

SNP MODEL OF CARE TRAINING 2016

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SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

Introduction

Welcome

Welcome to the **Special Needs Plans (SNP) Model of Care** course.

During this course, you will review the background and information regarding the Centers of Medicare and Medicaid Services (CMS) Special Needs Plan (SNP) types, how to identify customers, and the model of care goals.



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

Introduction

Training Overview

The topics covered in the course are:

- Types of Special Needs Plans
- Key components of the SNP Model of Care
- SNP Model of Care Core Clinical Processes

At the end of this training you will be asked to:

- Check your understanding by completing a short question and answer.
- DocuSign Proof of Completion – **This is required.**



Let's Get Started!!



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

Introduction

Course objectives

After completing this course, you will be able to:

- Describe the SNP products offered to Cigna HealthCare of Arizona, Inc. customers.
- Describe the basic components of the SNP Model of Care (MOC) and how you support the MOC.
- Explain the core clinical process of the SNP Model of Care.



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

Introduction

Course Participation

You have been assigned to this course because you directly or indirectly support the care and services provided to our Special Needs Plan customers.

Thank you for your participation!



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

Introduction

Purpose

1. This course describes how Cigna HealthCare of Arizona, Inc. employees and its contracted providers can work together to successfully deliver the SNP Model of Care.
2. The Centers for Medicare & Medicaid Services requires that employees and providers receive training on the Special Needs Plans (SNP) Model of Care.



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

Introduction

Policies and Procedures

- Cigna HealthCare of Arizona, Inc. has developed multiple policies and procedures that support the information provided during this training. All policies and procedures may be found on the Custom Care site.
- The policies and procedures detail how Cigna HealthCare of Arizona, Inc. complies with the clinical, operational, and quality improvement processes described in its SNP Model(s) of Care.



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

SNP Model of Care

SNP Types

- **Medicare Advantage Special Needs Plans (SNPs) are designed for specific groups of customers with special healthcare needs.**
- **The two specific groups are:**
 - **Dual SNPs** - “Dual Eligible” beneficiaries (individuals who are eligible for both Medicare & Medicaid) (D-SNP)
 - **Chronic Condition SNPs** - Individuals with certain chronic conditions (C-SNP)



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

SNP Model of Care

Background



- **In 2008**, CMS issued the final regulation *Medicare Improvements for Patients and Providers Act of 2008*, known as “**MIPPA.**”
- This regulation mandated that all Medicare Advantage Special Needs Plans have a filed and approved **Model of Care (MOC) by January 1, 2010.**
- All SNPs are required to have a CMS-approved MOC to be operational.



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

SNP Model of Care

The SNP Model of Care...

- Is the evidence-based process by which we integrate benefits and coordinate care for customers enrolled in Cigna HealthCare of Arizona, Inc.'s. Special Needs Plans.
- Facilitates the early assessment and identification of health risks and major changes in the health status of customers with complex care needs.
- Emphasizes care coordination and communication to improve customers' overall health.



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

SNP Model of Care

Did You Know?

In 2015, nearly **10%** of Cigna HealthCare of Arizona Inc.'s. customers were enrolled in Special Needs Plans.



Special Needs Plans (SNP)

C-SNP

D-SNP

There are **two** types of SNPs. Each requires its own **distinct Model of Care**, tailored to the needs and conditions of the eligible beneficiaries (target populations).

Click on each tab learn more.

Special Needs Plans (SNP)

C-SNP

D-SNP

C-SNP

- Chronic Condition Special Needs Plan
- For Medicare beneficiaries with a specific medical condition
- Condition = Diabetes

Special Needs Plans (SNP)

C-SNP

D-SNP

D-SNP

- Dual Eligible Special Needs Plan
- For Medicare beneficiaries who are also eligible for Medicaid

SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

SNP Model of Care

GOALS

1. Improve access to medical, mental health, and social services
2. Improve access to affordable care
3. Improve coordination of care through an identified point of contact
4. Improve transitions of care across healthcare settings and providers
5. Improve access to preventive health services
6. Assure appropriate utilization of services
7. Improve beneficiary health outcomes



SNP Model of Care: Components

Systems to Coordinate
Communication

Policies and
Procedures

Quality Improvement
Program

Health Risk
Assessment (HRA)

Individualized Care
Plan (ICP)

The SNP Model of Care consists of several different components.

