



The Managed Care Technical Assistance Center
EFFICIENT PRACTICES. EFFECTIVE CARE.

Medicaid Managed Care Readiness Assessment Preliminary Results & Benchmark Tool

February 26, 2015

Presentation Overview

- I. Introduction**
- II. MCTAC Readiness Assessment Preliminary Results**
- III. Preview of Agency Readiness Benchmark Report**
- IV. Wave II of Analysis & Opportunity for New Agencies to Complete and Submit Assessment**

Managed Care TAC (MCTAC) Overview

What is MCTAC?

MCTAC is a training, consultation, and educational resource center that offers resources to all mental health and substance use disorder providers in New York State.

MCTAC's Goal

Provide training and intensive support on quality improvement strategies including business, organizational and clinical practices, to achieve the overall goal of preparing and assisting providers with the transition to Medicaid Managed Care.

MCTAC Overview (cont.)

- MCTAC is partnering with OASAS and OMH to provide:
 - Foundational information to prepare providers for Managed Care
 - Support and capacity building for providers
 - tools
 - group consultation
 - informational training
 - assessment measures
 - Information and training on the critical domain areas necessary for Managed Care readiness
 - Aggregate feedback to providers and state authorities

Managed Care Readiness Assessment

Data Collection and Analytics

- **Data collection:** online survey
- **Focus of Analysis:** Examine readiness and preparedness for the transition to Managed Care and identify areas where additional support is needed
- **Report:** MCTAC presenting aggregated data to relevant stakeholders

MMC Readiness Assessment

This MMC Readiness Tool is designed to provide organizations with **11 categories** of processes, practices and change management activities needed to **effectively prepare for and function during the early stages of a business relationship with a Managed Care organization**. When completed, the self-assessment tool offers a **snapshot** of the organization's **current level of readiness** as well as an assessment of the **need for technical assistance**. This tool may be helpful as a planning resource to guide organizations in their preparation and decision making activities.



POLL PLACEHOLDER

The background features a large, light blue watermark of the MCTAC logo. The logo is circular and contains the text 'THE MANAGED CARE TRUST' at the top, 'EFFICIENT' at the bottom, and 'MCTAC' in the center. The words 'THE MANAGED CARE TRUST' and 'EFFICIENT' are separated by two white stars. The text 'MCTAC' is written in a large, bold, sans-serif font. The entire logo is set against a light blue background.

MCTAC Readiness Assessment Preliminary Results

Preliminary Analysis Overview

- **313 MCTAC Readiness Assessments were included in analysis**
- **OMH, OASAS and OMH/OASAS** were represented (~30% each)
- **162 (52%) agencies** did not score in the Top 25% in any Factor
- There are **no statistically significant** differences by *Region*
- There are **statistically significant differences** by *Reimbursement*
- There are **statistically significant differences** by *Agency Type*

