

# Cross-System Navigation in a Managed Care Environment Initiative: Initiative Review

August 19, 2020

Kelly Friedlander  
Project Director  
i2i Center for Integrative Health



# NCCDD's Goals & Objective

**State Plan Goal #2:** Throughout their lifespan, more individuals with intellectual and developmental disabilities (I/DD) will be fully included, respected, valued and supported in their communities.

**Initiative Goal:** Engage stakeholders to develop meaningful recommendations regarding how individuals with I/DD and families can effectively navigate service systems (cross-system navigation) in the emerging managed care environment.

## **Objectives:**

- ▶ Creation of Advisory Group
- ▶ Convene Cross-Systems Navigation Advisory Group Consistently
- ▶ Developing Recommendations & Disseminate Information



**Listen. Gather. Act.**

# The Public Policy Challenges & Opportunities

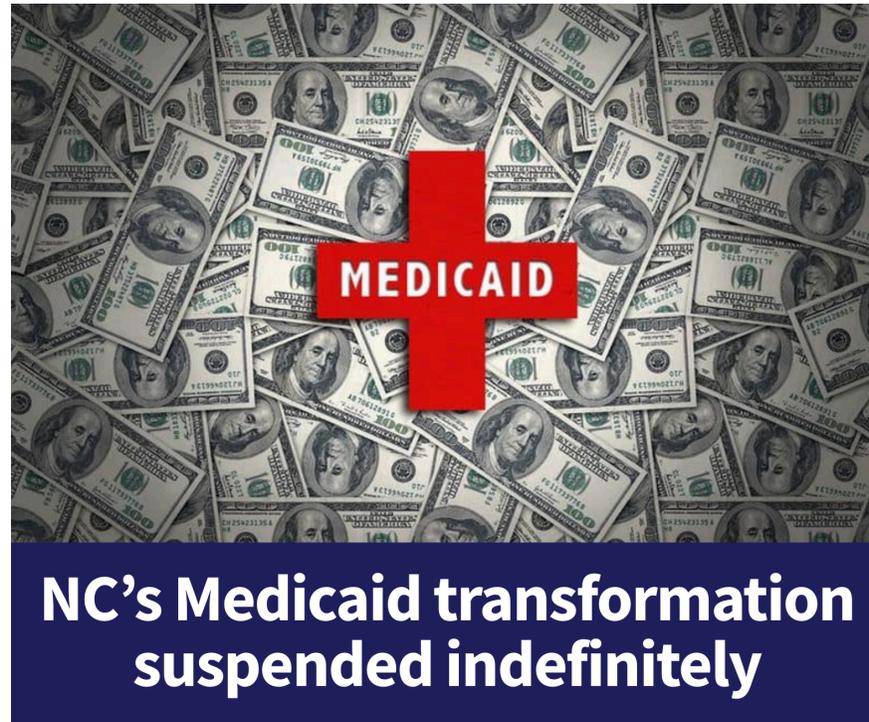
- ▶ DHHS had to meet an aggressive, legislatively mandated timeline to implement Medicaid Managed Care.
- ▶ DHHS and contracted entities are working to solidify policies/protocols and develop information/guidance for all stakeholders in the state.
- ▶ Stakeholders are concerned/confused and seeking accessible information.
- ▶ There is the opportunity to provide stakeholder feedback and recommendations at a time when information and decisions are being made to help shape future policy and practice