Click on each tab to learn more!

SNP Model of Care: Components

Systems to Coordinate Communication

Policies and Procedures

Quality Improvement Program

Health Risk Assessment (HRA)

Individualized Care Plan (ICP)

Systems to Coordinate Communication

Between customers, providers, and Cigna HealthCare of Arizona, Inc. Facilitate care transitions and promote continuity of care.

SNP Model of Care: Components

Systems to Coordinate
Communication

Policies and
Procedures

Quality Improvement
Program

Health Risk
Assessment (HRA)

Individualized Care
Plan (ICP)

Policies and Procedures

Describe how we deliver the Model of Care.

SNP Model of Care: Components

Systems to Coordinate
Communication

Policies and
Procedures

Quality Improvement
Program

Health Risk
Assessment (HRA)

Individualized Care
Plan (ICP)

Quality Improvement Program

Using clearly defined quality indicators.

SNP Model of Care: Components

Systems to Coordinate
Communication

Policies and
Procedures

Quality Improvement
Program

Health Risk
Assessment (HRA)

Individualized Care
Plan (ICP)

Health Risk Assessment (HRA)

All SNP customers must have an HRA to identify their health status and healthcare needs. The HRA results help to develop the customer's Individualized Care Plan.

SNP Model of Care: Components

Systems to Coordinate
Communication

Policies and
Procedures

Quality Improvement
Program

Health Risk
Assessment (HRA)

Individualized Care Plan (ICP)

Developed for each SNP customer and
designed to facilitate the coordination of
care.

Individualized Care
Plan (ICP)

SNP Model of Care: Components, Continued

Appropriate Staff

Interdisciplinary Teams

Integrated Systems of
Communication

Analysis of
Effectiveness

Click on each tab to learn more!

SNP Model of Care: Components, Continued

Appropriate Staff

Interdisciplinary Teams

Integrated Systems of
Communication

Analysis of
Effectiveness

Appropriate Staff

1. Coordinate Benefits
2. Provide Clinical Oversight
3. Manage Transitions of Care
4. Collect Data
5. Analyze Performance

SNP Model of Care: Components, Continued

Appropriate Staff

Interdisciplinary Teams

Integrated Systems of
Communication

Analysis of
Effectiveness

Interdisciplinary Teams

1. Medical Director
2. Nurse Case Manager
3. Nurse Practitioners
4. Social Worker
5. Administrative Staff
6. Customer (when possible)
7. Network Providers with skills matched to the unique needs of customers

Interdisciplinary Teams support individualized care plan development and care coordination.

SNP Model of Care: Components, Continued

Appropriate Staff

Interdisciplinary Teams

Integrated Systems of Communication

Analysis of Effectiveness

Integrated Systems of Communication

1. Outbound calls to encourage participation in programs and assessment activities.
2. Face-to-face assessments and communication with Interdisciplinary Care Team (ICT) and family members.
3. Connect critical stakeholders: Cigna-HealthSpring, customers, providers, public and regulatory agencies.

SNP Model of Care: Components, Continued

Appropriate Staff

Interdisciplinary Teams

Integrated Systems of
Communication

Analysis of Effectiveness

Analysis and communication of SNP Model of Care effectiveness.

Analysis of
Effectiveness

SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

SNP Model of Care

Core Clinical Process



Steps 1-3 are repeated at a frequency that corresponds with the customer's risk level.



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

SNP Model of Care

MOC Components

Quality Improvement Program

Appropriate Staff

Systems to Coordinate Communication

Integrated Systems of Communication

Policies and Procedures

Analysis of Effectiveness

All of the above components of the MOC support the core clinical process.



