customer support, connection to community resources, and programming to help the entire community learn healthy behaviors. Members and non-members alike can visit Neighborhood Care and take advantage of our classes, resources, and face-to-face support.
- Neighborhood Care has locations across New York City. For a list, please visit [here](#).
- For more information, call **800-274-2950** or email [neighborhood@emblemhealth.com](mailto:neighborhood@emblemhealth.com).

### CONNECTICUT

- ConnectiCare Centers provide in-person and virtual customer support, connection to community resources, and programming to help the entire community learn healthy behaviors. Members can visit ConnectiCare Centers and take advantage of our classes, resources, and face-to-face support.
- There are ConnectiCare Centers in Manchester and Farmington.
- For more information, call **877-523-6837** or visit [here](#).



# Care Coordination

Working together to care for the special health needs of your SNP patients is important, and your participation is essential for optimal coordination of care.

There are six elements in care coordination:

|                     |                               |                         |                                   |                                |                           |
|---------------------|-------------------------------|-------------------------|-----------------------------------|--------------------------------|---------------------------|
| SNP Staff Structure | Health Risk Assessment (HRAs) | Face-to-Face Encounters | Interdisciplinary Care Team (ICT) | Individualized Care Plan (ICP) | Care Transitions Protocol |
|---------------------|-------------------------------|-------------------------|-----------------------------------|--------------------------------|---------------------------|



# Care Coordination (Continued)

## SNP Staff Structure

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EmblemHealth and ConnectiCare have a comprehensive team of care management staff that performs clinical oversight functions. We also have a team of qualified clinicians who directly support our SNP members.

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Clinical staff and other administrative staff work together to coordinate health care needs and preferences for health services. This staff provides critical functions to maintain a solid framework for the SNP membership and the coordination of the model of care.



# Care Coordination (Continued)

## Health Risk Assessments (HRAs)

Used to identify a member's baseline health status for medical, psychosocial, cognitive, functional, and mental health needs and risks. HRA responses are evaluated and stratified. Results are used to determine the types of services and support(s) a member needs for care coordination to meet health goals.

- Administered to all SNP members within the first 90 days of enrollment and again annually.
- Responses are reviewed by EmblemHealth and ConnectiCare to determine outreach, evaluation, and development of an individualized care plan.
- Assessments identify members who are “at risk” and those needing condition-specific services.

Regulations 42 CFR §422.101(f)(i); 42 CFR §422.152(g)(2)(iv)



# Care Coordination (Continued)

## Health Risk Assessments (HRAs)

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CMS requires all SNPs to conduct an HRA for each individual enrolled in the SNP. The quality and content of the HRA should identify the medical, functional, cognitive, psychosocial, and mental health needs of each SNP beneficiary.

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You can assist in this process by encouraging your members to complete the HRA survey. The information provided in the HRA helps the Care Management Department determine the types of services and supports members may need as part of their care plan. The Care Management Department refers HRA responses to other departments and/or programs for outreach as appropriate.



## Care Coordination (Continued)

### Here's a case that demonstrates the importance of an HRA.

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A member's daughter called Care Management and requested assistance for her mother – a 62-year-old female, alert, oriented to name, time and place, but forgetful, and who lives with her daughter. The member was an HRA non-responder – our team was able to complete the HRA. Based on the responses, we learned the member had a recent post-hospital discharge due to tachycardia, bilateral leg swelling, diagnosed to have diabetes, and abnormal lab results.

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The daughter reported the member's blood pressure and fasting blood glucose level as always high. Our Care Manager immediately contacted the member's PCP office for care coordination. The PCP's office scheduled a same-day appointment. The Care Manager followed up with the PCP, who indicated the member was seen and needed changes to her medication regimen.





# Care Coordination (Continued)

## Face-to-Face Encounters

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Providers are required to conduct face-to face encounters with SNP members for the delivery of health care services on at least an annual basis beginning within the first 12 months of enrollment, as feasible and with the member's consent. A face-to-face encounter must either be in-person or through a virtual (visual, real-time, and interactive) telehealth visit. The intent of the face-to-face encounter is to ensure providers use visual clues to support a more positive member outcome.

