



# SynerMed Corporation

## Dual RFI Response Summary

*Improving Care through Integrated Medicare and Medical Delivery Models*

Stakeholder Meeting  
August 30, 2011



# Organization Background

- SynerMed is a Statewide Management Services Organization serving over 600,000 members
- Provides full Managed Care services throughout California
- Clients include IPAs, Medical Groups, Hospitals, Employers, TPA administrators and other MSOs
- Through our IPAs and Medical Groups we provide Medi-Cal services to over 6,000 dual eligibles in the State of California
- We currently provide services in areas that cover 57% of all dual eligibles in the State



# Existing Problems this Proposal Addresses

- Utilizing the integrated approach, we will coordinate with the Regional Centers and County clinics in our network to improve access to care, reduce costs, improve quality, and enhance the member experience
- Integrate with local services to coordinate care around resources available in the community
- Allow the physician to focus attention on those who truly need services through use of the patient centered medical home model and our population management tools



# Overview: Proposed Integrated Care Plan

- SynerMed has substantial operations in Fresno, Kings, Los Angeles, Madera, Riverside, Sacramento, San Bernardino, and San Diego Counties, representing over half of all Dual Eligibles in California
- We currently have over 6,000 Dual Eligibles who voluntarily chose our network which demonstrates our ability to integrate 15,000 additional duals the first year
- With over 1,500 PCPs and 10,000 total, we offer all the required sub-specialty services in each market we operate.
- All of our Risk Bearing Entities have the ability to take risk, and are, for over 600,000 members in the State of California.





# Key Points: Proposed Integrated Care Model

- Patient Centered Medical Home aka primary care gatekeeper model
- A Risk Bearing Accountable Care model with physician led provider groups directing the care
- Integrated high risk programs, including mental health and palliative care
- Education and Outreach similar to existing Medi-Cal and Medicare
- All members assigned a Case Manager who does an initial assessment, shared with the PCP
- Through these points, physicians are motivated to provide the care that is needed when it is needed

# Specific Care Integration Challenges

- Mental Health Integration – SynerMed has developed a mental health integration program for Sacramento in partnership with Anthem Blue Cross
- Work with Special Needs plans that have specific designation to support care coordination.
- Coordinate with Regional Centers, County Clinics and OON providers to improve access



# Measures for Success

- One and Three year Look Back
- Evaluate based on the Accountable Care Act
- Reduction of Costs
- Improvement in Quality
- Improvement in Customer Satisfaction



# Information Needed from CMS and the State

- Claim Histories for: Physician, Hospital, IHSS, Pharmacy
- Implementation Schedule
- Provider Network Adequacy requirements
- Model Contract
- Access Standards and Guidelines
- Enrollment/disenrollment requirements and Lock-in
- Marketing and Outreach Guidelines
- System and Technical Requirements
- Financial Solvency Requirements
- Reimbursement
- Dispute Resolution
- Other