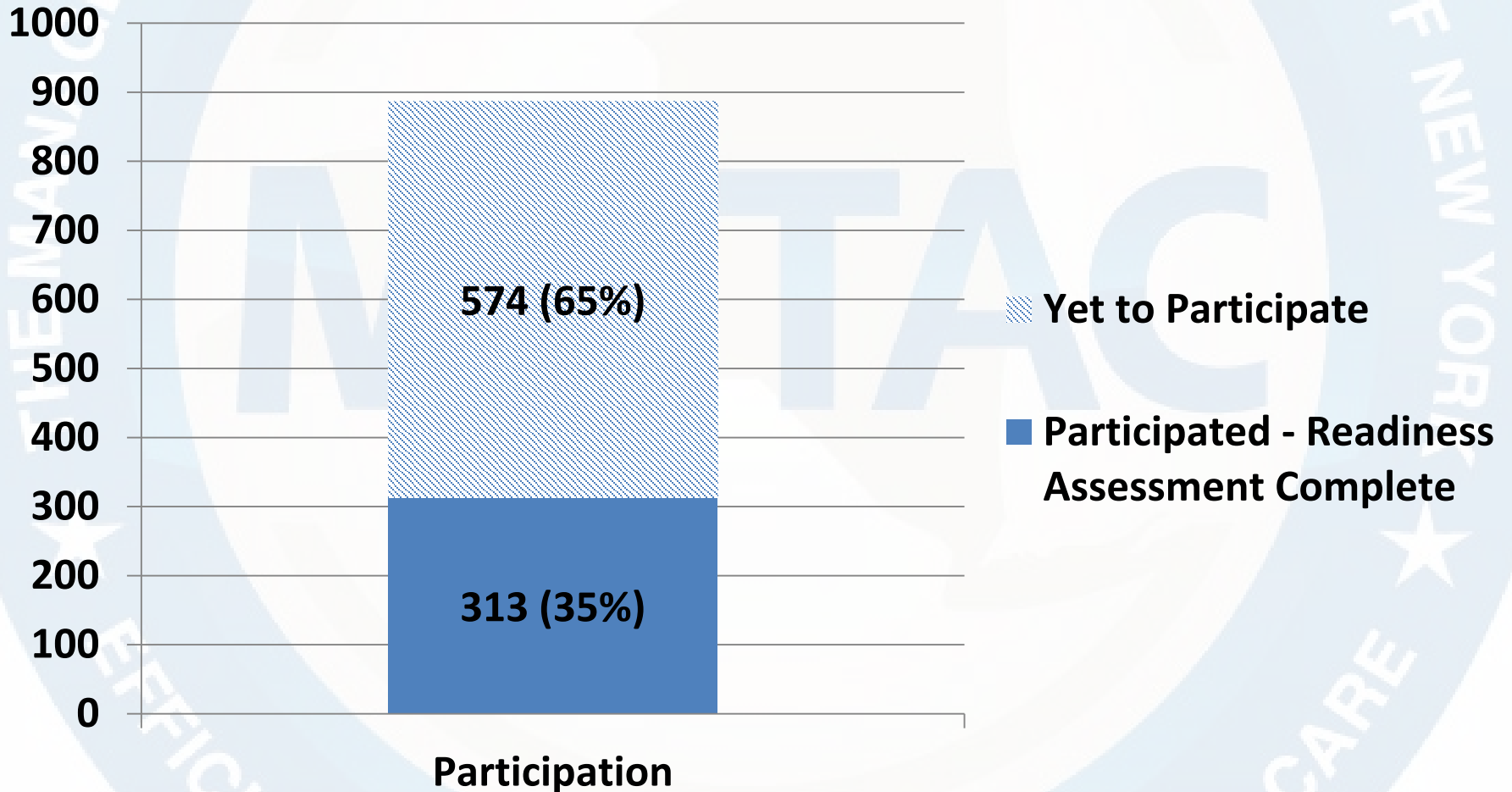
Demographic Information

MCTAC

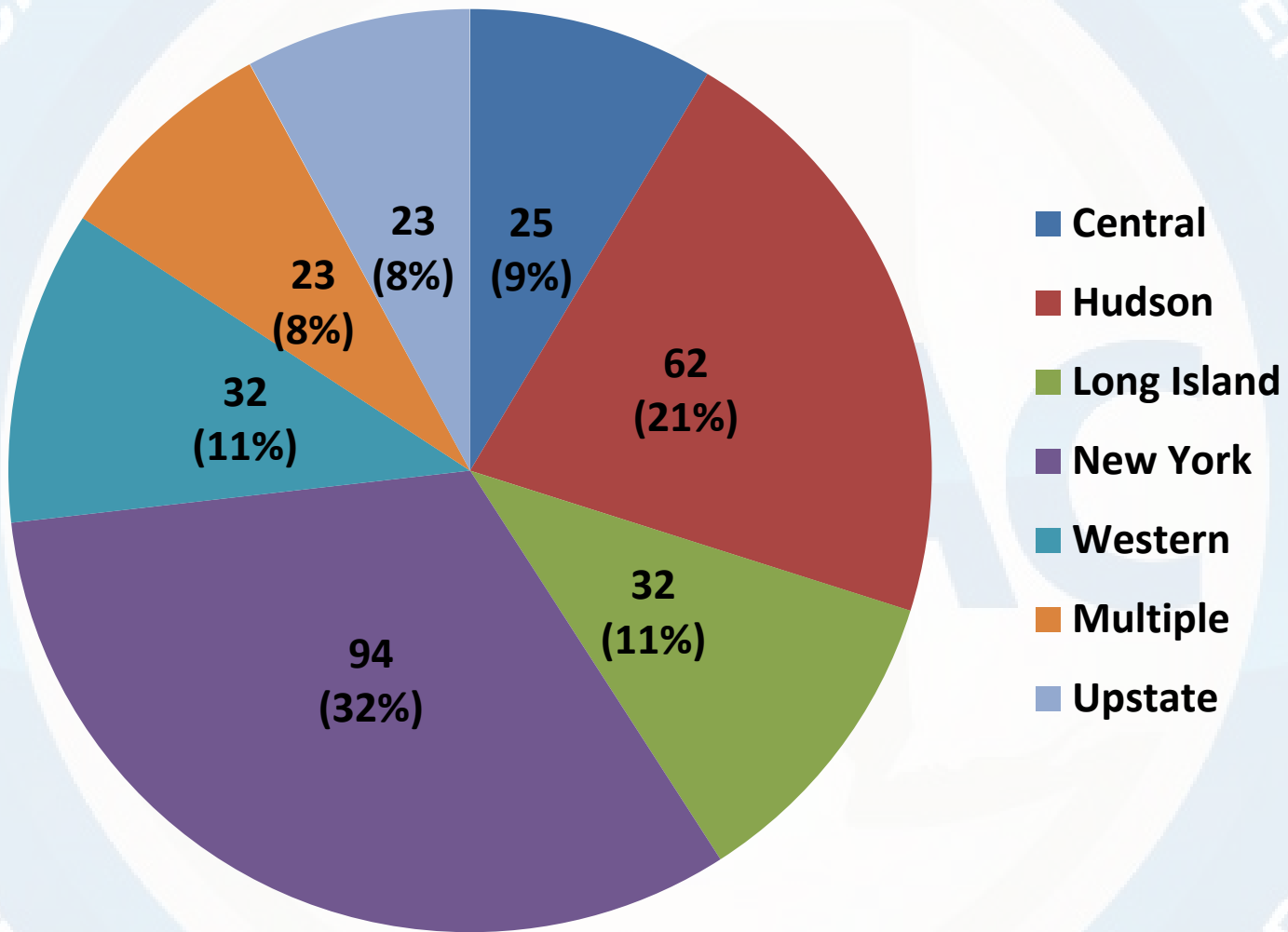


Between September and November 2014, 313 Readiness Assessments were completed.

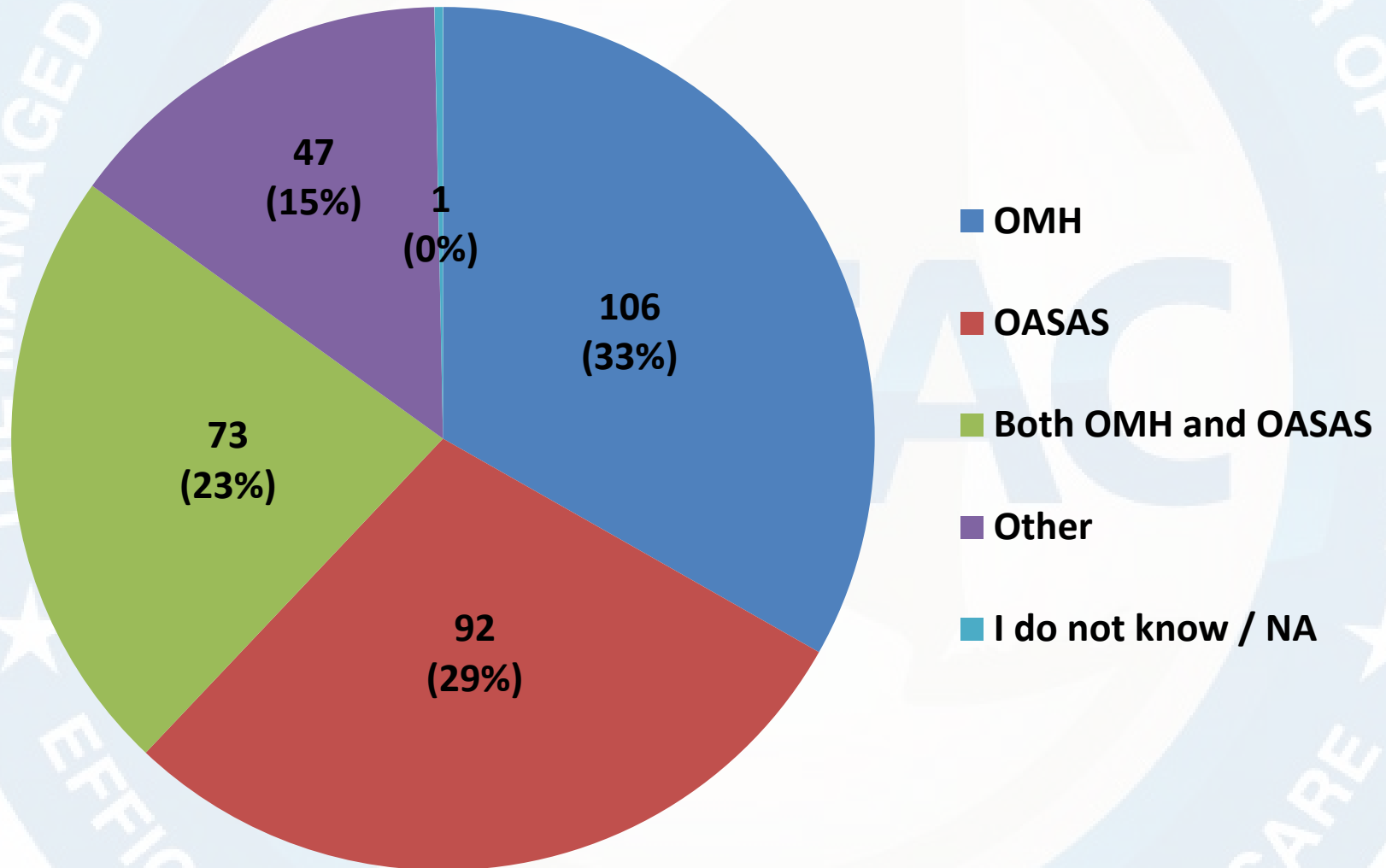
Total Number of Agencies (N=887)



