

Dual Eligibles Demonstration Stakeholder Workgroups

Overview

To support the development and implementation of the Dual Eligibles Demonstration, the Department of Health Care Services (DHCS) and the Department of Social Services (DSS) are collaborating on a series of workgroups.

The goal is for the workgroups to develop policy recommendations in a team setting, understanding that final decisions will be made by the Secretary of Health and Human Services. Each workgroup will be co-chaired by a public stakeholder (for example, an advocate, beneficiary, or plan representative) and a State staff member. The Departments are working closely with the Department of Managed Care, Department of Aging, Department of Mental Health, and others to create an atmosphere of trust and cooperation across the entire process. The approach may be novel, but, done in collaboration, we can create policy that is as comprehensive as possible.

The workgroups will focus on the Duals Demonstration to ensure the needed policies and processes are in place for a 2013 launch. There will be seven workgroups:

- **Beneficiary Notification, Appeals, and Protections.** The workgroup will make recommendations on beneficiary communications, including specific text and design principles for beneficiary notices, as well as policy and procedures for enrollment, exemption requests, and appeals and grievances.
- **Provider Outreach and Engagement.** The workgroup will make recommendations about provider participation in demonstration sites, and will identify strategies to expand managed care plans' provider networks.
- **Integrated Care Systems.** The workgroup will develop recommendations for what the health care system must look like and the health plan readiness review criteria to be used by the state and CMS to evaluate site preparedness before enrolling beneficiaries.
- **Long-Term Services and Supports (LTSS) Integration, Network Adequacy.** The workgroup will provide recommendations for how to preserve and expand existing home- and community-based services in an organized system of care within the demonstration, including

recommendations for LTSS network adequacy standards, and coordination of IHSS, MSSP, and nursing facilities.

- **Mental Health and Substance Use Services Integration.** The workgroup will develop strategies to support implementation of integrated mental health and substance use services in the demonstration, including proposals to overcome policy and regulation barriers; recommendations for care coordination; performance and accountability measurement frameworks; and financing and incentive structures.
- **Fiscal and Rate Setting.** This workgroup will support actuaries' understanding of program components and capitation rates for managed care plans with the understanding that rate setting is fundamentally a proprietary and confidential effort between plans, the state, and federal government.
- **Data and Quality Management.** This workgroup will develop recommendations on data systems and data sharing, quality management, and evaluation design. Specific tasks will include quality and outcome measurements, uniform encounter data reporting, and design of the evaluation for the demonstration.

For technical and logistical assistance, as well as facilitation, Harbage Consulting will support this effort. As part of that facilitation, we have directed timely posting of agendas and minutes so that each meeting is as effective as possible and so that stakeholders can monitor the outcome of each meeting. More details will be released shortly, including details about first meetings and schedules for each group. In general, we envision the following:

- **Focus:** Process and policy needed for the California Duals Demonstration and preparing for the 2013 launch date.
- **Meeting frequency:** Each workgroup will meet 3 to 6 times over the next several months.
- **Locations:** The first meeting for each workgroup will be in person in Sacramento with the ability to conference in, with subsequent meetings possibly taking place by phone, as appropriate.
- **Deliverables:** Each workgroup will be asked to accomplish a set of deliverables. Some of this work will take place in the workgroup meetings

and some will need to be developed by stakeholders between meetings for presentation to the workgroup.

- **Online posting:** Appreciating that many people may want to participate in several workgroups, but be limited due to time constraints, all meeting agendas and minutes will be posted online in a timely manner. All recommendations made by the workgroups also will be posted and stakeholders will have an opportunity to comment on them.

Each workgroup is open to any stakeholder and community member, but there is an expectation that joining a workgroup means you will consistently and actively participate, contributing time and effort to constructive policy development.

To help us gauge the level of interest in the community, please sign up using the form available through this link: [**http://bit.ly/caldualsworkgroups**](http://bit.ly/caldualsworkgroups).

Please respond no later than Wednesday, March 14, 2012.

For questions, please contact Amy Turnipseed at amy@harbageconsulting.com.