

**Incontinence
Supplies
Single Source
Vendor Contract**



**2014 Annual
Report**

Quality of Life - Independence - Dignity



Incontinence RFP - Annual Report 2014

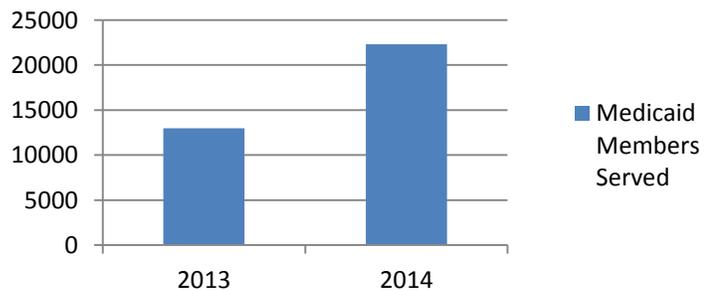
Program Overview

On January 1, 2014, the Department of Medical Assistance Services (DMAS) Division of Long Term Care (LTC) entered into a single vendor contract for the supply of incontinence products. The single vendor contract was awarded to Home Care Delivered (HCD) and is a statewide contract. The targeted savings related to the award of this contract is at least \$1.5 million. The state would also realize a higher level of consistency and quality of products.

HCD assumed responsibility for the provision of incontinence supplies and worked closely with staff from LTC to ensure that no individual went without the needed supplies. LTC worked with the existing providers to ensure a smooth transition to the new contract and did a considerable amount of outreach to providers and Medicaid individuals. The transition process overall was very smooth and there was little to no disruption of services to the individuals served in the Commonwealth.

- HCD served 12,993 recipients in 2013 (Jan 2013 to Dec 2014)
- After implementation, (Jan 2014 through Dec 2014), HCD served 22,296 recipients

Medicaid Members Served with Incontinence products



- To further show the scope of the implementation of all FFS Medicaid members we have compared the last quarter numbers for HCD prior to implementation and the first quarter after implementation. In the last quarter of 2013 HCD served 10,265 members and once the contract was implemented on January 1, 2014, HCD saw an increase in the first quarter to 17,864 members, an increase of 57%.
- DMAS staff manually converted over 3000 Service authorizations (SAs) from previous providers to HCD to assist with the transition.

As part of the implementation of the contract, several new products were added to the available list of incontinence products to specifically address the needs of pediatric, youth and the geriatric populations. Even with the addition of the new products, DMAS is on target to realize the \$1.5 million in savings. HCD's pricing under the provision of the contract will allow DMAS to realize this cost savings but still ensures that quality products are delivered to our Medicaid members. Reduced rates were built into contract that will last through the end of the contract and will thus ensure continued cost savings.



- As part of the process to insure all members' needs were met HCD was authorized to implement an Individual consideration (IC) process for members who could not find a product under the formulary set out under the RFP.
- After the member had been given samples of all the options available to them under the contract the project manager would submit documentation to DMAS contract monitors the needs of the recipient and what product would be needed outside of the formulary to meet the needs of the recipient. The contract monitor would review and decide if and IC should be approved.
- Since inception of the contract in Jan 2014, HCD has only needed to implement this process with 218 recipients (0.01% of the total recipients served from Jan 2014 to Feb 2015).
- HCD added additional items to the formulary to further meet the needs of the members in Virginia.

There are some minor shifts in utilization across the products due to the addition of the new products. The new products allow for individuals to receive the most appropriate product which best meet their incontinence needs.

Contract Monitoring Overview

The Department of Medical Assistance Services (DMAS), Division of Long Term Care, Contract Monitoring staff, has performed contract monitoring of Home Care Delivered records for the provision of incontinence supplies under the durable medical equipment (DME) program. HCD meet the overall compliance of 95% for each section of the RFP that was monitored under the RFP (Sections 3.2, 3.3, 3.4, 3.5 and 3.7). DMAS reviewed a total of 574 records during the 3rd and 4th quarter of 2014. 554 records met the DME performance measures for the provision of services and were well organized in the HCD electronic record system. During our quarterly meeting (10/16/2014), DMAS provided technical assistance on Section II of the CMN and Individual Consideration (IC) cases. DMAS found that HCD was back logged in the area of service authorizations due to staff shortage. HCD had already set actions in motions to increase staff to get the backlog up to date. We also discussed increasing the allowable limit for specific codes under the contract.



Quality of Life- Independence - Dignity Summary

LTC staff meets with HCD staff on a quarterly basis to discuss issues associated with the provision of the contract. During the meetings the discussions center on any issues or complaints that HCD has received and any resolutions that need to be addressed.

Information regarding the overall satisfaction is discussed based on the member surveys that are sent out by HCD. They currently survey 50 random members each month with an approximate return rate of 20%. The overall satisfaction documented on the surveys is very positive and individuals are very happy with the services provided by HCD.

"I have used HCD for some years now and I look forward to your call each month"



HCD has implemented many user friendly ways to access services for the individuals such as on-line ordering which was not previously available. This allows members access to HCD's ordering system 24 hours per day 7 days per week and thus increased their abilities to remain independent and in the community while accessing the appropriate products to meet their needs. If the recipients decide not to use the online system, HCD will place a phone call monthly to check and make sure supplies are still needed and to check supply levels.

Based on the overall contract monitor findings during the last two quarters, DMAS is very satisfied with the overall performance for the first year of the contract. The contract monitors will continue to work with staff at HCD to continue the success of the first year of the contract.

Division of Long Term Care
Department of Medical Assistance Services