

# Duals in Massachusetts

## A Perspective on Implementation

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# About Massachusetts Duals Demonstration

- One of 15 states awarded a \$1M contract from CMS for a state demonstration to integrate care for dual eligible individuals
- Massachusetts signed a Memorandum of Understanding with CMS on 8/22/2012
- Target population: 111,000 dual eligibles aged 21-64 with full MassHealth and Medicare benefits
- Enrollment will begin July 1, 2013

Slide drawn from "Massachusetts Duals Demonstration" presentation by Catherine Harrison, Masshealth on 2/14/2013.

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# Goals of the Initiative

- Demonstration provides opportunities to improve care for members and address other challenges in the current delivery system for dual eligible adults ages 21-64, including:
  - Fragmented care, especially for members with multiple and/or complex needs across medical, behavioral health and long term services and supports (LTSS) domains
  - Existing fee-for-service structure focused on individual services, rather than a whole person approach focused on health outcomes
  - Misaligned incentives, encouraging acute service use instead of community-based alternatives
  - Confusion and administrative burden for providers
  - Cost-shifting between Medicare and Medicaid
  - Unsustainable cost increases in both Medicare and Medicaid

Slide drawn from "Massachusetts Duals Demonstration" presentation by Catherine Harrison, Masshealth on 2/14/2013.

# Target Population Snapshot

(CY 2010 data)

- Over two-thirds of the target population with a behavioral health diagnosis
- Approximately 50% with a chronic medical diagnosis
- 8% with an intellectual or developmental disability
- Approximately 25% using LTSS
- 96% in the community, not a long-term care facility

Slide drawn from “*Massachusetts Duals Demonstration*” presentation by Catherine Harrison, Masshealth on 2/14/2013.

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# Care Model and Delivery

- Integrated Care Organizations (ICOs) will receive global payments to provide comprehensive, seamless coverage to enrolled beneficiaries
- ICOs will provide to beneficiaries with:
  - Person-centered planning with integration across medical, behavioral health and LTSS needs
  - Individualized Care Plans directed by the enrollee, informed by comprehensive in-person assessment of medical, behavioral and functional needs
  - Interdisciplinary Care Teams, with Care Coordinators and Independent Living and Long Term Services and Supports (IL-LTSS) Coordinators
  - Integrated Medicare and MassHealth (Medicaid) benefits

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# Current Status

- Six ICOs selected to proceed to readiness review
- Phased enrollment, to help ensure sufficient capacity to work with enrollees during the transition
- Enrollment will occur via voluntary, opt-out process; first self-selected enrollment will take effect July 1, 2013

# Outreach and Education

- Three-pronged approach to education and outreach, including:
  - General public awareness
  - Targeted outreach to key subpopulations
  - Learning collaborative for ICO staff and providers



# UMass and Shriver Center's Role

- UMass Medical School selected to implement the education and outreach
- E.K. Shriver Center lends expertise in online learning to the learning collaborative:
  - Lead in developing learning collaborative website
  - Involved in webinar and online course creation



# Learning Collaborative Website

- Center of information for Learning Collaborative
  - ICO Staff and network providers
- Website will provide:
  - Webinar recordings
  - Online courses
  - Learning session presentations
  - Best practices and success stories
  - Newsletter announcing new resources

# Web-based Learning

- 4 Webinars before June 2013
  - Duals Demo 101 or “Introduction to Duals”
  - Contemporary Models of Disability (Overview of Independent Living, Recovery Model, Self-Determination)
  - Introduction to Cultural Competence
  - ADA Compliance
- Online Courses
  - Duals Demo 101
- July 1 forward: Additional topics to be developed as needed

# Stakeholder Engagement Strategy

- Massachusetts designed a strategy and processes for maintaining ongoing stakeholder engagement, including:
  - General stakeholder meetings (consumer and open meetings)
  - Focused, topical workgroups on subjects such as notices, quality, assessment and care planning, enrollment ,and grievances and appeals.
  - Implementation Council
- Substantial stakeholder input in the planning stage and during implementation of the demonstration.