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

SNP Model of Care

Improving Outcomes by Overcoming Barriers

BARRIERS TO CARE

- Inadequate education or information about a disease/condition
- Gaps in Clinical Care
- Gaps in Pharmaceutical Needs
- Transportation Issues
- Psychosocial Behaviors
- Poor Coordination of Medicare and Medicaid Benefits

SOLUTIONS

- ✓ Individualized Care Plan and disease self-management education
- ✓ Affordable medical, mental health and social services care
- ✓ Appropriate and cost effective utilization of services
- ✓ Improved coordination of care
- ✓ Improved transitions of care across health care settings and providers



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

SNP Model of Care

Key Take-Aways

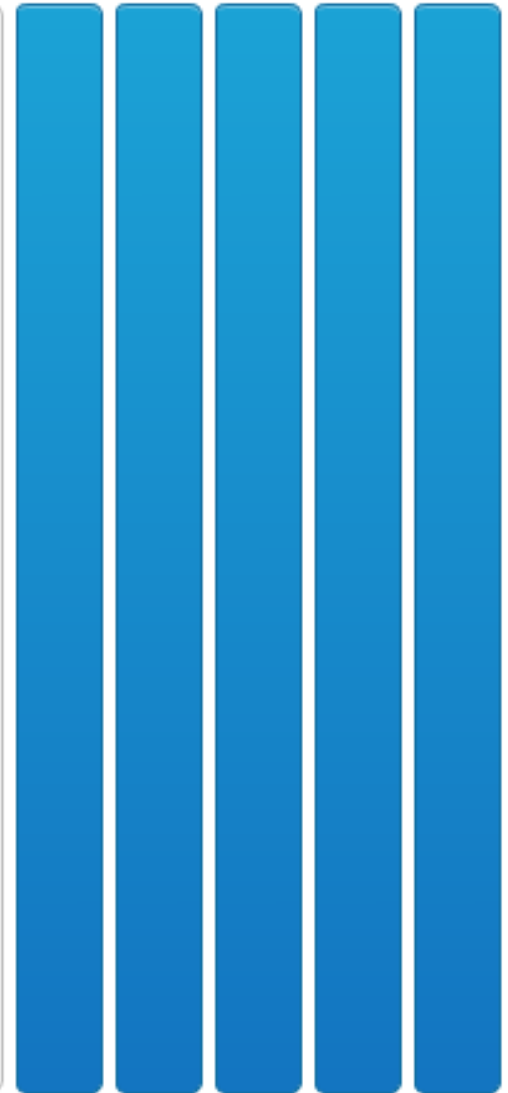
- The Model of Care focuses on the individual SNP customer.
- Health Risk Assessment results contribute to the Individualized Care Plan.
- The core component of the Care Management Model is the Individualized Care Plan.
- An Interdisciplinary Care Team (ICT) is responsible for care management. In many cases, the ICT includes the SNP customer.
- Execution of the Model of Care is supported by systems and processes to share information between Cigna HealthCare of Arizona, Inc. customers and providers.




Supporting the SNP Model of Care

How can **YOU** support the SNP Model of Care?


Click each tab to find out!



Supporting the SNP Model of Care



Work to ensure that SNP customers receive the treatment and services outlined in the SNP Model of Care.



