



2018 SNP Alliance Fall Leadership Forum
Real World Solutions to Complex Care: Integration Post Permanency
October 18-19, 2018
Omni Shoreham, Washington, DC
– PRELIMINARY AGENDA –

Thursday, October 18

8:00am – 8:30am

Breakfast

8:30am – 9:00am

Membership Meeting

Cheryl Phillips, MD, AGSF, President and CEO, SNP Alliance

This is our time to welcome our members and our guests. We will review 2018 SNP Alliance accomplishments and share 2019 priorities. We will introduce our newest Board of Directors and our new SNP Alliance members. Come prepared to join in discussion and share any questions and ideas you may have to further the work and mission of the SNP Alliance.

9:00am – 9:45am

Opening Session: “What is Complex Care? A Real-World View”

We often use the term “complex care” when talking about high-risk and vulnerable populations. But what do we mean? Complex to whom? This session will help us frame who are the populations that we describe as “complex.” We will seek to understand how different perspectives describe complexity, including health plan operations and medical services, all of which may be completely different than the individual or their family care partners — who rarely see their needs as “complex,” but rather the sum of their health and support issues. This session will set the stage through this forum as we reflect on “Real World Solutions to Complex Care.”

FACILITATOR: *Tom Von Sternberg, MD, Senior Medical Director, Health Partners Health Plan and Medical Group*

PANELISTS:

- *Sepideh Chegini, MD, Senior Medical Officer, CareMore Touch Program*
- *Eve Gelb, Senior Vice-president, SCAN Health Plan*

9:45am – 10:30am

Congressional Update

MODERATOR: *Elizabeth Barnett, Partner, Avenue Solutions*

PANELISTS: *Congressional Staff TBA*

10:30am – 10:45am

Break

10:45am – 11:30am

Session: “The Power of Data with a Focus on SDOH”

MODERATOR: *Deborah Paone, DrPH, MHSA, Policy Consultant and Performance Evaluation Lead to SNP Alliance*

PANELISTS:

- *Heidi Howard, Vice President, Sales and Client Services, Health Integrated*
- *Gerald Osband, MD, Senior Medical Director, Health Integrated*

11:30am – 12:30pm

Session: “How are States Positioning for Integration”

MODERATOR: *Melanie Bella, Senior Vice President, Policy and Operations Center for Health Care Strategies (CHCS) (INVITED)*

PANELISTS:

- *Jack Rollins, Senior Policy Analyst, National Association of Medical Directors (NAMD)*
- *Damon Terzaghi, Senior Director of Medicaid Policy & Planning, National Association of States United for Aging and Disabilities (NASUAD)*
- *James M. Verdier, JD, Senior Fellow, Mathematica Policy Research and Integrated Care Resource Center*
- *Elizabeth Wood, MPAP, Director of Dual Integration, State of New Jersey Division of Medical Assistance and Health Services*
- *Allison Rizer, MHS, MBA, Vice President, Policy & Strategy, UnitedHealth Care*

12:30pm – 1:30pm

Lunch and Presentation of the Networking and Humanitarian Award

1:30pm – 2:30pm

Session: “Working towards Solutions for Integration – Updates from Guidance and Proposed Rules”

PANELISTS:

- *Michelle Herman Soper, MHS, Director Integrated Care, Center for Health Care Strategies (CHCS)*
- *Nancy Archibald, MHA, MBA, Senior Program Officer, Center for Health Care Strategies (CHCS)*
- *Erin Weit Lakhmani, Health Researcher, Mathematica Policy Research*

2:30pm – 2:40pm

Break

2:40pm – 3:40pm

Concurrent Peer Roundtable Breakout Sessions:

Breakout A: “Partnering with Community Organizations for Behavioral Health and LTSS – Real World Examples”

FACILITATOR: *Nancy Archibald, MHA, MBA, Senior Program Officer Center for Health Care Strategies (CHCS)*

MEMBER PLAN PRESENTERS: *Stacey Ballard, MD, Senior Medical Director Physician Services, Medica*

Breakout B: "C-SNPs and I-SNPs – Strategies for Alignment with State Integration Efforts"

In this post-permanency environment, how do specialized managed Medicare plans work with states and CMS to both serve their members and fit into an integrated environment? This discussion will be led by two leading experts in both Duals integration and state policy. This will be an interactive discussion with the facilitators and attendees.