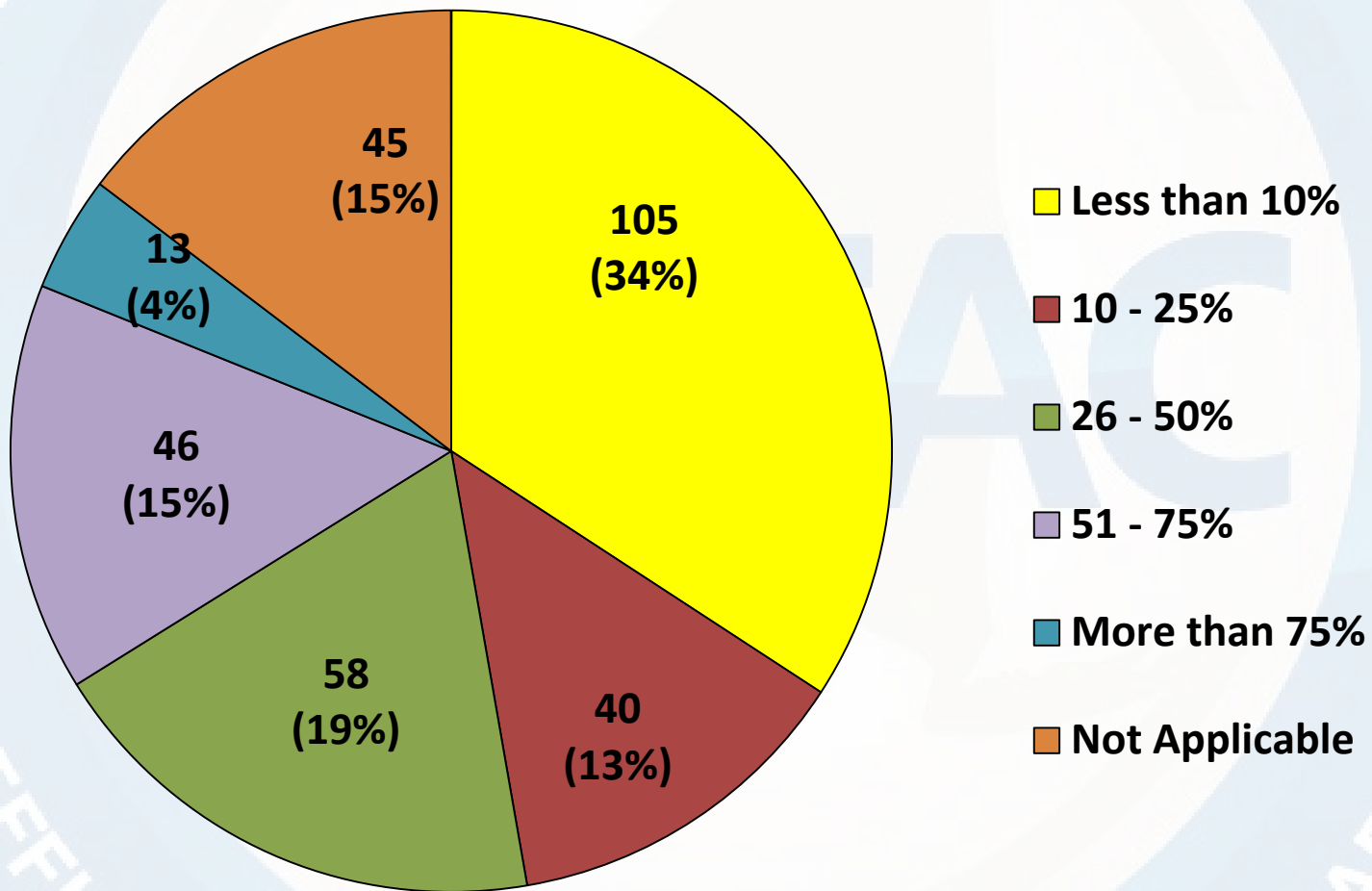
Readiness Assessment Completion by Region



Services Offered by Agency



Managed Care Reimbursements by Agency



Managed Care Experience

- ~50% have little to no experience in billing managed care
- ~50% have a decent amount of experience in billing managed care companies

Readiness Domains

MCTAC



MCTAC Readiness Assessment - Domains

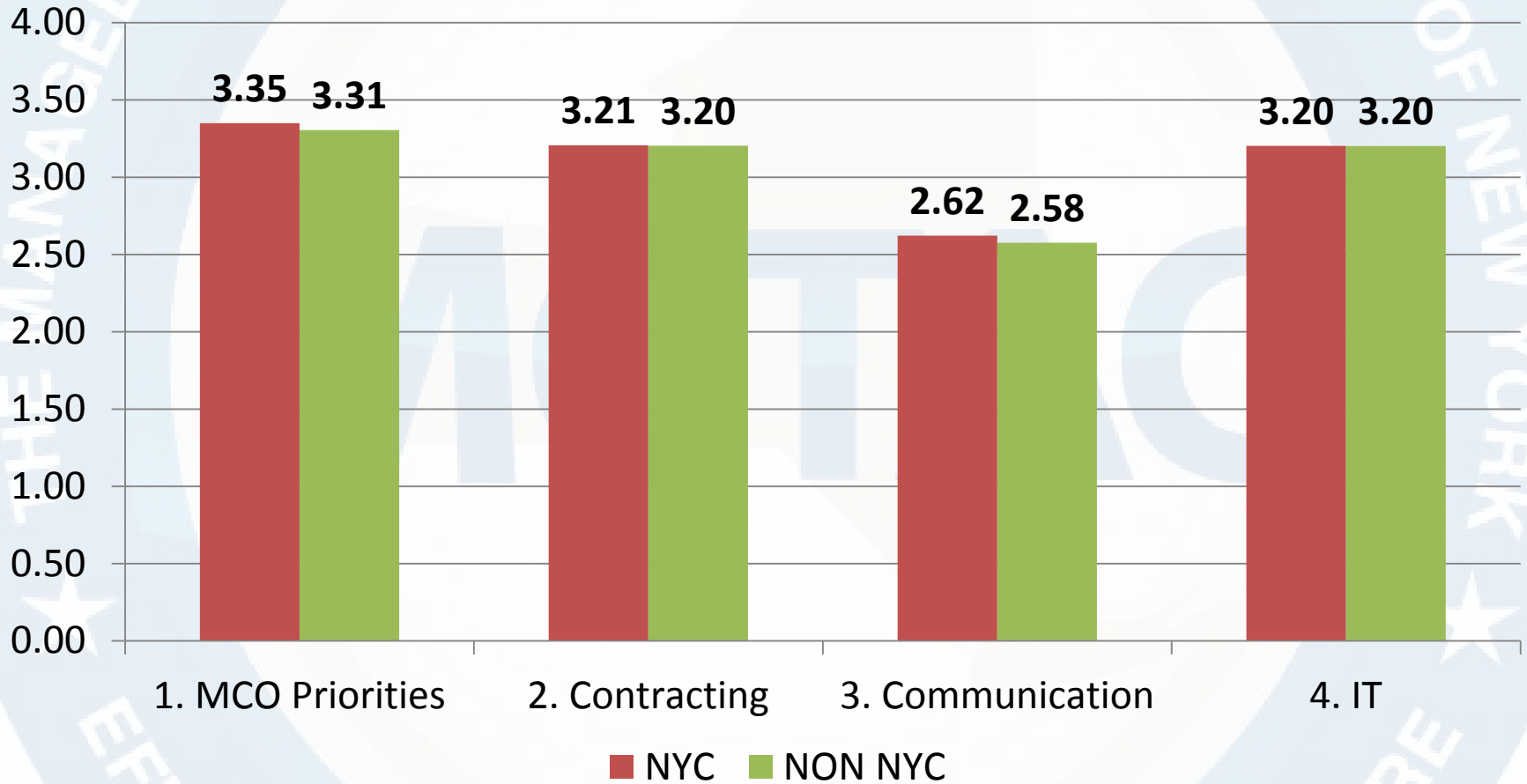
Domain	Name	Label in Graphs
1	Understanding MCO Priorities & Present Managed Care Involvement	MCO Priorities
2	MCO Contracting	Contracting
3	Communication /Reporting (Services authorization, etc.)	Communication
4	IT System Requirements	IT
5	Level of Care (LOC) Criteria / Utilization Management Practices	Level of Care
6	Member Services/Grievance Procedures	Member Services
7	Interface with Physical Health, Social Support and Health Homes	Interface
8	Quality Management/Quality Studies/Incentive Opportunities	Quality
9	Finance and Billing	Finance
10	Access Requirements	Access
11	Demonstrating Impact/Value (Data Management & Evaluation Capacity)	Evaluation
Aggregate	Total Score	Total Score