# Challenge:

## Medicaid Transformation Delay

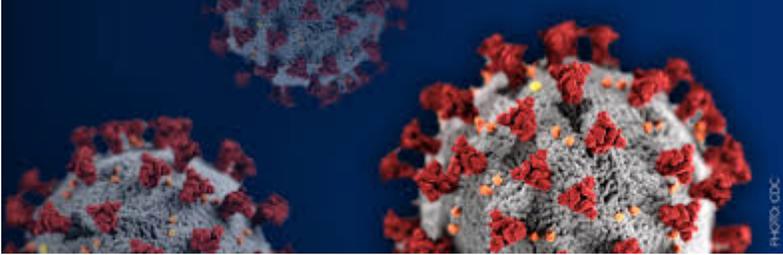
- ▶ Legislation passed in 2015 requiring NC DHHS to transform Medicaid into a privatized system.
- ▶ Initially supposed to begin in two phases:
  - ▶ Phase 1 – November 1, 2019
  - ▶ Phase 2 – February 1, 2020
- ▶ On November 19th, NC DHHS announced that Medicaid Transformation would be indefinitely suspended.
- ▶ State legislators entered budget negotiations during a special session in January.
- ▶ July 2<sup>nd</sup>: SL 2020-88 signed by Governor
  - ▶ Go live for both the Standard Plan and Tribal Option will be on July 1, 2021.
  - ▶ Go live for BH/IDD Tailored Plan will be in July 2022.



Headline on NC Health News  
November 20, 2019

Aggressive timeline (again), especially considering...

# Challenge: A Global Pandemic



When it hasn't been your day, your week, your month or even your year.



- ▶ COVID-19 has affected almost every aspect of health and human services
- ▶ COVID-19 creating challenges for Medicaid Transformation re-launch...
  - 1) uncertainty about provider's prioritizing contracting;
  - 2) complexity in project planning with rapid evolving conditions (e.g., staff illness, remote working).

## **Initiative Impact:**

- ▶ Granted a two-month, no-cost extension and modified contract deliverables to account for challenges of the current situation.
- ▶ Had to postpone our March meeting due to COVID-19 gathering restrictions.
- ▶ Had to move our meetings virtually.
- ▶ Unable to present at i2i Spring Policy Conference.
  - ▶ Instead, provided A to Zs of COVID-19 webinar
- ▶ Advisory Group members are juggling increased demands at work and home.

# It's been a Journey...

- ▶ So here is a quick palate cleanser...
  - ▶ Ari Joseph Friedlander
  - ▶ Born December 12, 2019
  - ▶ Considerate enough to wait to be born until AFTER our December meeting
  
- ▶ And here is ALL that we accomplished despite the challenges the initiative has faced...



# Creation of Cross-System Navigation Advisory Group

- ▶ The Managed Care Cross-System Navigation Advisory Workgroup consists of a wide variety of members chosen for their subject matter expertise, organizational affiliations, and lived experience to achieve successful systems change.



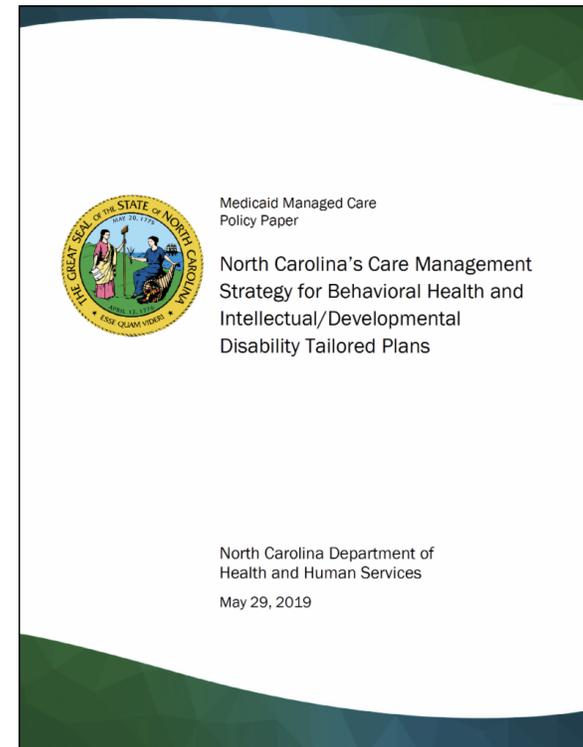
# Convening the Cross-System Navigation Advisory Group Consistently



