



Managed Care

Community of Practice

Preparing the I/DD Field for Managed Care

Managed Care Organizational Self-Assessment: Aggregate Results Webinar

February 7th 2019

*McSilver Institute for Poverty Policy and
Research*



NEW YORK
**ALLIANCE FOR
INCLUSION & INNOVATION**

The Managed Care Community of Practice is a project of the New York Alliance for Inclusion & Innovation in partnership with the following organizations



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Introduction & Housekeeping

- Housekeeping:
 - Orientation to WebEx
 - Have your organization's report readily available
 - Slides are posted at MC-COP.COM
 - Webinar will be posted in 2-3 business days
 - Questions not addressed today will be:
 - Reviewed and incorporated into future trainings and presentations
- Reminder: Information and timelines are current as of the date of the presentation





Presentation Overview

- I. Managed Care Organizational Self-Assessment Aggregate Results
- II. Agency Benchmark Report



Managed Care Organizational Self-Assessment Aggregate Results

Managed Care Organizational Self-Assessment

- This Managed Care Organizational Self-Assessment is designed to provide organizations with 11 domains 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.
- 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.



Important Information to Know

- 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.
- 20 agencies reported that this survey did not apply to their contexts.

Demographic Information

- **241 completed** Managed Care Organizational Self-Assessments were included in analysis
- Of these, **134 (55.6%)** were already holding contracts with one or more Managed Care Organizations.
- Only **13 agencies (5.4%)** reported that more than 50% of their reimbursement came from Managed Care.

MC OSA Domain Scores

DOMAIN	N	POSSIBLE RANGE	MEAN
Understanding MCO	241	0-6	4.38
MCO Contracting	241	0-2	1.05
Communication	241	0-4	1.81
IT Systems*	186	1-4	2.89
UM Practices	241	0-11	3.63
Member Services	241	0-6	2.09
Interface with other providers	241	0-12	8.50
Quality Management	241	0-4	3.06
Finance & Billing	240	2-46	22.58
Access Requirements	241	0-8	3.18
Data Evaluation	241	0-13	6.65

* reflects a lower N because 55 agencies did not have an EHR/ EMR IT system.

Domain Scores: NYC vs. Rest Of State

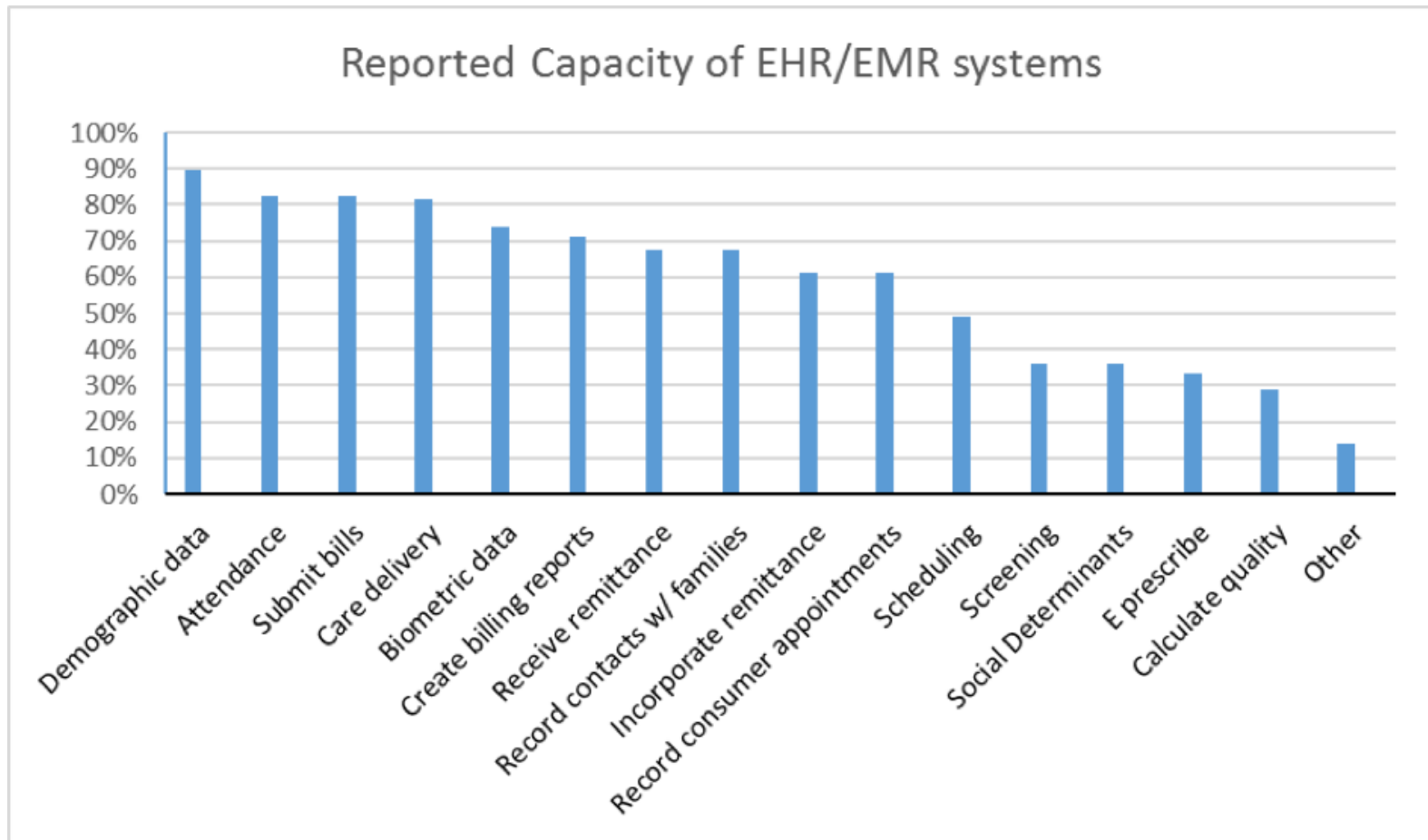
DOMAIN	N	NYC MEAN	N	ROS MEAN
Understanding MCO	60	4.62	180	4.29
MCO Contracting	60	1.18	180	0.99
Communication*	60	2.25	180	1.67
IT Systems⁺	43	3.00	142	2.85
UM Practices*	60	4.30	180	3.42
Member Services	60	2.45	180	1.96
Interface with other providers	60	8.72	180	8.42
Quality Management	60	3.18	180	3.02
Finance & Billing*	60	25.37	179	21.61
Access Requirements*	60	3.77	180	3.00
Data Evaluation	60	7.35	180	6.42