Average Score by Domain

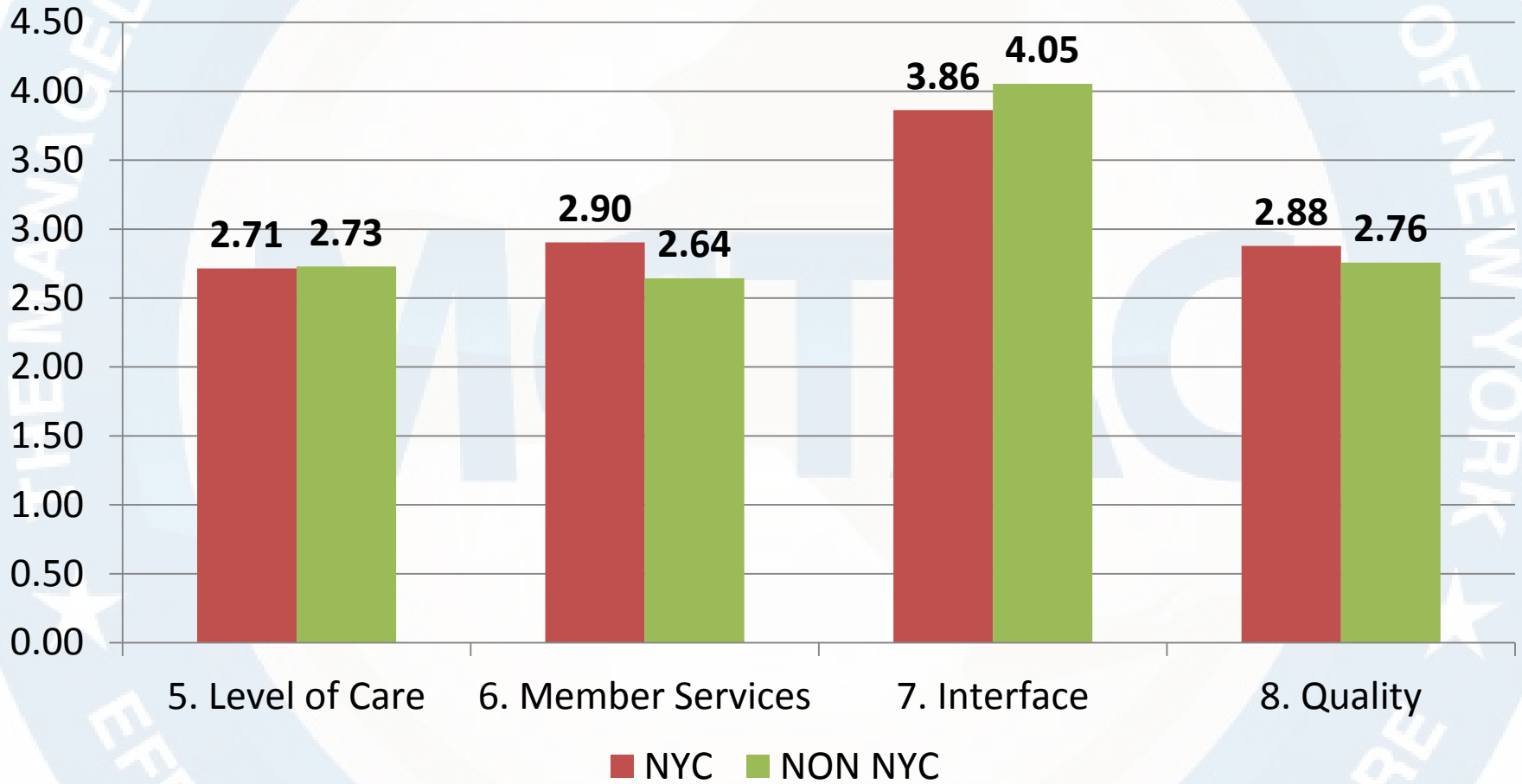
Domain	Average Score
1. MCO Priorities	3.30
2. Contracting	3.18
3. Communication	2.64
4. IT	3.19
5. Level of Care	2.77
6. Member Services	2.83
7. Interface	3.93
8. Quality	2.86
9. Finance	3.25
10. Access	3.36
11. Evaluation	2.43
Total Score	3.07

There were no differences in Domains by Region.