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When a provider reaches out to conduct a face-to-face encounter, consent must be obtained from the member either when scheduling or prior to the encounter. At the time of the scheduled face-to-face encounter, the provider must educate the member on the purpose of the visit and intended goals for anticipated outcomes to support their delivery of care.



## Care Coordination (Continued)

### Interdisciplinary Care Team (ICT)

Regulations require all SNPs to use an Interdisciplinary Care Team in the management of care for each individual enrolled in the SNP.

As part of the member's ICT, we routinely outreach to providers for care coordination and collaboration.



Regulations 42 CFR §422.101(f)(iii); 42CFR §422.152(g)(2)(iv)



# Care Coordination (Continued)

## Interdisciplinary Care Team (ICT)



Multidisciplinary team structure that supports a member-centric approach to ensuring all areas of the member's health spectrum are maintained.



In addition to the member or the designated family/caregivers, the ICT is composed of clinicians representing various disciplines based on the member's specific clinical needs.



The ICT meets regularly with selected SNP cases for presentation. Meetings are held telephonically with video options for members, caregivers, and providers to participate.



# Care Coordination (Continued)

## Interdisciplinary Care Team (ICT)



The ICT assists in the care plan development and implementation and enables the member to have access to care coordination. The Care Management team proactively contacts the appropriate providers to identify the specific needs and services the member requires.



Providers are encouraged to participate in ICT meetings and collaborate with the ICT via the Care Manager. By providing relevant clinical information to the ICT, the member's care plan and coordination of care can be improved.



## Care Coordination (Continued)

Here's another success story with a member and daughter who participated in the ICT meeting.



A widowed, disabled, non-English-speaking, male member who lives with his 15-year-old daughter was experiencing a housing problem and wanted a two-bedroom apartment for both of them. He was saving money to be able to move but had financial struggles. His daughter, translating for him during the ICT meeting, stated that she was also in need of school supplies and clothing.



Our social worker informed and connected them to a church activity within their area. The daughter was able to get free school supplies and clothing. In addition, the social worker addressed the housing concern by linking the member to available housing resources, and he was able to get an apartment within his budget.



# Care Coordination (Continued)

## Individualized Care Plan (ICP)

Regulations stipulate all SNPs must develop and implement an Individualized Care Plan (ICP) for each individual enrolled in the SNP.

The ICP is the comprehensive care planning document customized to address the member's needs. Development of the ICP begins when needs are identified during the administration of the HRA, interactions with the member, and/or the telephonic assessment of the member. The member is a vital component of the ICT and is involved in the development and review of their plan of care, whenever feasible.

Regulations 42 CFR §422.101(f)(ii); 42CFR §422.152(g)(2)(iv)



# Care Coordination (Continued)

## Individualized Care Plan (ICP)

Development of the member-centric care plan is a collaborative effort. The member's health care needs are incorporated into the member's care plan. Information from providers, and other ICT members, helps to ensure a comprehensive care plan. This ICP helps support member's health care needs, coordination of care, and supportive services.

The ICP focuses on actions to address existing problems and incorporates the member's health care preferences. Revisions are based on the member's changing needs, and feedback from providers.

**\*CMS requires all care plans to be shared with members and providers.**

Regulations 42 CFR §422.101(f)(ii); 42CFR §422.152(g)(2)(iv)



# Care Coordination (Continued)

## Care Transitions Protocol



Transitional care is essential for persons with complex care needs. Examples of transition between settings include in or out of hospital, skilled or custodial nursing, rehabilitation center, or home health. Based on a comprehensive plan of care, transitional care is the special effort to coordinate care, and as a result, reduce the risk of poor-quality care, ensure patient safety, and maximize health outcomes.

Partnership from providers and facilities is essential.

