



2019 SNP Alliance Fall Leadership Forum
October 28-29, 2019
Omni Shoreham | Washington, DC
"Leading the Way in Changing Times: Integrating Complex Care"

– FINAL AGENDA –

Omni Shoreham Hotel

Monday, October 28

7:30am – 5:00pm **Registration - Blue Room Pre-Function**

7:45am – 8:45am **Breakfast – Blue Room Pre-Function**

8:45am – 9:15am **Welcome: "Setting the Course for the SNP Alliance"**
Blue Room

Welcome members! We will introduce our new members and sponsors; and will review highlights of the Strategic Plan for 2020-2023

FACILITATORS:

- *John Baackes, SNP Alliance Board Chair and CEO, L.A. Care Health Plan*
- *Cheryl Phillips, MD, AGSF, President and CEO, SNP Alliance*

9:15am – 10:00am **Opening Keynote Session: "Setting the Course for Complex Care – The Future is Now"**
Blue Room

Robert Master, MD, is a nationally recognized leader with his vision of high-quality health care for individuals with complex needs. He incubated the Commonwealth Care Alliance, launched in 2003, and served as the president and CEO. During this session, Dr. Master will help us rethink traditional models and help us push the health system towards better *heath*, not just health care, particularly for those at greatest risk.

PRESENTER:

- *Robert Master, MD, Senior Fellow, Community Catalyst*

10:00am – 10:15am **Break**

10:15am – 11:15 am **Session: "Engaging States in Advancing Integration"**
Blue Room

New CMS integration requirements for D-SNPs go into effect 2021, with state Medicaid contract submissions to CMS in less than a year away. Decisions made by states in the next few months will be key to the future of D-SNPs under the new rules. This "State of the States" panel features state integration leaders discussing the status of integration in their states and key integration issues such as: How are states approaching and preparing for the rule changes? How can D-SNPs help

states prepare for smooth implementation and move to more integrated models?
What are states thinking about the current status of integration models and the future of integrated programs?

FACILITATOR:

- *Damon Terzaghi, Senior Director of LTSS Policy, ADvancing States*

STATE PANELISTS:

- *Matt Behrens, Integrated Care Policy Supervisor for the Virginia Department of Medical Assistance Services (VA)*
- *Katherine Rogers, MPH, PhD, Program Manager, LTC Operations Division, Dept. of Health Care Finance, D.C. (DC)*
- *Chris Barrott, Quality Assurance Manager, Idaho Bureau of Long Term Care, (ID)*
- *Jennifer Valentine, Medicare-Medicaid Dual Eligibles Operations and Policy Analyst, Oregon Health Authority (OR)*
- *Wilmarie Gonzalez, Bureau Director of Quality Assurance & Program Analytics, Office of Long-Term Living (PA)*

Handouts:

- [MedPAC Integration Chapter 12](#)
- [Medicaid Director Letter from MMCO](#)
- [Evaluations of Integrated Care Models for Dually Eligible Beneficiaries Key Findings and Research Gaps \(MACPAC\)](#)
- [LTQA Report on MA Flexible Supplemental Benefits](#)
- [D-SNP Look-Alikes: A Primer](#)
- [MMCO Fact Sheet on Duals \(March 2019\)](#)
- [Enrollment in Integrated Care Plans: Current Status and Trends – D. Chelminsky, Mathematica](#)

11:15am – 12:15pm Session: Strategies to Address Information-Sharing Requirements: Implications for Plans and States
Blue Room

New notification requirements regarding hospital and skilled nursing facility admissions will require D-SNPs and states to work together to modify contracts by July 1, 2020 and implement new processes by January 1, 2021. This session examines two different approaches to meeting these new requirements. Oregon will describe how it is leveraging an established event notification system to promote information sharing between providers, D-SNPs, and its Medicaid Coordinated Care Organizations. Then we will learn about Pennsylvania's plan-to-plan information-sharing strategies designed to promote coordination across MLTSS plans and D-SNPs to better serve unaligned members. Finally, we will have a facilitated discussion with the audience to share state and plan perspectives on working together to establish requirements that can effectively support care transitions.