FACILITATORS:

- *Rich Bringewatt, President and CEO, National Health Policy Group*
- *Suzanne S. Gore, JD, MSW, Principal, State Health Partners*

3:40pm – 3:50pm

Break

3:50pm – 4:50pm

Concurrent Peer Roundtable Breakout Sessions:

Breakout C: "I-SNPs – Best Practices in Complex Care Management"

FACILITATOR: *Jill Sumner, Consultant*

MEMBER PLAN PRESENTERS:

- *Optum Complex Care Management (Diane Flynn)*

Breakout D: "Real World Quality Measurement - Aligning Measures and Process Improvement"

As part of its efforts to improve its performance in the CMS Stars Incentive program, Senior Whole Health identified an opportunity to improve the performance of its delivery system in several of the measures sourced from the CAHPS and HOS surveys. Because of the methodology used by CMS to administer those two surveys, it was impossible for the plan to target delivery system improvements. In response, SWH developed a hybrid survey, which blended the CAHPS and HOS questions related to the delivery system, and it administered to a sample of members for its eight largest groups. Using this approach, SWH was able to identify group-specific opportunities for improvement, and then collaborate with those groups to implement interventions to address the opportunities. After multiple years of the survey and collaborative activities, SWH has begun to see improvements in the associated Stars measures. In this session, SWH will describe the approach it took for this project, and will share the most recent results.

PRESENTER: *Andrew McClure, Senior Director, Quality Improvement, Senior Whole Health*

4:50pm – 5:00pm

Break

5:00pm – 5:30pm

Session: “Release of the Updated 2019 Version of the Gold Standards Framework

FACILITATOR: *Joe Perretta, Health Policy and Communications Analyst, SNP Alliance*

5:45pm

Reception

Friday, October 19

7:30am – 8:30am

Breakfast: “Red-eye Table Discussions”

Informal opportunity for members to discuss specific operational issues over breakfast. Topics to be determined.

8:30am – 9:45am

Session: “CMS Current Topics – Conversations with CMS Leadership and Staff”

PANELISTS:

- *Tim Engelhardt, Director, Medicare-Medicaid Coordination Office, Centers for Medicare and Medicaid Services (CMS)*

9:45am – 10:30am

Session: “Supplemental Benefits – Implications and Challenges”

Beginning in 2019, all Medicare Advantage (MA) plans will be able to offer new types of supplemental benefits (including, for example, support within and outside the home with the activities of daily living) and, should they so desire, target these benefits to members based on health status and/or disease state. In addition, starting in 2020, MA plans will have even greater flexibility in the offering of supplemental benefits for members who are chronically ill. This session will provide an overview of these new benefit flexibilities and implications for all three types of Special Needs Plans and outline key considerations for designing competitive plan offerings.

PRESENTERS:

- *Danielle Moon, Specialist Leader, Life Sciences and Health Care, Deloitte Consulting, LLP*
- *Eric Goetsch, FSA, MAAA, Principal and Consultant Actuary, Milliman and CSMHCC Payment Policy Advisor*

10:30am – 10:45am

Break

10:45am – 11:15am**Session: “Marketing’ in a Post-Permanency Environment: What do Consumers Need to Know When Selecting Plans?”**

Consumers are faced with many choices and considerable “noise” regarding selecting a health plan. For those with complex needs even understanding all the options is daunting. Terms such as “integration” may have great meaning to specialized managed care plans and providers, but often have little context for potential enrollees. Megan Juring and Hillary Haycock will walk through the pilot tool developed by the SCAN Foundation for California, www.MyCareMyChoice.org, that seeks to start with the individual’s perspective regarding what they see as their needs — and then help guide them to options that best fit for them. This session will help to focus on the information people need to be informed about their choices and how SNP Alliance members might integrate this into their marketing and communications to potential members.

FACILITATORS:

- *Megan Juring, Program Officer, The SCAN Foundation*
- *Hillary Haycock, President, Harbarger Consulting*

11:15am – 11:45am**Table Discussions: “Working with the Tool - What Do Plans Think is Important?”****11:45am – 12:30pm****Reaction Panel /Audience Discussion: “How to Engage and Market an Integrated Product - Consumer, Plan and State Perspectives”**

FACILITATORS:

- *Megan Juring, Program Officer, The SCAN Foundation*
- *Hillary Haycock, President, Harbarger Consulting*

PANELISTS:

- *Anne Tumlinson, CEO, Anne Tumlinson Innovations, and Founder, Daughterhood*

12:30pm – 12:45pm**Closing Session: “Wrap-Up, Next Steps & Adjournment”**