+ reflects a lower N because 55 agencies did not have an EHR/ EMR IT system. * marks statistically significant difference

IT Systems

IT Systems Capacity	N	%
Currently uses an EHR	186	77%
Currently do not use an EHR/EMR	55	23%
Capable of billing multiple MCOs via EHR	147	61%
Currently bills MCOs in EHR	75	31%

Reported Capacity of EHR/EMR Systems



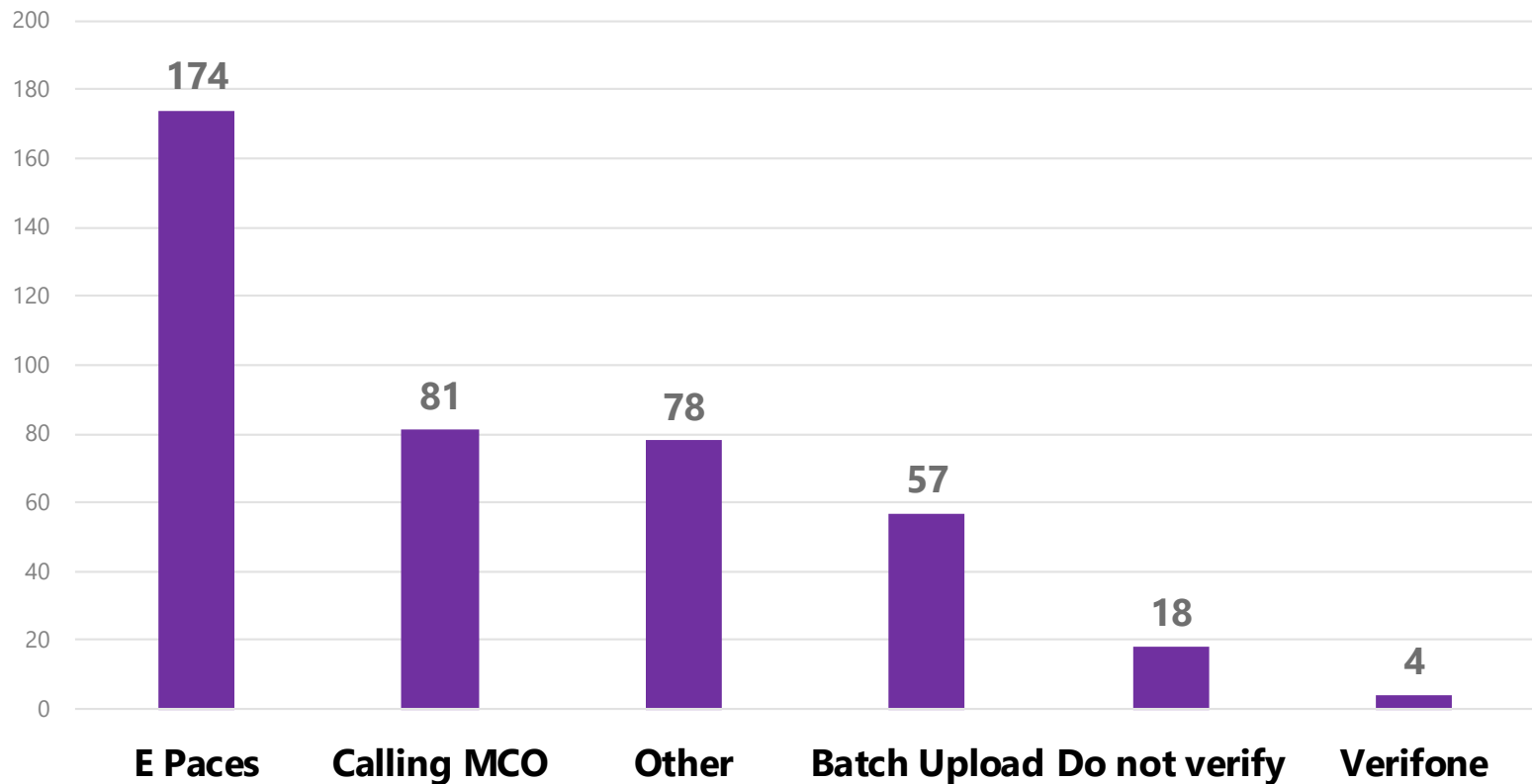
Percentage of Reimbursement from Managed Care Plans