FACILITATOR:

- *Nancy Archibald, MHA, MBA, Senior Program Officer at the Center for Health Care Strategies (CHCS)*

PANELISTS:

- *Jennifer Valentine, Medicare-Medicaid Dual Eligibles Operations and Policy Analyst, Oregon Health Authority*
- *Sharon Alexander, Vice President, Special Needs Plans, Amerihealth Caritas*

- Wilmarie Gonzalez, Bureau Director of Quality Assurance & Program Analytics, Office of Long-Term Living, Pennsylvania Department of Human Services

Handouts:

- [CY 2021 Medicare-Medicaid Integration and Unified G&A \(CMS\)](#)
- [Promoting Information Sharing \(ICRC InfoSharing Hospital SNF\)](#)
- [D-SNP Information Sharing Key Questions \(ICRC\)](#)
- [Aligning the Unaligned: Information-Sharing Across Pennsylvania's D-SNPs and Community HealthChoice Plans](#)
- [Leveraging Oregon's Health Information Statewide System for Hospital and Skilled Nursing Facility Event Notifications – J. Valentine](#)

12:15pm – 1:15pm

Networking Lunch

Blue Room

- Recognition of our Sponsor Partners
- Presentation of Bringewatt Spirit of Humanity Award

1:15pm – 1:45pm

Session: "Leveraging Technology to Advance D-SNPs and MMPs"

Blue Room

New interoperability rules are an expensive and daunting task for D-SNP health plans, especially smaller ones. These presenters will discuss clinical and technical aspects of meeting requirements and who is best equipped to tackle them – vendors, clients or third-party data stores? Moving from "why" to "how" is a challenging step and one with implications for health outcomes, security and data storage.

PRESENTERS:

- Munish Khaneja, MD, Chief Medical Officer, Altruista Health
- Craig Azoff, Vice President, Health Plan Information Services, Elder Plan

Handout: [Vendor-Client Collaboration to Overcome Interoperability Challenges – Meeting the Future Regulatory Requirements](#)

1:45pm – 1:55pm

Break

1:55pm – 2:45pm

Concurrent Peer Roundtable Discussions

DISCUSSION A: "Modifying Model of Care Toward Stated Goals"

BLUE ROOM PRE-FUNCTION

This is a roll-up-your-sleeves working session to further define suggested modifications to the Model of Care guidelines, in order to streamline and improve them—toward the goal of describing the structures and processes plans use to offer a customized care management approach that matches the characteristics and needs of their special populations. We will share challenges, suggest solutions, and discuss possibilities.

DISCUSSANTS:

- Brett Kay, MPP, Assistant Vice President for Recognition Operations, NCQA
- Deborah Paone, DrPH, MHSA, Performance Evaluation Lead and Policy Consultant, SNP Alliance
- Tom von Sternberg, M.D., Senior Medical Director, HealthPartners

- Michele Spann, MSN, RN, Director of Clinical Operations Support, Health Care Services Corporation

Handouts:

- [Model Of Care Scoring Guidelines – SNPA Suggested Modifications](#)
- [Modifying Model of Care Toward Stated Goals: A Working Session](#)

DISCUSSION B: "Innovations to Optimize Medication Management, Quality and Safety for Complex Care Individuals"
Blue Room

Optimizing medication management remains a key challenge for health plans and providers serving those with complex care needs. This session will identify the barriers to, and the impact of medication nonadherence; as well as present an innovative approach through a collaborative, in-home, personalized medication management program. This session will further explore data sources and the partnership with the health plan, data service and community providers to improve member outcomes, as well as improving HEDIS / Star results and reducing overall total cost of care."

FACILITATOR:

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

PRESENTERS:

- Marty Hauser, Vice President Business Development, ExactCare
- Kyle Allen, DO, AGSF, VP and Senior Medical Officer, CareSource and AGS representative to the SNP Alliance
- Kathy Vesley-Massey, President and CEO, Bay Aging (Virginia)

Handout: [Innovations to Optimize Medication Management, Quality and Safety for Complex Care Individuals](#)

DISCUSSION C: "State Representatives and ICRC/CHCS Discussion"
Governors Room

This working session will feature open discussion between the SNP Alliance, ICRC and participating states to explore areas of consensus on the future of integration, identify key obstacles and issues for states and SNP Alliance strategies for working more closely with states.