- ▶ Advisory Group meetings occurred quarterly quarterly-ish (thanks COVID-19)
- ▶ Meetings held in geographically diverse areas of the state
  - ▶ September 26<sup>th</sup> - Raleigh
  - ▶ December 4<sup>th</sup> - Pinehurst
  - ▶ March 27<sup>th</sup> - Greenville
  - ▶ June 19<sup>th</sup> - Asheville
  - ▶ September 24<sup>th</sup> – Morrisville
  - ▶ December 3<sup>rd</sup> – Pinehurst
  - ▶ May 27<sup>th</sup> – Webex
  - ▶ August 19<sup>th</sup> – Webex
- ▶ Experts with knowledge of managed care service systems for people with I/DD were brought in to enhance the group’s knowledge and share information about best practices and/or promising practices in cross-system navigation
- ▶ Group used time to respond in a timely fashion to unexpected public policy input opportunities

## Public Policy Feedback Opportunity: Care Management Policy Paper Feedback

- ▶ NC DHHS released its Care Management Policy Paper and asked for feedback to be incorporated into the Tailored Plans
- ▶ The Cross System Advisory Group dedicated one of its meetings to discussing Care Management, and submitted feedback that included:
  - ▶ What questions and concerns the group have about the design or implementation of the Care Management model proposed
  - ▶ Recommendations for changes to the care management model proposed for the BH/IDD TP
  - ▶ What topic areas will need to be covered to educate the system to move in this direction (beneficiaries, providers, LMEMCOs, stakeholders in other systems)



# Public Policy Opportunity: Provide Feedback on Medicaid Guide for Beneficiaries

*“We have developed a guide for people with disabilities and older people. Can the Cross-System Advisory review this and provide feedback in three days? We need to distribute by...”*

- ▶ Contacted by DHHS and asked to provide feedback
- ▶ Guide was distributed statewide
- ▶ Only group to review
- ▶ Recommendations included:
  - ▶ Provide a glossary of terms
  - ▶ How to disseminate to reach the most people
  - ▶ Areas to simplify
  - ▶ Person-centered/ strength oriented language
  - ▶ 5 pages of feedback



*How does North Carolina's Move to Medicaid Managed Care Affect Me?*

A Guide for People with Disabilities and Older Adults Who Use NC Medicaid

North Carolina Department of Health and Human Services

June, 2019

This guide was made to help people with disabilities and older adults who use Medicaid understand how the NC Medicaid Managed Care enrollment process scheduled to start in late June, 2019 will impact them. It does not and cannot answer every question people may have. For more information about NC Medicaid Managed Care, please visit the NC DHHS Medicaid Transformation website.

INCOMPLETE. DRAFT-DO NOT CIRCULATE

## Public Policy Feedback Opportunity: Collect Feedback for DHHS regarding Transitions of Care

*“There is so much work to do in such a short period of time, we need your help to collect broad stakeholder feedback.”*

- ▶ Grantee organization secured a seat on the MCAC BH I/DD Tailored Plan Design Subcommittee
- ▶ Volunteered to collect information from stakeholders regarding Transitions of Care
- ▶ Developed survey and distributed to various mailing lists and organizations
- ▶ 448 people participated
  - ▶ **40% self-identified as consumers, family members, or advocates**
- ▶ Generated 48 pages of questions, recommendations, and feedback for DHHS, AND...

The i2i Center for Integrative Health is seeking **YOUR INPUT** for NC DHHS regarding "Transitions of Care" for the BH/IDD Tailored Plans.