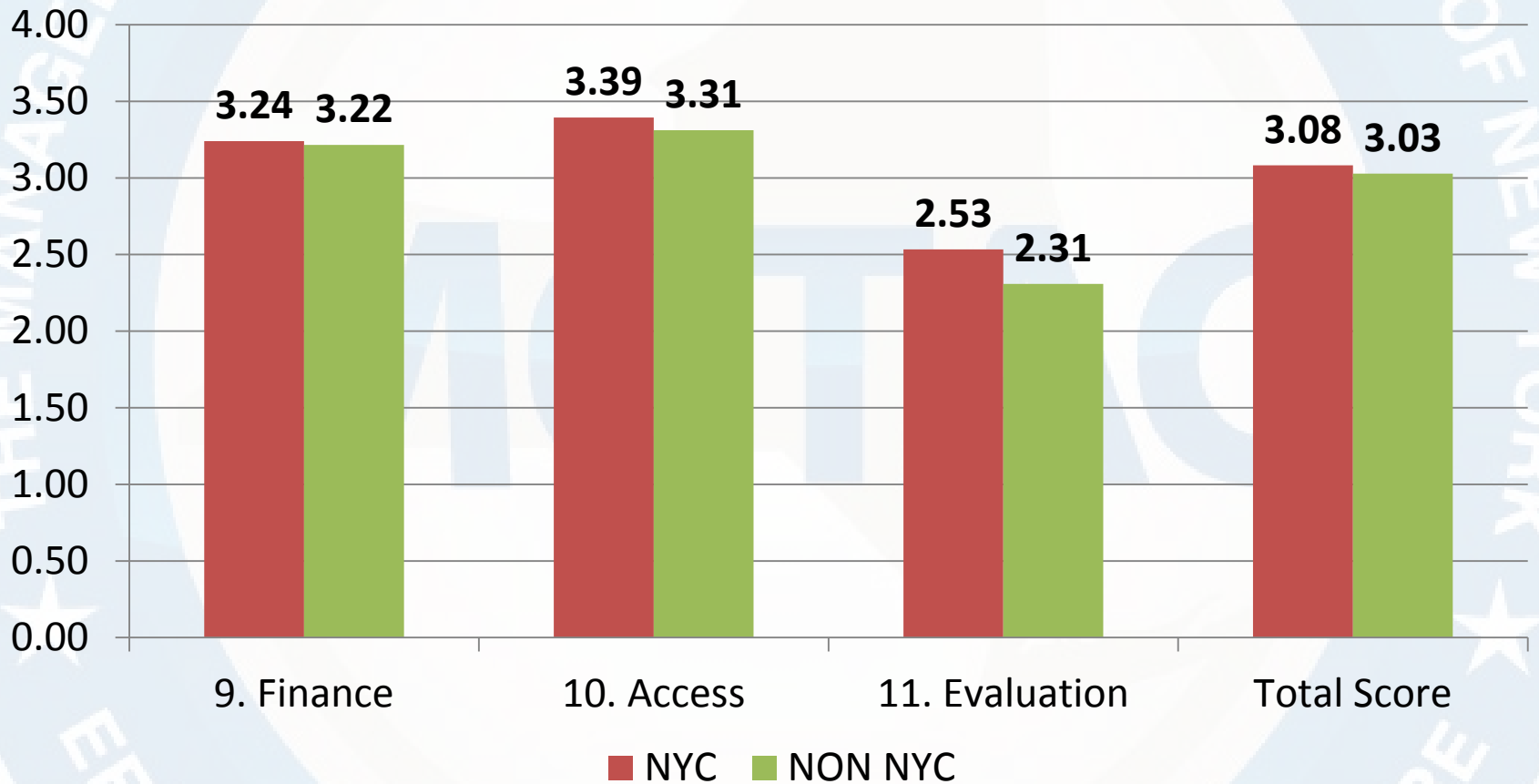
Domain Scores by Agency's Region



Domain Scores by Agency's Region

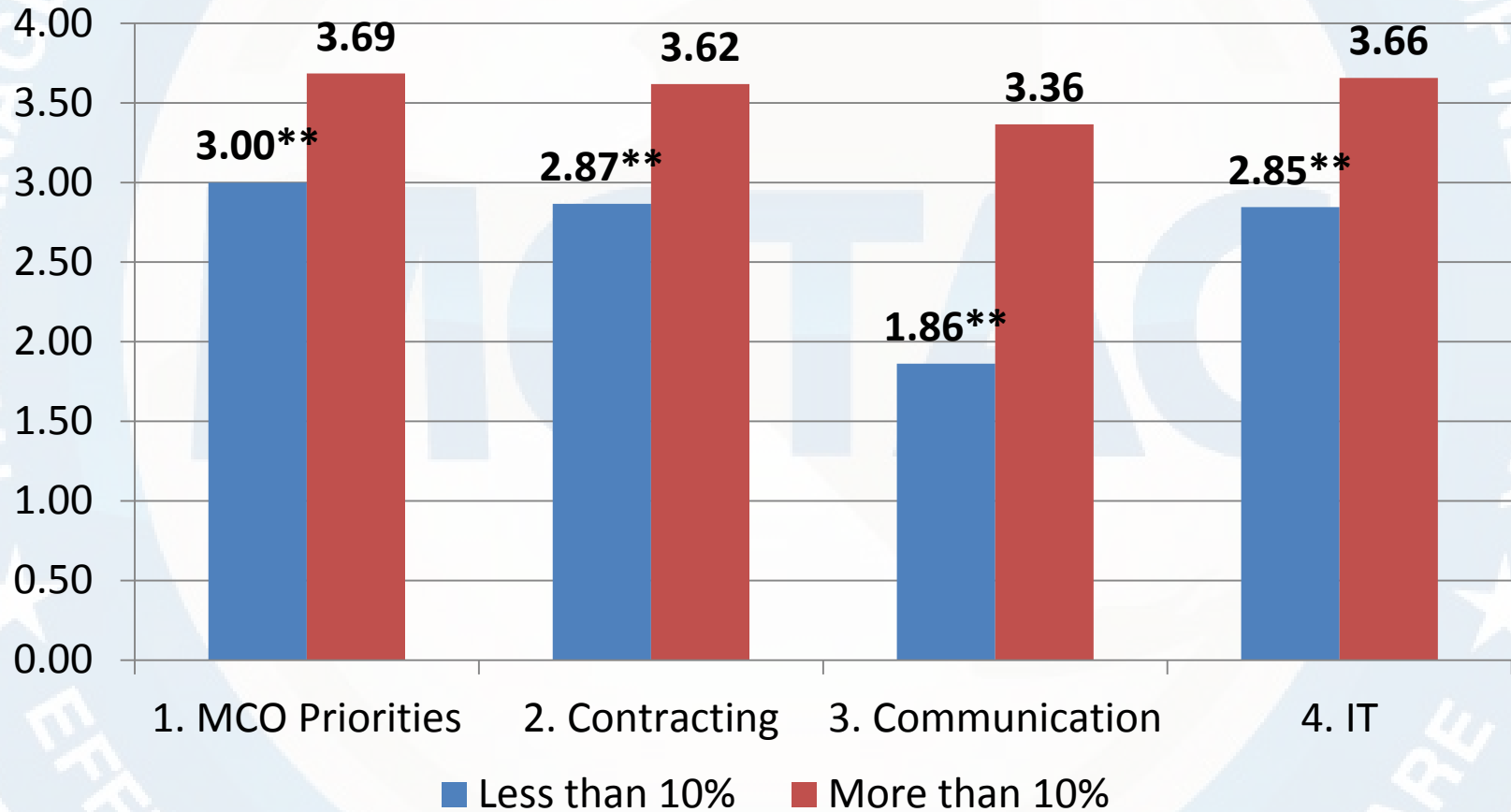


Domain Scores by Agency's Region



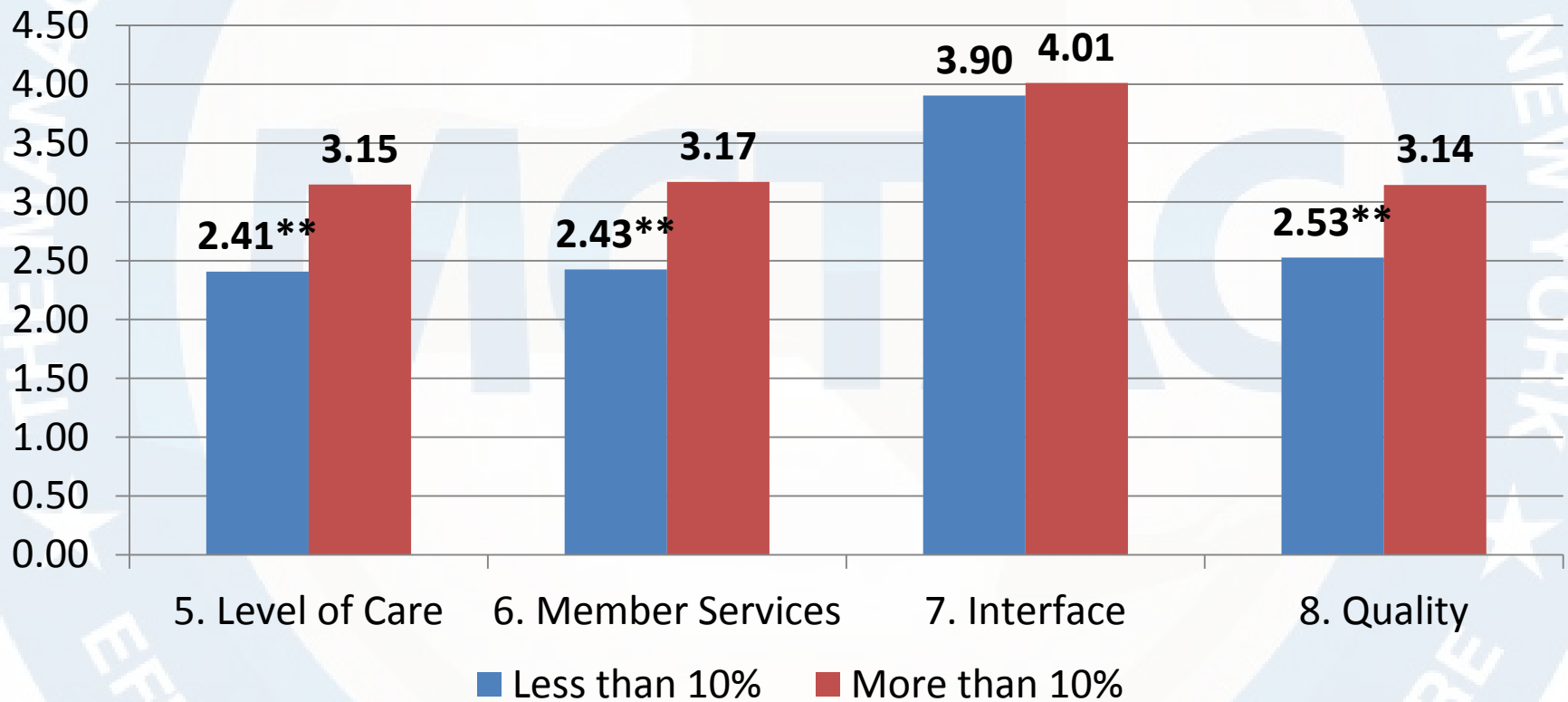
There were differences in Domains by Reimbursement Level.

