

LIFEPlan CCO NY

Year in Review for Members



Introduction

Care Coordination Organizations/Health Homes launched on July 1, 2018. When we think about where we started, it is overwhelming to see how far we have come in a short twelve months. Despite the inevitable bumps in the road, LIFEPlan successfully:

- ❖ Brought 70 independent Medicaid Service Organizations into partnership to form one of seven Provider Led IDD Care Coordination Organizations (CCOs)
- ❖ Enrolled over 17,855 Members
- ❖ On-boarded and trained over 600 Care Managers
- ❖ Provided over 609,000 Health Home Services activities to support our members.
- ❖ Initiated Member and Family Advisory Boards for each of our six regions with nearly 60 involved members and family members
- ❖ Assisted over 1,200 people with the enrollment process

We are pleased to highlight some additional accomplishments from our first twelve months of CCO operation:



Supporting and Engaging our Members

Supporting and Serving Our Members: Care Management

As anyone associated with the transition will attest, year one was a year of enormous change for our members, care managers and supervisors, requiring significant amounts of training, coaching and moral support (and M&Ms) along the way. There were “glitches” along the way, but also many “shining moments” when one of our Care Managers was able to support a member in accomplishing something that was important to them such as:

LIFEPlan member Danielle demonstrates how Person Centered Planning through Care Management can help someone grow and thrive in their community. After 3 years of living in family care, Danielle decided she was interested in moving into her own apartment. She worked with Sarah, her Care Manager, to find a one- bedroom apartment that she liked, and that was accessible and centrally located for her needs.

Danielle moved on February 18, 2019 and has been successful maintaining her apartment since. When asked how she likes her new living arrangements Danielle said, "It's awesome!"

Since Danielle now has her own space, she feels more empowered making her own decisions and being in charge of her life. Danielle is pursuing self-direction and is happy to add more supports into her life.

The focus of year two for LIFEPlan Care Managers will be to move past the basic understanding of *how to provide a service* to one of providing high quality, comprehensive, and effective care management.

Enrolling New Members: Care Connection

LIFEPlan has developed a regional Care Connection team of 13 staff, focused on assisting individuals and their families with all processes leading to CCO enrollment and eligibility for OPWDD services. Currently, LIFEPlan is assisting approximately 1,200 potential/new members at different points in the enrollment process and we are averaging approximately 225 new referrals per month.

Defining Care Management and Training Our Workforce

Care management staff transitioned 70 MSC agencies with varied care management experience levels, hiring over 600 Care Managers and Supervisors staggered over the first 12-months of operations. This included 161 new/direct hires – to accommodate growth and replace MSCs who opted to stay with their





prior employer or transition out of the role. Our Care Managers are a vital part of the organization, and the objective of the Program Development team is to provide them with the tools, resources, and training they need to provide high quality, effective care management as defined in the Triple Aim framework.

Member Engagement: Member & Family Advisory (MFA) Councils

MISSION: The LIFEPlan CCO Member and Family Advisory Council is a group of LIFEPlan members, families, and caregivers that meets regularly to support, connect, guide, and advocate to enhance the member experience and improve the lives of all in the intellectual and developmental disability community.

After several months of forums LIFEPlan CCO launched its Member and Family Advisory Councils in November of 2019. These councils were created to identify and address the ongoing interests and needs of our membership. Six regional Advisory Councils, comprised of LIFEPlan CCO NY members, parent and caregivers, meet quarterly to review outcomes and advise leadership regarding care coordination policies and operations, as well as to engage in relevant education, training and advocacy initiatives.

Six Regional MFA staff Liaisons, who are parents of LIFEPlan members, support the Councils' efforts by engaging in member outreach and providing general resource information to the membership. The MFA Councils currently have 58 Members, including 12 Self-Advocates. MFA Council's key initiatives are being developed from 400+ comments organized into categories of Needs, Concerns, and Ideas. These comments are guiding formation of cross-region Task Groups to prioritize interests.

In addition, a member-led resource or online portal of information is in development to assist with providing parent resources specific to care and service needs. Further Council efforts include a LIFEPlan advocacy group to address legislative concerns within LIFEPlan guidelines, and a focus on providing general and pertinent information to school districts and other organizations/entities.

The MFA Council Liaisons also assist with surveying new LIFEPlan members after enrollment to learn about their initial experience with us and gain a better understanding of how to improve our enrollment process.





Member, Provider and Community Relations

LIFEPlan recognized that additional resources needed to be dedicated to Member, Provider and Community Relations. Two staff members have recently been hired to assist the Member Engagement and Care Connection Divisions with community outreach and awareness efforts. Community Relations Managers will work with potential referral sources to support new enrollments. Recruitment efforts are underway to provide additional resources to Member and Provider Relations.

Quality Assurance

LIFEPlan CCO has developed a strong quality oversight system. LIFEPlan is in the last stages of finalizing its Quality Management Program (QMP) and has been actively reviewing trends and incorporating the learning into the Program Development system to improve the care management service. The quality system includes an articulated feedback loop process that ensures that identified issues are addressed systemically.

LIFEPlan CCO has a team in place who have been completing reviews of Life Plans and care management notes and the results have been incorporated into training and program guidance. The QA Team also oversee Person Centered Reviews and DQI Audits.

As the QMP matures, the audit team will be reviewing the Health Home services of health and behavioral health care coordination with a goal of building capacity in the workforce through ongoing training and the development of additional program standards.

Looking Ahead...

As we put our first year behind us, we look forward to year two and the many opportunities it brings. This includes not only continued growth but, most importantly, the enhancement of our Health Home/Care Management services and Member/Family experience through:

- ❖ Evolution of a common culture and purpose, focused on our mission, with all LIFEPlan employees
- ❖ A shift in focus from completing process metrics (e.g. assessments and Life Plans) to engaging in meaningful activities with our members and their families that address the outcomes they have defined
- ❖ Increased and ongoing collaboration and communication with all our stakeholders including:





- Members and their families
 - Staff and Board Members
 - Disability and other service providers
 - Community
 - State agencies
- ❖ Identifying and working to address service gaps in our communities

LIFEPlan's Provider Partners, Board Members, Staff, Management, and Members and Families can feel truly proud of how we all came together! It is safe to say that the sky is the limit in what we can and will accomplish going forward.