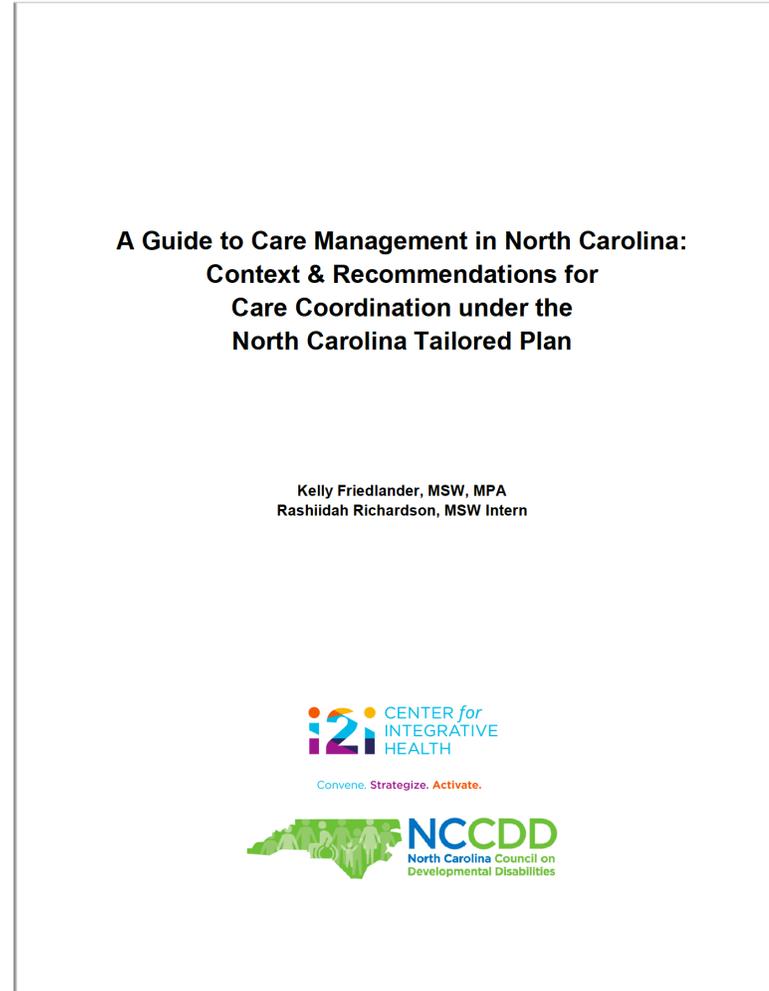
[TAKE SURVEY NOW](#)



Public Policy Feedback Opportunity:

# Workforce White Paper

- ▶ Provides historical information about care management in NC and a summation of Medicaid Transformation care coordination materials released from DHHS.
- ▶ Made several recommendations on Care Coordination for North Carolina to consider. These recommendations include:
  - ▶ Considering lived experience, not only degrees, in credentialing and hiring requirements for care coordinators;
  - ▶ Considering the importance of natural supports and person-centered planning for care coordination;
  - ▶ Incorporating effective quality measurement of care coordination that includes consumer agency, consumer understanding of services, and the utilization of consumer information within the consumer's support network; and,
  - ▶ Assuring constant communication among stakeholders to promote systems change.



# The Opportunity: Educate the Public



- **Conference Presentation:**
  - National Association of Councils on Developmental Disabilities Annual Conference
- **Webinars:**
  - Medicaid Transformation 101
  - Connecting Expertise to Communities to Support Comprehensive Care for People with I/DD: Building on North Carolina's Assets
  - A to Zs of COVID-19 for Families and Individuals with I-DD

# Presentation: National Association of Councils on Developmental Disabilities Annual Conference

Presented a breakout session with NCCDD's  
Medical Health Home Initiative titled:

“Working Together to Achieve Integrated  
Care in North Carolina”

Session Description :

Like a successful jazz composition,  
integrated care requires multiple elements  
working together to achieve the desired form  
and a sense of harmony. North Carolina is  
actively developing a Medicaid Managed  
care system that strives to improve health,  
reduce crisis-based care, and strengthen  
cross-system efficiency so that individuals  
with I/DD receive the right care in the right  
setting at the right time.