Domain Scores by Agency's Managed Care Reimbursement



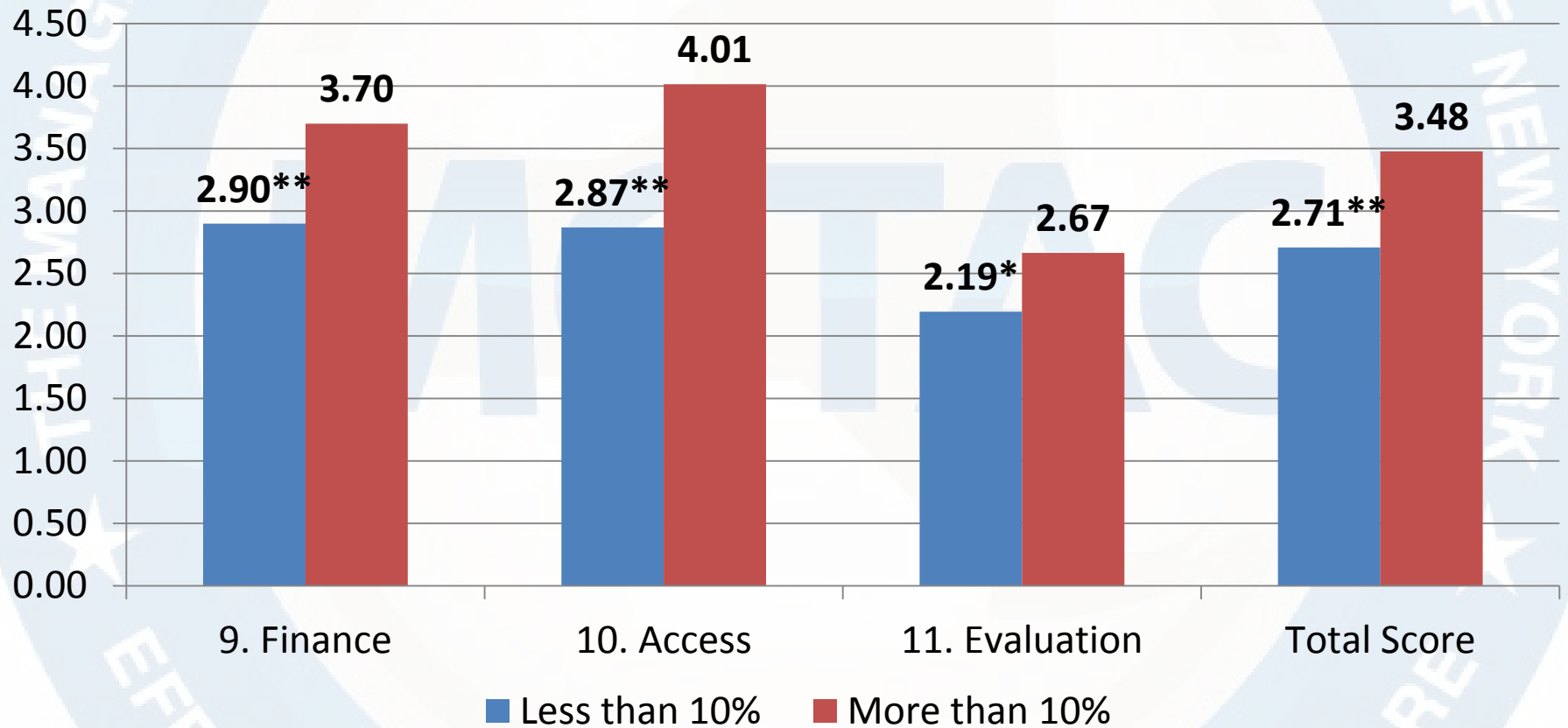
* p<0.05; ** p<.001

Domain Scores by Agency's Managed Care Reimbursement



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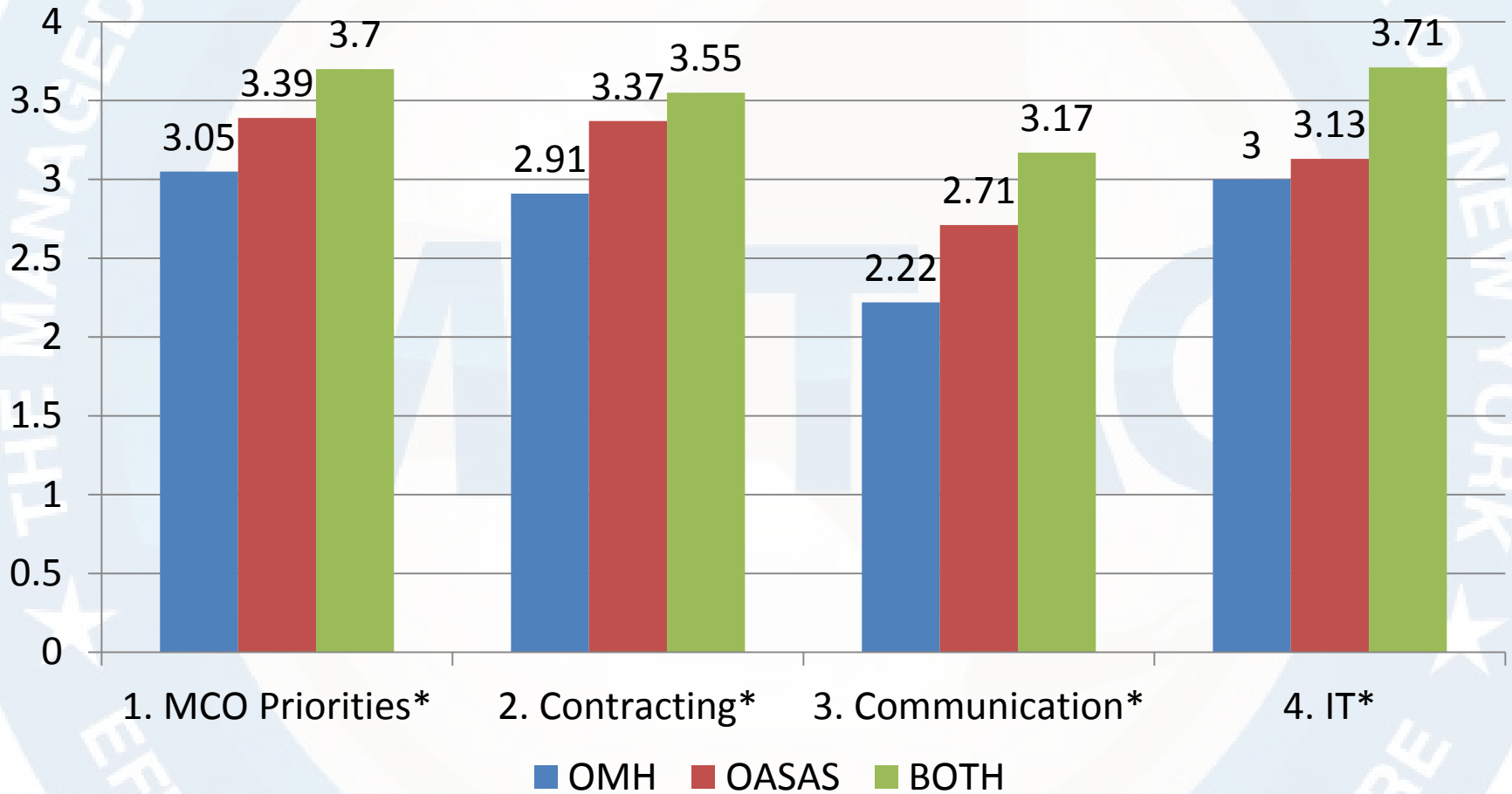
Domain Scores by Agency's Managed Care Reimbursement