**\*CMS requires all care plans to be shared with admitting facilities.**



Utilizing a multidisciplinary team approach to support SNP members' medical, behavioral, pharmaceutical, social, and financial needs, Case Managers work with the member, provider, and community delivery system to coordinate care and services.





# Care Coordination (Continued)

## Care Transitions Protocol



Transitional care includes logistical arrangements, education of the member and family, and coordination among health professionals involved in both the sending and receiving aspects of the transfer. The Care Manager ensures the member's care plan is updated with any applicable changes and sets appropriate interventions in coordination with providers and the ICT.



Members are encouraged to complete and maintain their Personal Health Record, which contains member goals, a medication list, allergies, questions for providers, member conditions, and “red flags” to share with the member's doctor or the treating facility.



# SNP Provider Network

This component provides you with tools to help you care for your SNP patients, such as model of care training, medical policies, and practice guidelines.

EmblemHealth and ConnectiCare offer five dual special needs plans across New York and Connecticut.

## VIP Bold Network

- EmblemHealth VIP Dual (HMO D-SNP)  
*Including Integrated Benefit Dual eligible with access to Enhanced Care (Medicaid) and Enhanced Care Plus (HARP) networks.*

## VIP Reserve Network

- EmblemHealth VIP Dual Reserve (HMO D-SNP)

## Choice Network

- ConnectiCare Choice Dual (HMO D-SNP)
- ConnectiCare Choice Dual Basic (HMO D-SNP)
- ConnectiCare Choice Dual Vista (HMO D-SNP)

EmblemHealth also leases its **Network Access Network** to ArchCare Advantage (HMO SNP) for medical services.



## SNP Provider Network (Continued)

CMS requires all Medicare providers to complete model of care training for each of the SNPs with which they participate.

On an annual basis, providers are notified about the importance of completing SNP model of care training for ConnectiCare, EmblemHealth, and ArchCare.

If you are a Network Access Network provider, you are required to take ArchCare's SNP model of care training in addition to this one. Find ArchCare's training on our website's Learning Online page in the Provider Resources section or linked [here](#).



## SNP Provider Network (Continued)

EmblemHealth and ConnectiCare's SNP model of care training module is available year-round.

Individual and group practices are to download this training and submit an attestation certifying the materials have been reviewed.

While one attestation may be returned for a group practice sharing the same tax identification number (TIN), each provider is individually responsible for taking this training.

If you have a large group practice, consider reviewing the training module in a staff meeting. As you go through the material and review the requirements, discuss the procedures you have in place and create a plan of correction to address any gaps you identify.



# SNP Provider Network (Continued)

## Medical Policies

- Providers are encouraged to review and implement EmblemHealth's and ConnectiCare's Medical Policies to determine the medical appropriateness of specific interventions.
- EmblemHealth's Medical Policies are posted [here](#).
- ConnectiCare's Medical Policies are posted [here](#).
- Our provider newsletter is sent via email about once a month. It will notify you of medical policy updates.



# SNP Provider Network (Continued)

## Clinical Practice Guidelines

- EmblemHealth's Clinical Practice Guidelines are available [here](#).
- ConnectiCare's Clinical Practice Guidelines are available [here](#).
- EmblemHealth and ConnectiCare use preventive and condition-specific Clinical Practice Guidelines related to the treatment of acute, chronic, and behavioral health issues. These evidence-based guidelines are based on nationally recognized protocols for the assessment, care, and maintenance of health.
- Paper copies of Clinical Practice Guidelines are available upon request. Updates are included in the provider newsletter.



# Quality Care for Our Members

At EmblemHealth and ConnectiCare, our goals for SNP members are to improve and ensure receipt of:

Essential medical, mental health, and social services

Affordable care and preventive health services

Coordinated care through the direct alignment of the HRA, ICT, and ICP

Seamless transition of care across health care settings, providers, and health services

Appropriate utilization of services

Beneficial health outcomes



# Quality Measurements and Performance Improvement

Patient satisfaction is the cornerstone of patient engagement. Satisfied patients are more likely to comply with their care plan. Improving the patient experience can enhance your patients' satisfaction, and potentially translate into improved clinical outcomes and patient safety.