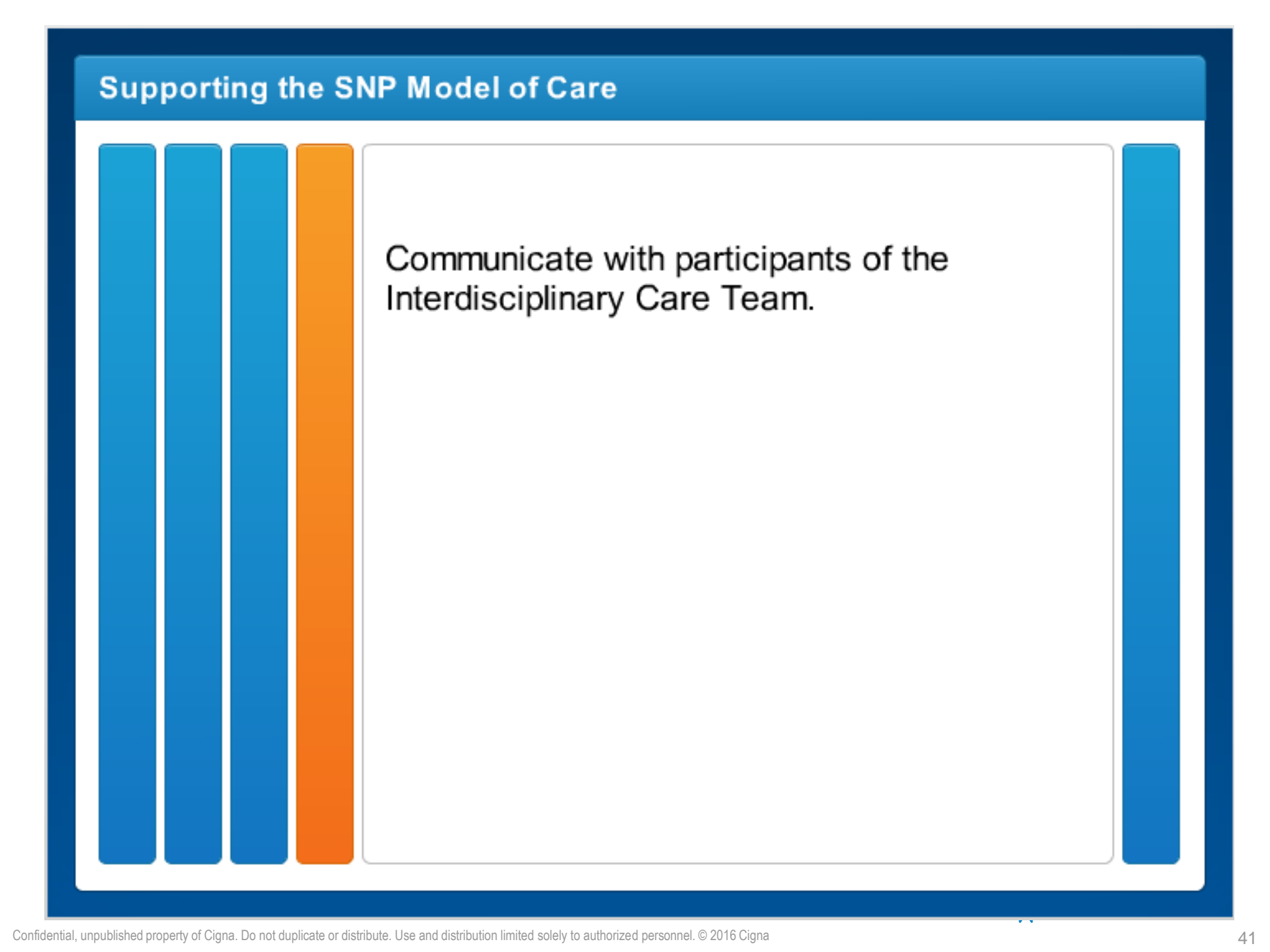
Supporting the SNP Model of Care

Encourage customers to complete their Health Risk Assessment (HRA).

Supporting the SNP Model of Care

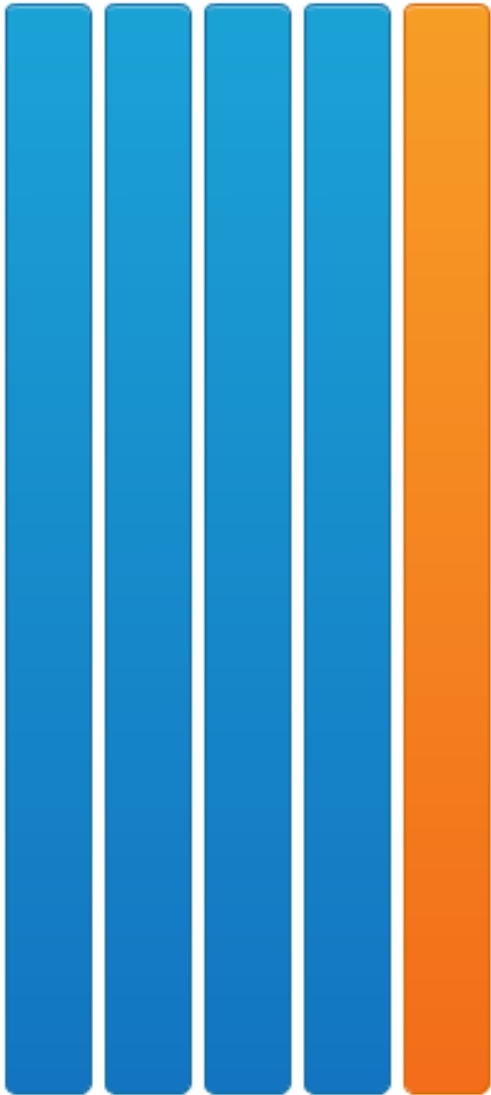
Maintain focus on the individual SNP customer's needs. Review Individualized Care Plans regularly.