* $p < 0.05$; ** $p < .001$

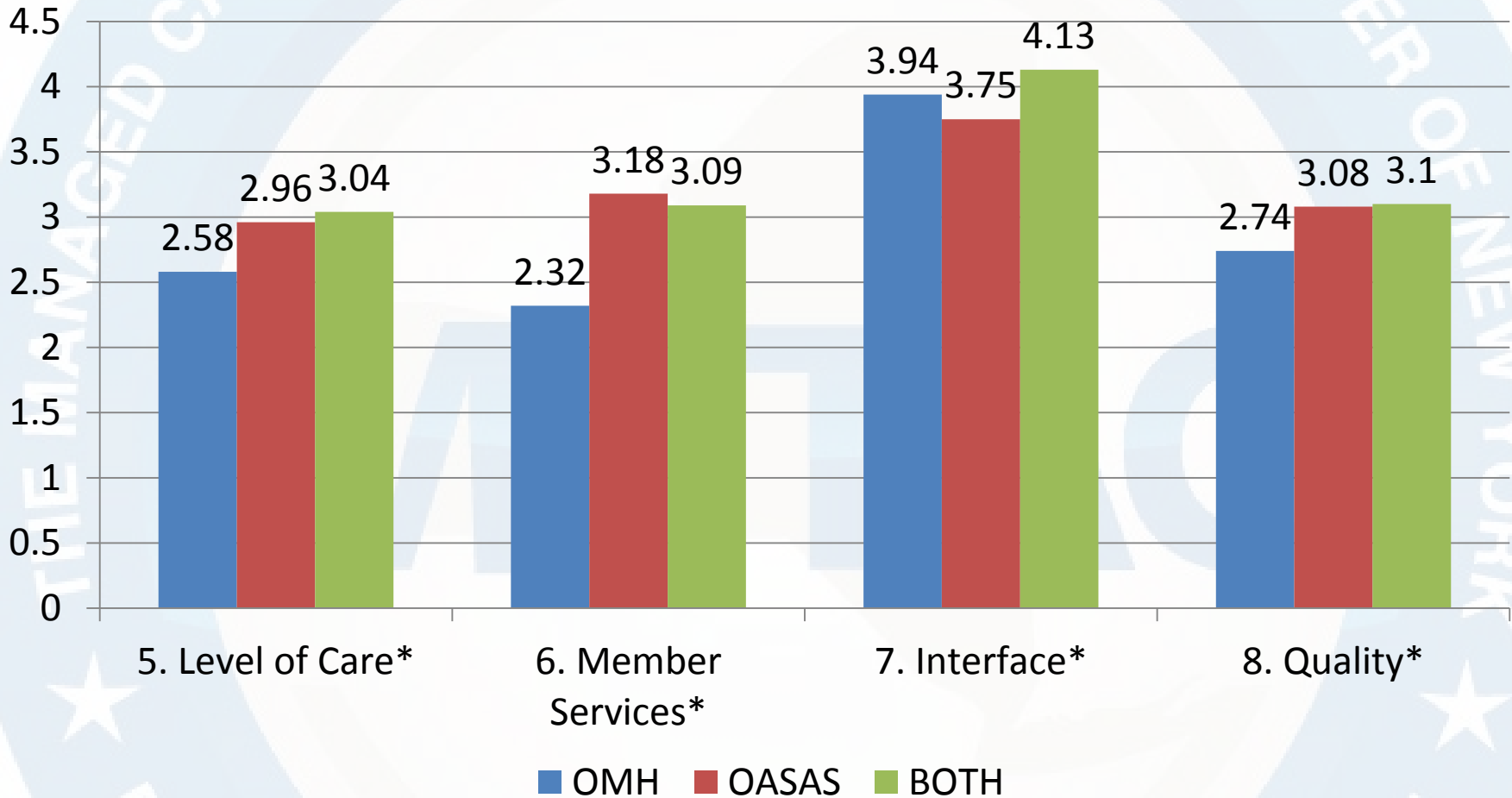
There were differences in Domains by Agency Type.

