

Seniors and Persons with Disabilities Transition

Jane Ogle
Deputy Director of Health Care Delivery Systems
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Transitions

- 366,730 into managed care plans
- 202,360 transitioned by birth month
 - 2-Plan and GMC counties

Surveys

- 5,000 calls each month in February and March
 - 10% response rate
 - ✓ 87% improved ability to make appointment
 - ✓ 87-90% satisfaction with services among those who received services
 - ✓ 80-84% more satisfied today than in fee for service
 - ✓ Pharmacy refill issue raised by very small number (being investigated)

Medical Exemption Requests (MERs)

- 12,800 MERs filed
 - 4% of SPD population
 - 1,900 approved
 - 3,400 denied
 - 7,500 returned as incomplete

Continuity of Care

- Plan responsibility
 - Able to sign LOAs with non-network providers
 - No increase in numbers of grievances
 - Plans report increase in numbers and lengths of phone calls

Lessons Learned

- Provider education critical
 - Provider workgroups for duals
 - Continuity of Care
 - MERs
- Better beneficiary education
 - Beneficiary workgroup
 - Clear informing materials

Duals Stakeholder Workgroups

- Beneficiary outreach, appeals and protections
- Provider Outreach and Engagement
- Mental Health and Substance Use Disorders
- LTSS Integration
- IHSS Integration
- Quality and Evaluation
- Fiscal and Rate Setting

Feedback

- HCO SURVEY
 - MERs focused in April
- CHCF survey
 - Interview process
 - Phone survey