



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

To begin to use data analysis internally within your agency:

- 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.

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.

To collect data regarding consumer satisfaction:

- 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

To foster leadership that is knowledgeable about Medicaid Redesign:

- 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

- 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

- Define the leadership team role accordingly.
- Add to leadership team job descriptions
- Develop plan to have these conversations. Identify a person to be in charge and report to you regularly.
- Develop a multi-disciplinary team to address known agency issues. Build upon early successes.
- Consider the opportunity to engage peers throughout your organization

Communication: Across the system of care

- Consider agencies that might evolve as partners for system of care improvements
- Speak with their leadership to assess interest in pilot partnerships based upon identified system of care problems.

SECTION III: CAPACITY FOR CONTINUOUS CLINICAL IMPROVEMENT

Recommendations

To select clinical staff to review data about key service delivery processes and clinical outcome measures:

- Inventory your staff to assess who might be familiar with these processes or work with the leadership team to identify who might be a person qualified for such an assignment.
- Determine what sort of training will be necessary.

To ensure that collected data is being disseminated:

- Assign a person to be responsible for writing and distributing reports.
- Add this conversation to the agendas for the staff meetings, the leadership team meetings as well as the board meetings.
- Make certain that the expectation for data to drive improvement is clear to all members of the leadership/management teams

SECTION IV: SUCCESSFUL BUSINESS PRACTICES FOR WORKING WITH MCOS

Recommendations

- Visit the NYS Insurance website to identify those MCOs working in the counties where you provide services.
- Consult MCTAC’s soon to be released Managed Care Plan Matrix.
- Read the MCO contracts
- Call the MCOs and obtain the contact information for Provider Relations and request a meeting using the contact information obtained.
- Appoint a person with the competencies needed to effectively manage the relationship
- View the video recording of MCTAC’s and Adam Falcone’s contracting presentation at: <http://www.ctacny.com/managed-care-contracting-video-registration.html>
- Incorporate MCO LOC/ UM expectations into staff training/professional development
- Stay tuned for MCTAC’s utilization management training series

Recommendations for IT system development

- Share IT requirements with your Lead IT person
- Ask for a report from the IT person that assesses these requirements

SECTION V: DELIVERING AND DEMONSTRATING VALUE AND IMPACT

Recommendations

- Appoint a person with the interest and skills to communicate the value/impact/outcomes of the organization's work
- Develop a Quality Team, led by your clinical director, to review available data and assess organization's position given the MCO expectations
- Work with your finance director to determine the Cost Per Unit/Episode of service for all services you provide
- Consider measuring days in the community as an indicator of recovery
- Determine the average length of stay for each consumer