Domain Scores by Agency Type



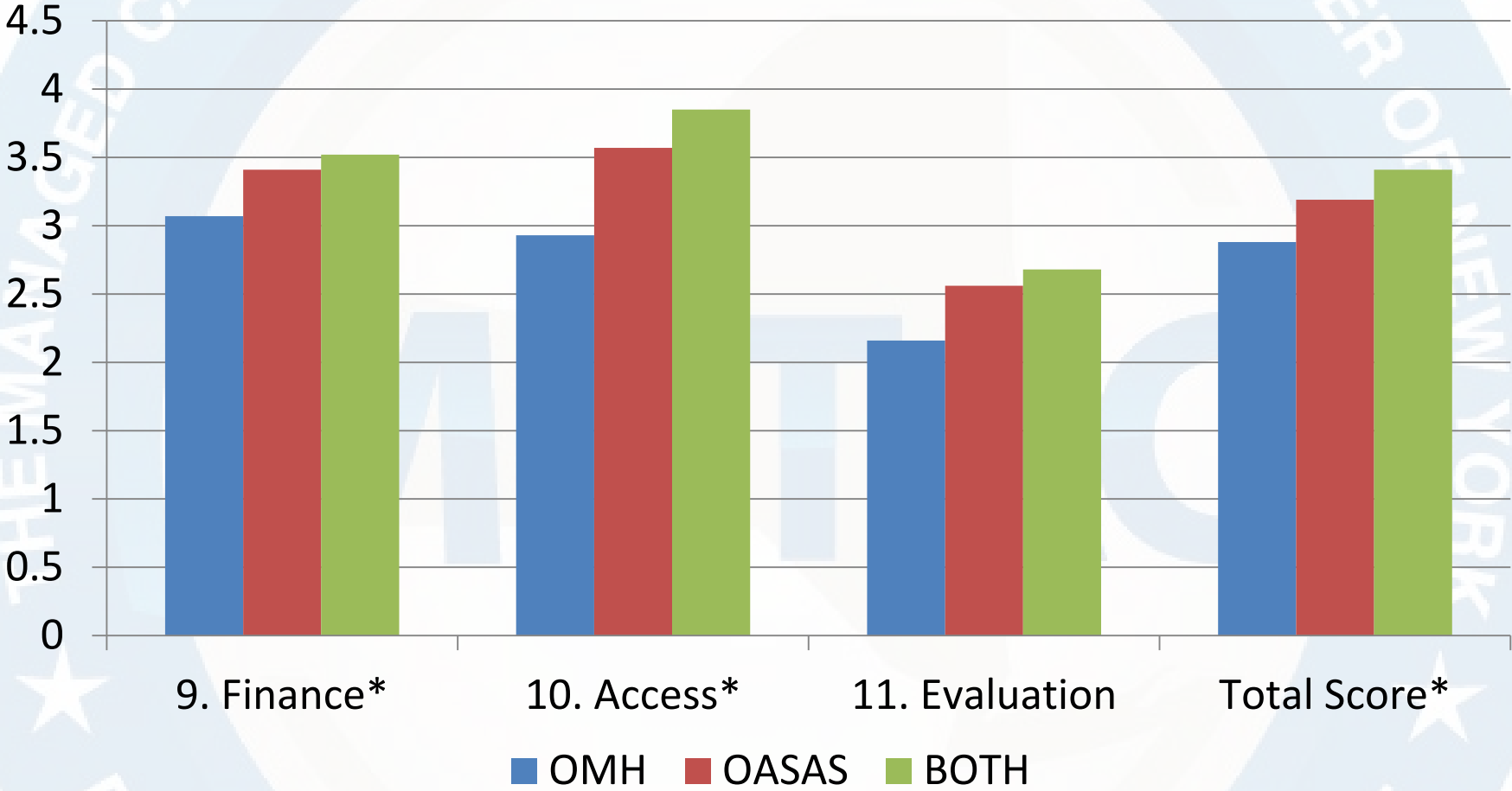
*Indicates differences between groups

Domain Scores by Agency Type



*Indicates differences between groups

Domain Scores by Agency Type



*Indicates differences between groups

Areas of Highest Need for OMH, OASAS, and/or Both

Domain
2. Contracting
3. Communication
4. IT
5. Level of Care
6. Member Services
8. Quality
10. Access
11. Evaluation

Note: These areas of need are based on average scores 3 or below by state agency type. That is, OMH, OASAS, or OMH/OASAS agencies scored 3 or below on at least one of these domains.

Preview of Benchmark Tool



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Example Agency Readiness Assessment

Introduction. Readiness Assessments from 333 agencies were analyzed. The following data is included in your report:

- **Average Score** – the mean of the population (N=333) in the domain, which could range from 0 - 5
- **Agency Score** – the agency's individual score in the domain, which could range from 0 - 5
- **Percentile** – percentage of agencies scoring less than the agency's score

Domain	Average Score	Agency Score	Percentile (%)
Understanding MCO Priorities & Present Managed Care Involvement	3.30	3.1	37%
MCO Contracting	3.18	3.33	57%
Communication /Reporting (Services authorization, etc.)	2.63	5.0	91%
IT System Requirements	3.19	2.08	16%
Level of Care (LOC) Criteria / Utilization Management Practices	2.75	0.92	4%
Member Services/Grievance Procedures	2.78	4.0	64%
Interface with Physical Health, Social Support and Health Homes	3.94	2.8	10%
Quality Management/Quality Studies/Incentive Opportunities	2.82	2.11	31%
Finance and Billing	3.23	2.45	25%
Access Requirements	3.33	0.67	0%
Demonstrating Impact/Value (Data Management & Evaluation Capacity)	2.42	4.0	86%
Overall Score	3.05	3.8	77%

Recommendation

Review the Assessment / Work Plan Development Tool at
<http://mctac.org/files/misc/7/readiness-assessment-work-plan-updated-2.12-v2.pdf>

Visit ctacny.com for more information.

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**Medicaid Managed Care Readiness:
Assessment / Work Plan Development Tool**
Updated February 12, 2015

SECTION I: INFRASTRUCTURE TO SUCCEED IN THE NEW MANAGED CARE ENVIRONMENT
Recommendations
Data analytic capacity
<p>To begin to use data analysis internally within your agency:</p> <ul style="list-style-type: none"> • Begin to develop a data collection process that builds on data that you already have. • Visit MCTAC's Output to Outcomes database, which contains reliable, valid, and treatment sensitive measures • Make sure you are aware what data will be required after the transition to Medicaid Managed Care • Begin to meet with MCOs what they will be expecting your program to accomplish for its members. MCTAC will provide resources as well. <p>Use the data you have to develop reports on certain basic indicators that can be shared with others in the organization. Start simple and then add other measures as they become available.</p>
<p>To collect data regarding consumer satisfaction:</p> <ul style="list-style-type: none"> • Create a consumer satisfaction survey. A paper copy is a good start. You can also look into online data collection tools, such as Survey Monkey. • Go online to review types of questions asked in such a survey
<p>To foster leadership that is knowledgeable about Medicaid Redesign:</p> <ul style="list-style-type: none"> • Create a strategic planning team for the transition to MMC. Include executive leadership, the finance team, program operations, IT, and the QA/evaluation team. • Appoint a champion to manage and support the Medicaid Redesign changes taking place and have this person report to you. • Attend MCTAC trainings. • Visit the Medicaid Redesign website: https://www.health.ny.gov/health_care/medicaid/redesign/

SECTION II: EFFECTIVE CHANNELS FOR COMMUNICATION
Recommendations
Communication: Within Your Organization
<ul style="list-style-type: none"> • Begin to hold staff meetings. Routinely share information about MRT changes taking place. • Encourage two –way conversations with staff Hold a Board meeting that focuses on reviewing MRT activities and anticipated changes. • Hold a retreat with members of the Leadership Team to discuss MRT and develop a game plan • Work with the leadership team to identify a plan for fully engaging staff in support of MRT.
Communication: For cross-discipline efforts

Assessment / Work Plan Development Tool – Available Online

Following the webinar...

- On Friday, MCTAC will begin sending individualized reports and scores to agencies via email to the person who was listed when the assessment was originally submitted.
- A link to MCTAC.org will be included for agencies to access an assessment work plan development tool
- Please send your questions to mctac.info@nyu.edu

Important Limitations of the Data

- Each agency submitted a survey based on self-report.
- The benchmarking tool is based on scores relative to agencies that completed the assessment. Agencies that have not submitted the assessment may differ in significant ways.

If you have yet to complete a Readiness Assessment...

- Visit mctac.org for an overview of the process, frequently asked questions, and hard copy print outs
- For **OMH & OASAS Service Providers**, the online survey form can be found [here](#)
- For **OMH Children's Service Provider's** the Children's Addendum can be found [here](#)

Questions?

Visit www.mctac.org to view past trainings, sign-up for upcoming events, and access resources.

The screenshot shows the MCTAC website homepage. At the top, there is a blue header with the MCTAC logo on the left, the text "The Managed Care Technical Assistance Center" and "EFFICIENT PRACTICES. EFFICIENT CARE." in the center, and "ASK MCTAC" with a speech bubble icon on the right. Below the header is a navigation menu with links: "WHAT WE DO", "PROVIDER READINESS", "GET THE RIGHT TOOLS", "LEARNING COMMUNITIES", "EVENTS", and "NEWS".

The main content area is divided into two columns. The left column is titled "Upcoming Events" and lists two events:

- Tuesday, February 10, 2015
Contracting for Managed Care Webinar Overview and Office Hours, 10 am - 12 pm
- Thursday, February 26, 2015
Readiness Assessment Follow-up Webinar

Below the events list is a "view more >" link and a "GET OUR NEWSLETTER" button with an envelope icon.

The right column features a large video player. The video title is "Missed the Kick-off Series?" and the description is "View a video recording from the Albany presentation." Below the video player is a "VIEW NOW >" link. At the bottom right of the video player, there is a pagination control showing "1 2 3 4 5".

mctac.info@nyu.edu



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