Supporting the SNP Model of Care



Communicate with participants of the Interdisciplinary Care Team.

Supporting the SNP Model of Care



If you have questions about the SNP Model of Care, ask your supervisor.

SPECIAL NEEDS PLANS MODEL OF CARE TRAINING

Conclusion

Conclusion

Now you should be able to:

- Describe the SNP products offered to Cigna HealthCare of Arizona, Inc. customers.
- Describe the basic components of the SNP Model of Care (MOC) and how you support the MOC.
- Explain the core clinical process of the SNP Model of Care.





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Learning Assessment

The purpose of the learning assessment is to check your knowledge of the content reviewed in this course. You must answer at least 80% of the questions correctly, certifying that you understand and have completed this training.

The assessment can be retaken until a score of 80% is achieved.

Click **Next** to begin.





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 1

True or False?

D-SNPs and C-SNPs have different Model(s) of Care.

- True
- False





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 1 – Answer & Feedback

The correct answer is **True**. D-SNPs and C-SNPs have different Models of Care. Each SNP type serves a different group of customers with specific needs and each Model of Care must be tailored accordingly.





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 2

Select the best answer to the question.

Which statement describes the SNP Model of Care (MOC)?

- A. The MOC is an evidence-based process by which we integrate benefits and coordinate care for SNP customers.
- B. Execution of the MOC is supported by systems and processors to share information between the health plan, customers, and providers.
- C. The MOC facilitates the identification of health risks and major changes in the health status of customers with complex care needs.
- D. All of the above.





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 2 – Answer & Feedback

The correct answer is **All of the Above**. All of these statements describe the Model of Care.





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 3

True or False?

The Health Risk Assessment (HRA) is required for all SNP customers.

- True
- False



SNP HRA
Completion is
now a Star
Measure!





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 3 – Answer & Feedback

The correct answer is **True**. The HRA is required for ALL SNP customers. If we are unable to reach a customer, Cigna HealthCare of Arizona, Inc. employs, at a minimum, a “three outreach attempt” policy to encourage the customer to complete his or her HRA.





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 4

True or False?

The Interdisciplinary Team often includes the customer.

- True
- False



SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 4 – Answer & Feedback

The correct answer is **True**. The Interdisciplinary Care team often includes the customer.





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 5

Select the best answer to the question.

The SNP Model of Care Core Clinical Process includes:

- A. Interdisciplinary Care Team
- B. Individualized Care Plan
- C. Risk Stratification
- D. Health Risk Assessment
- E. All of the Above





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 5 – Answer & Feedback

The correct answer is **All of the Above**. The core clinical process of the SNP Model of care consists of 1) Health Risk Assessment completion 2) Customer risk stratification based on HRA results and other data 3) The Interdisciplinary Care Team to support the care plan development and maintenance process.





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 6

Matching

Match the SNP type with the Medicare beneficiaries it serves.

Dual Eligible SNP (D-SNP)

For Medicare beneficiaries who are also eligible for Medicaid

Chronic Condition SNP (C-SNP)

For Medicare beneficiaries with a specific medical condition





SPECIAL NEEDS PLANS MODEL OF CARE TRAINING ASSESSMENT

Question 6 – Answer & Feedback

The correct answer is:

- | | |
|------------------------------------|--|
| 1
Dual Eligible SNP (D-SNP) | 1
For Medicare beneficiaries who are also eligible for Medicaid |
| 2
Chronic Condition SNP (C-SNP) | 2
For Medicare beneficiaries with a specific medical condition |

Dual Eligible SNPs are for Medicare beneficiaries who are also eligible for Medicaid. Chronic Condition SNPs are for Medicare beneficiaries with a specific medical condition.



REQUIRED! DOCUSIGN PROOF OF COMPLETION

Course Completion

We know your time is valuable and want to thank you for taking the 2016 SNP Model of Care training. In order to complete your training, you must sign the attestation which is located at the link below.

<https://na2.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=45264bd5-8acc-44b9-83fa-2fa9a1f32dc9>

DocuSign Instructions:

1. Fill out and sign the attestation, verifying that you have completed this training.
2. Once you “Click to Sign,” you will receive an e-mail from DocuSign asking you to click a link to verify your identity. This helps Cigna to authenticate your identity.



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