

2024 - 2025 ACANY and LIFEPlan Highlights

December 10, 2024



Key Initiatives

- *Achievements in 2024*
- *Meeting Increased Needs*
- *Investments in 2025*
- *Stakeholder Satisfaction*
- *New Opportunities*
- *Advocacy*



Achieving Excellence in 2024



- Care Manager Certification and Person-Engagement training initiatives launched in 2024 to be completed in 2025.
- Began implementing specialized teams in 2024 – will continue this rollout in early 2025
- Retention and recruitment to ensure continuity and serve new members.
- Meeting all key compliance and quality metrics.
- Enhanced Customer Satisfaction process.

We plan to share more information with providers on several of these initiatives through our webinars, Enews and individual meetings in early 2025

Meeting Increased Need



- We are seeing significant growth in the number of children and adults who need our services.
 - ACANY – almost 26,000 members; 39% increase in referrals; 11.24% growth rate
 - LIFEPlan – almost 20,000 members; 33% increase in referrals; 5.47% growth rate
- ACANY and LIFEPlan have focused CM recruitment and training programs to respond to demand
- Our growth is your growth. We need our Provider partners to prepare for this surge in demand. We will continue to promote awareness of your programs and services to our new members and Care Managers.
 - Networking Events
 - Email blasts to Care Managers
 - Community Resource Tool

Advancing Our Sophistication and Capabilities in 2025 and Beyond



Clinical

- Development & implementation of a specialized Vulnerability Index: Validation initiative with providers.
- Increased focus on clinical consultations for high-risk members

Specialization

- Using this tool, we will continue specializing CM for those members who have been identified with complex medical, behavioral and social needs.
- Additional investment in key areas including benefits, housing expertise.

Enhanced Community Resource Tool

- Disability Services NY, launching in early 2025

Stakeholder Satisfaction



Provider Satisfaction - 27% year over year improvement

- Significantly less concerns being shared around timely completion of the Life Plan process, and unresponsive CM or challenges contacting chain of communication
- Let's continue the dialogue to ensure we work effectively together to support the people we jointly serve.

Member Satisfaction with our new tool

- ACANY – 92.3% average score
- LIFEPlan - 91.04% average score
- Major issues identified:
 - CM Turnover
 - Availability of medical, dental behavioral health providers
 - IDD services and staffing

New Opportunities



Outreach to and collaboration with key healthcare providers to start in 2025

- Promote access to their vital services
- Promote referrals to the CCOs and HCBS Waiver services
- Provide education on serving people with IDD in their practices and how CCO Care Management can help
- Improve coordination of care – healthcare outcomes

1115 NYHER (New York Health Equity Reform) Waiver

- Provides opportunities for both CCO and provider growth
- Need to ensure that people with IDD are included in this and future initiatives

Advocacy



- Joint effort with CCOs and NYDA to ensure IDD will receive adequate funding to meet the needs of the people we serve.
- Will be adding invitations to key government leadership to several Networking Events in 2025 – education, advocacy, forging relationships
- Supporting better rates for IDD Medicaid healthcare providers – major push with DOH
- Advocated for and received commitment from DOH to change policy regarding IDD participation in 1115 NYHER Waiver community supports
- Family Support ADM: Led CCOs in developing an advocacy position on the issues associated with the FSS ADM changes

Introducing

Beth Mount, PhD- Thought Leader on
Person-Centered Engagement

Baturu Mboge- ACANY and LIFEPlan
Vice President of Learning and Development



Journey Towards Person-Centered Engagement

Goal is to cultivate and strengthen relationships with people we support, and key stakeholders involved in their care

Person-centered engagement is an ongoing journey

We must continue to look for cracks and seek opportunities to advance the vision

Partnership allows us to build a stronger network, continue to innovate, share best practices, and develop strategies that align with the aspiration of the people we all support



Thought Leaders



Beth Mount, PhD



Chris Liuzzo



Baturu Mboge

Supervisory and Care Manager Workshops



- Shared experiences and Care Manager impact stories
- The stories, quotes, and themes from workshops collectively underscore the importance of relational engagement over transactional interactions as the most effective way to build genuine and lasting relationships
- Care Managers are aware that this is not about adding more work but approaching the same responsibilities in a different way, with a focus on achieving better outcomes.

Side Quests

LIGHT THE SPARK 



NEIGHBORHOOD WALK



RECREATE THE NARRATIVE



FIND SANCTUARY



DO THE RIGHT THING

Thank You!

We appreciate your passion and collaboration.