- Consumer Assessment of Healthcare Providers and Systems (CAHPS®)
- Health Outcomes Survey (HOS)

EmblemHealth and ConnectiCare use the CAHPS and HOS tools to measure member satisfaction. CAHPS and HOS are fielded yearly per CMS requirements.

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).





# Quality Measurements and Performance Improvement (Continued)



You and your staff can encourage your patients to take these surveys, but do not influence their responses. The surveys ask them about their experience with you, their health plan, and the care they receive. Results of the surveys tell us how well we're meeting their needs and where we may improve.



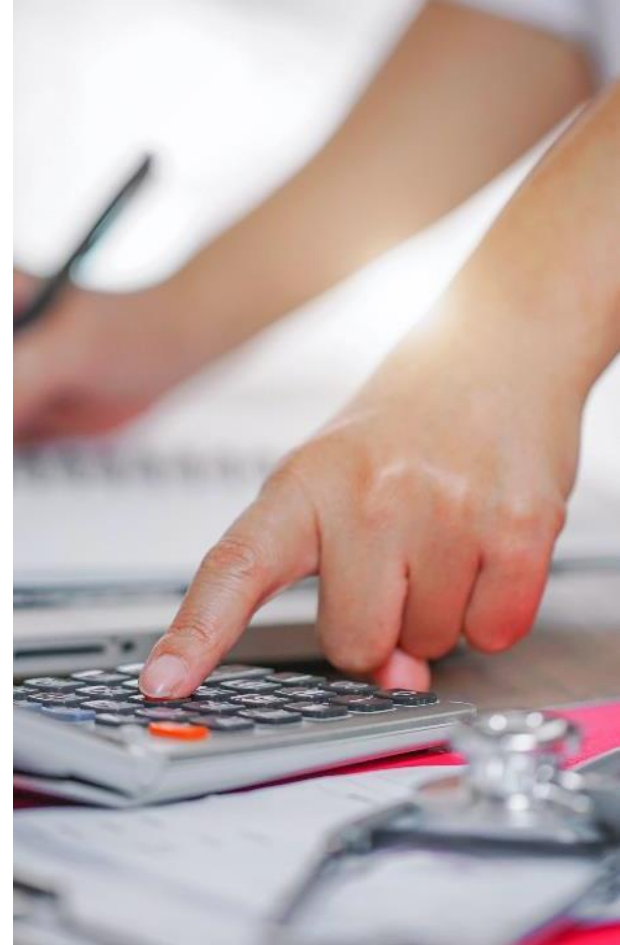
Based on these results, underperforming measures are identified, and interventions are planned accordingly as part of EmblemHealth's and ConnectiCare's performance improvement plan. Results of the surveys are used to establish future threshold goals to improve performance and member satisfaction.



# Important Reminders

## Do not balance bill dual members with Medicaid and the Qualified Medicare Beneficiary program.

- Providers must bill Medicaid or Medicaid managed care plan for cost-sharing in most cases.
- Medicare and Medicaid payment, if any, must generally be accepted as payment in full.
- Providers who inappropriately bill Medicare-Medicaid Qualified Medicare Beneficiaries are subject to sanctions.
- For more information from EmblemHealth, visit [here](#).
- For more information from ConnectiCare, visit [here](#).



# Congratulations

## You should now have a better understanding of:

- The definition of a SNP and characteristics of the SNP population.
- The objectives and components of the MOC.
- Your responsibilities as a network provider for SNP members.
- The importance of your active participation in the MOC.



# Complete Your Attestation

- To receive credit for completing this training, your attestation is required.
- If you participate with EmblemHealth and ConnectiCare, only one attestation is required. You can attest using one of sites below.
  - Complete your EmblemHealth attestation [here](#).
  - Complete your ConnectiCare attestation [here](#).

Please note: if you are attesting as a group, all providers must share a valid TIN. The TIN identifies all individuals within your group that completed the training.



Thank you

