



## Commonwealth Coordinated Care Update – May 2015

The Department of Medical Assistance Services (DMAS) and the Medicare-Medicaid Plans (MMPs) continue to work together to share information about Commonwealth Coordinated Care (CCC) and how CCC can work together with providers and stakeholders to improve health outcomes for dually eligible Virginians. As a reminder, if you have a group that is interested in CCC education, please reach out to us at [CCC@dmas.virginia.gov](mailto:CCC@dmas.virginia.gov) and the CCC Team will coordinate to meet your group's educational needs!

Stakeholders interested in updated enrollment data can find the monthly Enrollment Dashboard on our CCC website after the second week of the month at: [http://www.dmas.virginia.gov/Content\\_pgs/altc-stkhld.aspx](http://www.dmas.virginia.gov/Content_pgs/altc-stkhld.aspx). Also, as a reminder, updated data on CCC eligible populations by locality is also on the DMAS website: [http://www.dmas.virginia.gov/Content\\_atchs/altc/Elig\\_pop\\_fips\\_04062014\\_color.pdf](http://www.dmas.virginia.gov/Content_atchs/altc/Elig_pop_fips_04062014_color.pdf)

### Program Updates

#### *Contract Monitoring and MMP Support*

A primary focus of the CCC Team at DMAS in 2014 was CCC program implementation. In 2015, we shifted focus to increased contract monitoring and program evaluation activities. DMAS, together with the Centers for Medicare and Medicaid Services (CMS), continues to conduct regular contract monitoring calls with the MMPs. In addition, DMAS began to observe MMP activities such as Health Risk Assessments (HRAs) and Plan of Care (POC) review meetings. During these observations, DMAS staff accompanies MMP care coordinator staff to observe the interactions and methods used to conduct HRAs and POCs.

As an additional support to the MMPs, DMAS completed a first round of trainings with CCC Care Coordinators. These trainings are conducted by the DMAS CCC Program Analysts and are intended to supplement the ongoing education provided by the MMPs. These trainings focused on a review of contract requirements, and incorporated strategies for building strong Care Coordinator/Provider relationships based on input from provider and advocate stakeholders.

Finally, DMAS also began hosting monthly conference calls for Care Coordinators. During these calls, DMAS offers program updates and takes questions from Care Coordinators with an emphasis on expanding knowledge and sharing strategies and best practices.



*Additional Network Approvals:*

As a reminder, MMPs have been newly approved to offer CCC services in several localities. Additional network approvals means the CCC program is moving forward with automatic assignment in the localities listed in the chart below. CCC eligible beneficiaries in these localities received their **automatic assignment letters by May 1, 2015** and their CCC **automatic coverage will begin effective July 1, 2015**.

<b>Localities Starting CCC Automatic Enrollment: Effective Coverage Date July 1, 2015</b>		
<b>Northern VA Region</b>	<b>Western/Charlottesville Region</b>	<b>Roanoke Region</b>
Alexandria City	City of Staunton	Wythe
Arlington		
Falls Church City		
Loudoun		

**Success Stories from the Field:**

A Care Coordinator (CC) reached out to a new CCC enrollee, Melinda, to welcome her to her CCC health plan. Melinda reports she recently moved back to Virginia after leaving a troubled relationship in another state. She reports this troubled relationship prevented her from taking care of several medical needs, but she has now moved in with a family member and is very excited about a fresh start. Through additional conversation, the CC learned Melinda was previously in an accident and, although she went to the hospital at the time of the accident, she wasn't ready for follow up care at that time. Her knee was injured and she reported she still has pain. Melinda had several questions about plan benefits and the CC helped her learn about her new benefits.

A few weeks later, Melinda told the CC she had difficulty seeing her PCP due to confusion with CCC at the PCP's office. The CC was able to facilitate education with the PCP's office and Melinda was able to see her doctor as planned. Melinda worked with her PCP to begin addressing her knee injury and her PCP made a referral to a Psychiatrist, with whom Melinda just completed her first visit. Melinda also went to the eye doctor for an exam and is planning on getting glasses. Melinda recently reported to her CC she has enjoyed taking an active role in her health and is putting herself first for a change. She has learned about and is using her MMP's CCC benefits to the fullest and she communicates frequently with her CC. The CC reports she is always happy to help and is eager to assist Melinda in her personal growth and loves hearing about Melinda's newly gained independence.



## Quality Updates

Two ongoing activities first discussed during the April updates:

- DMAS continues to work with CMS to finalize state-specific MMP Reporting Requirements and State-Specific Quality Withhold Methodology.
- DMAS is working with our External Quality Review Organization (EQRO), HSAG, on the CY2015 MMP operation system review tools and methodology.

One new update to report:

- With CY2014 reporting requirements data submitted, CCC has begun aggregating and summarizing CCC performance data.

## Evaluation Update

The evaluation team recently completed its second evaluation report that reviews DMAS' implementation of the CCC Program. The report will be posted online ([http://www.dmas.virginia.gov/Content\\_pgs/ccc-eval.aspx](http://www.dmas.virginia.gov/Content_pgs/ccc-eval.aspx)) after final internal review. The evaluation team is scheduled to conduct focus groups with CCC enrollees and/or family members recruited through Senior Connections AAA (Richmond) and Blue Ridge Center for Independent Living (Roanoke) on May 20th and June 4th, respectively. In addition, the team is surveying beneficiaries who receive Long-Term Supports and Services (LTSS) who are enrolled and those who have disenrolled from CCC to explore their satisfaction with health services and examine their understanding of the CCC Program. Finally, the team is scheduled to meet with the Evaluation Advisory Committee on June 10, 2015 to report on its activities. Individuals interested in the evaluation should direct inquiries to Gerald A. Craver (DMAS lead evaluator: [gerald.craver@dmas.virginia.gov](mailto:gerald.craver@dmas.virginia.gov)).

## Outreach & Education

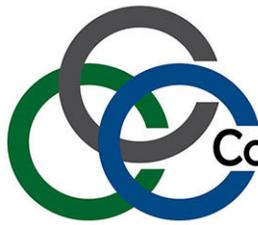
The CCC Team continues to work with community partners to schedule ongoing CCC educational events and Provider Townhalls in the different CCC regions. If you would like to partner with DMAS to offer CCC education in your area, please reach out to us at [CCC@dmas.virginia.gov](mailto:CCC@dmas.virginia.gov).

## Beneficiary/Advocate Calls are now **once** monthly:

**The Second Friday of each month at 10am**

**Dial-In Information: 1-866-842-5779**

**Pass Code: 6657847797#**



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**Call Schedule for CCC Providers:**

<b>Monday Provider Calls (LTSS)</b>		<b>Friday Provider Calls</b>	
ADHC, Personal Care, Home Health & Service Facilitators <b>Weekly</b>	2-2:30p Conference Line 866-842-5779 Conference code 8047864114	Hospitals & Medical Practices <b>The Second and Fourth Friday of each month</b>	11-11:30am Conference Line 866-842-5779 Conference code 8047864114
Nursing Facilities <b>The Second and Fourth Monday of each month</b>	2:30-3p Conference Line 866-842-5779 Conference code 7143869205	Behavioral Health <b>Weekly</b>	11:30am-12pm Conference Line 866-842-5779 Conference code 8047864114

\*If you would like to be added to the email distribution list to receive notifications and Q&A Logs from the calls, please email us at [CCC@dmas.virginia.gov](mailto:CCC@dmas.virginia.gov) and indicate which call(s) you are interested in.

**NEXT STAKEHOLDER ADVISORY COMMITTEE MEETING: TBD**