# Webinar: Medicaid Transformation 101

- ▶ Challenge: All stakeholders are confused about what Medicaid Transformation is, the timeline for implementation, and what it means for them.
- ▶ Solution: Medicaid Transformation 101 Webinar
  - ▶ Provide basic information, with the target audience being people with I/DD and their family members
  - ▶ Registration met capacity (500 people) within 24 hours; offered three sessions to meet demand
- ▶ Results:
  - ▶ Over **1,200 people** attended or watched the recordings
  - ▶ Attendees stated their understanding of Medicaid Transformation increased from attending:

2. How would you rank your knowledge about Medicaid Transformation...

	Poor	Fair	Good	Very Good	Excellent
<b>Before</b> the webinar					
Count	21	54	46	17	3
Row %	14.9%	38.3%	32.6%	12.1%	2.1%
<b>After</b> the webinar					
Count	1	19	69	44	6
Row %	0.7%	13.7%	49.6%	31.7%	4.3%

# Webinar: Medicaid Transformation 101

*"Thank you for breaking down a very complex topic into much more manageable terms and graphics."*



**Medicaid  
Managed Care**

*"This webinar really increased my knowledge about the timeline regarding the transition."*

*"I simply think that it is wonderful that the webinars are starting right now so that people can begin to understand by the Nov. roll out."*

*"The webinar was incredible valuable in providing a primer on Medicaid Transformation and implementation for both those new to the topic, as well as those who are already familiar with it. I highly recommend that anyone interested in getting up to speed on Medicaid Transformation and managed care in NC take advantage of the webinar/ webcast."*

*"Good, broad overview of what is coming. Helpful."*

## Webinar:

# Connecting Expertise to Communities to Support Comprehensive Care for People with I/DD: Building on North Carolina's Assets

- ▶ This presentation highlighted the work of Duke Health, Carolina Institute for Developmental Disabilities at UNC-CH, and TEACCH, UNC-CH to implement evidence-informed approaches for the provision of consultation, education and family support.
- ▶ Presenters shared successes, challenges, and lessons learned to illustrate the intersection of diverse approaches designed to build a comprehensive approach to care for children and adults with I/DD and ASD.
- ▶ Results:
  - ▶ Over **315** people attended the webinar and/or watched the recording.
  - ▶ *“I plan to reach out to some of the speakers as my organization develops our integrated primary care services for our IDD client population.”*
  - ▶ *“I’m going to connect with Dr. Maslow about data in addressing discrepancies in access to I/DD services and support for our BIPOC community. We are taking this opportunity to expand collaboration with our local law enforcement and school system.”*



# Webinar: A to Zs of COVID-19 for Families and Individuals with I-DD



- ▶ The webinar target audience was individuals and family members with I-DD and offered information on:
  - ▶ Personal health and care needs during COVID-19
  - ▶ What you need to know if you or a family member is hospitalized with COVID-19
  - ▶ Understanding your rights when visiting family members residing in congregate care settings; and
  - ▶ What to do if you are choosing to keep your child or family member at home and not receiving services

- ▶ Attended by **265 individuals** and the recording has been viewed over 50 times

- ▶ 93% of attendees stated attending this webinar will help them say what they want or what is important to them.

- ▶ *“I loved how well it was put together and the emotional connection and real live account of how COVID could and has affected families.”*

- ▶ *“As a single working father of a child with a developmental disability, I haven’t ben able to locate resources; thank you for the documents you shared and this webinar. It is very helpful!”*



Initiative ends  
August 30<sup>th</sup>

Thank YOU for  
your participation,  
flexibility, &  
insights

Speaking of...  
NCCDD has some  
questions for you!



*That's all Folks!*

# Keep Updated at i2icenter.org

## Contact Us:

**Ann Rodriguez, MHA**  
Assistant Director  
ann@i2icenter.org  
(919) 744-7937

Kelly Friedlander, MSW, MPA  
Project Director  
Cross-System Navigation in a Managed Care Environment Initiative  
[kelly@i2icenter.org](mailto:kelly@i2icenter.org)