FACILITATOR:

- Pamela J. Parker, MPA, Medicare-Medicaid Integration Consultant, SNP Alliance

2:45pm – 2:55pm

Break

2:55pm – 3:45pm

Concurrent Peer Roundtable Discussions

DISCUSSION D: "Toward Successful Partnerships between SNPs/MMPs and Community-Based Providers"
Blue Room

This session focuses on what makes a good partnership between the CBO and the health plan and how to build that successfully. We will address: (1) What kind of capacity, scale, and parameters work for both partners; (2) What data elements are priorities for plans and how can CBOs capture, aggregate, and report that information effectively; (3) How does each entity best evaluate the return on their effort or investment; and (4) What is the value equation from each of their perspectives. During this session, we will also generate a set of simple guidelines, working from actual examples of partnerships.

FACILITATOR:

- *Deborah Paone, DrPH, MHSA, Performance Evaluation Lead and Policy Consultant, SNP Alliance*

PRESENTERS & LEAD DISCUSSANTS:

- *Sandy Atkins, MPA, Vice President, Strategic Initiatives, Partners in Care Foundation*
- *Maria Lackner, MPH, Associate VP Cal MediConnect and Dual Eligibles, Blue Shield of California Promise Health Plan*
- *Garrison Rios, Executive Director, CalMediConnect, Medicare, L.A. Care Health Plan*
- *Marisa Scala-Foley, MGS, Director of Aging and Disability Institute, N4A*

Handouts:

- [*Toward Successful Partnerships between SNPs/MMPs and Community-Based Providers – D. Paone*](#)
- [*Toward Successful Partnerships between SNPs/MMPs and Community-Based Providers – M. Lackner*](#)
- [*Health Plan Partnerships with Community Based Organizations – G. Rios*](#)
- [*Toward Successful Partnerships between SNPs/MMPs and Community-Based Providers – M. Scala-Foley*](#)
- [*CBO-SNP Partnerships: Lessons Learned – S. Atkins*](#)

DISCUSSION E: "Creating a Gold Standard Framework for I-SNPs – Building on the 5 C's"

Blue Room Pre-function

The I-SNP model has the potential to drive incentives that improve not only the business model, but dramatically impact the quality of care delivered to resident. Success will require the ability to build skills in the areas of *Compliance, Capacity, Competency, Culture, and Resident-Centeredness*. Using the model of the SNP Alliance "Gold Standards Framework for Special Needs Populations," this interactive session will explore the elements of the "5 C's" and begin to build a set of criteria to be used as exemplary practice models for I-SNPs.

DISCUSSANTS:

- *Clare Hayes, MD, Chief Medical Officer, Simpra Advantage*
- *Cheryl Phillips, MD, AGSF, President and CEO, SNP Alliance*

Handout: [*Creating a Gold Standard Framework for I-SNPs: Building on the 5 C's*](#)

4:00pm – 4:45pm

Session: “From Identification to Action on Social Determinants of Health”
Blue Room

During this session, we will discuss: (1) Effective practices by health plans around data mining, identification, and stratification focusing on SNP and MMP members with high SDOH risk factors; (2) Which capacity, data elements, data sources are most useful/valuable and how to bring this information together effectively and efficiently to support proactive outreach and use by the care management team; and (3) Effective approaches to act on this SDOH information, such as member touchpoints and engagement, how to effectively connect people to resources and targeted services and the importance of follow-through with community-based organizations to be sure services meet needs. We will also explore: What is working? Where are there still gaps? And what solutions need to be developed or further refined?

FACILITATOR:

- *Deborah Paone, DrPH, MHSA, Performance Evaluation Lead and Policy Consultant, SNP Alliance*

PRESENTERS:

- *Eve Gelb, MPH, Senior Vice President of Healthcare Services, SCAN Health Plan*
- *Carissa Stajnrakh, MSW, Director of Clinical Operations at Gateway Health*

Handouts:

- [SNP Alliance Briefing Paper on Social Determinants of Health \(June 2019\)](#)
- [From Identification to Action on Social Determinants of Health – D. Paone](#)
- [SCAN Health Plan Social Framework – E. Gelb](#)
- [Socio Economic Determinants of Health: Modeling and Impact Considerations – Gateway Health](#)

5:30pm – 7:00pm

Reception
Blue Room Pre-function
SPONSORED BY: **AudioNet**

Tuesday, October 29

7:30am – 8:30am

Breakfast
Blue Room Pre-Function

Red-Eye Rounds member discussions: “The Role of a Hearing Benefits Administrator”

SPONSORED BY: **AudioNet**

8:30am – 9:15am

Session: “Congressional Update”
Blue Room

The SNP Alliance Lobbying team of DC Avenue Solutions and Loper Consulting will lead a panel discussion with key Congressional Staff who are critical to our issues and policy work. They will address upcoming health care legislation and priorities for the 116th Congress.