Reimbursement	Number	Percent
Less than 10%	186	77.2
10-25%	16	6.6
26-50%	8	3.3
51-75%	5	2.1
More than 75%	8	3.3
Unsure	18	7.5

Client Insurance/Coverage

Client Insurance Type	Range	Mean Percentages (SD)
Medicaid only (FFS)	0-100	66.86 (34.8)
Medicaid & Medicare	0-100	14.91 (25.5)
Medicaid Managed Care	0-100	7.99 (18.7)
Third party	0-100	5.07 (15.0)
Commercial Insurance	0-100	1.91 (8.8)
Self-Pay	0-100	1.58 (9.39)
Medicare Only	0-99	1.39 (8.7)
Medicare Managed Care	0-10	0.28 (1.1)

Verification of Eligibility



Feedback on Concerns

Reasons for Concern	N	%
Billing	57	23.65%
Staff/other resources	41	17.01%
Financial Viability	40	16.60%
Quality of services	38	15.77%
Data Collection/ Outcome Measures	36	14.94%
Lack of experience/ information	36	14.94%
Training/Educational Support	33	13.69%
IT/Software	32	13.28%
EHR and systems	31	12.86%
Cultural shift	31	12.86%



Review of Managed Care Organizational Self-Assessment Report

Definitions

- **Score Range:** The potential minimum and maximum of points assigned per domain
- **Average Score:** The mean of the population (N=241) in the domain
- **Agency Score:** The agency's individual score in the domain
- **Percentile:** Percentage of agencies scoring less than the agency's score



Benchmark Report



MC OSA Individual Report for

Introduction. MC OSA submissions from 241 agencies were analyzed. The following data is included in your report:

- Score Range-** the potential minimum and maximum of points per domain
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Domain	Score Range	Average Score	Agency Score	Percentile
Understanding MCO Priorities & Present Managed Care Involvement	0-6	4.8	TBD	TBD %
MCO Contracting	0-2	1.0	TBD	TBD %
Communication /Reporting (Services authorization, etc.)	0-4	1.8	TBD	TBD %
IT System	0-6	2.2	TBD	TBD%
Medical Necessity/Eligibility Criteria/ Utilization Management Practices	0-11	3.6	TBD	TBD%
Member Services/Grievance Procedures	0-6	2.1	TBD	TBD%
Interface with Physical Health, Social Support and CCOs	0-12	8.5	TBD	TBD%
Quality Management/Quality Studies/Incentive Opportunities	0-4	3.1	TBD	TBD%
Finance and Billing	0-30	22.6	TBD	TBD%
Access Requirements	0-8	3.2	TBD	TBD%
Demonstrating Impact/Value (Data Management & Evaluation Capacity)	0-13	6.7	TBD	TBD%
Total Score	0-102	59.2	TBD	TBD%

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Sample Benchmark Report



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Question & Answer

- Please continue to submit your questions in the chat box at the right of the screen
- If your question was not answered or if you have any questions, please email us at **mccop.info@nyu.edu**





Thank You!

We thank you for participating in the webinar.

A recording of the webinar will be made available shortly.

Visit www.mc-cop.com for more information

Contact us at mccop.info@nyu.edu