- *Elizabeth Barnett, Partner, DC Avenue Solutions*
- *Ginger Loper, Principal, Loper Consulting*

PANELISTS:

- *Rick Van Buren, Health Counsel, Majority Staff of the House Energy and Commerce Committee*
- *Brett Baker, Professional Staff, Senate Finance Committee*

9:15am – 10:30am

Session: “Open Conversation with CMS Medicare Medicaid Coordination Office”
Blue Room

The CMS Medicare Medicaid Coordination Office will open up with a quick round of trivia questions related to dual integration – with our tables as “teams” – just to get us all thinking about advancing integration. We will shift into moderated questions that will cover the scope of issues from the future of D-SNPs and MMPS; what is happening with states demos following the Medicaid Director letter; upcoming changes to Chapter 16b; and details related to the FIDE/HIDE application process. Of course, audience questions are encouraged. As is the SNP Alliance tradition, this is our attendees’ opportunity to engage with the MMCO leadership in policy and operations issues related to dually eligible beneficiaries

PANELISTS:

- *Tim Englehart, Director, Medicare-Medicaid Coordination Office*
- *Paul Precht, Senior Policy Advisor, Medicare-Medicaid Coordination Office*
- *Vanessa Duran, Deputy Group Director, Program Alignment Group, Medicare-Medicaid Coordination Office*
- *Marla Rothhouse, Senior Technical Advisor, Medicare-Medicaid Coordination Office*

Handouts:

- [CY 2021 Medicare-Medicaid Integration and Unified G&A](#)
- [Medicaid Director Letter from MMCO](#)
- [CY 2021 Application \(Comments due 11/12/19\)](#)
- [D-SNP Trivia w MMCO and Answers](#)

10:30am – 10:45am

Break

10:45am – 11:15m

Session: “Rapid Rounds for Innovation – SNP Alliance Members as Leaders”
Blue Room

CAPABLE Model: *Lisa Roth, Vice President Care Coordination, SCAN Health Plan*

Somali Circles of Health: *Stephanie Schwartz, JD, Vice President, Government Relations, UCare*

Handouts:

- [SCAN Capable Pilot](#)
- [Improving Health Disparities in Minnesota Somali Communities: Circles of Health](#)

11:15pm – 12:15pm Session: “State/D-SNP Partnerships: Practical Steps towards FIDE SNP Status”
Blue Room

FIDE SNPs have been touted as the “gold standard” for D-SNP integration and MedPAC has considered a policy option to require all D-SNPs to essentially be FIDE SNPs. But FIDE SNP status requires a close partnership between states and D-SNPs. This session features two such State/D-SNP partnerships, Idaho and Molina, and Virginia and United HealthCare to share their insights and “on the ground” experience on what it takes to get there.

MODERATOR:

- *Melanie Bella, Chief of New Business and Policy, Cityblock Health*

PANELISTS:

- *Matt Behrens, Integrated Care Policy Supervisor for the Virginia Department of Medical Assistance Services (VA)*
- *Ryan May, CHIE, Executive Director, DSNP, UnitedHealthcare Community & State – Virginia & Washington D.C. (VA)*
- *Chris Barrott, Quality Assurance Manager, Idaho Bureau of Long Term Care, (ID)*
- *William Stevens, vice president of Healthcare Services for Molina Healthcare of Idaho (ID)*

HANDOUTS:

- [SNP ALLIANCE FIDE HIDE DSNP CHART](#)
- [HOS FIDE SNP MEMO](#)
- [ICRC DSNP ALIGNING ENROLLMENT](#)

12:15pm – 12:30pm Closing Session: “Looking Forward to 2020 and Beyond: Defining the Leadership Role of the SNP Alliance”
Blue Room

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

Thank you to our Sponsor Partners!

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