



2021 SNP Alliance Annual Member Policy Roundtable

“Leading Integration for Complex Care into a New Era”

April 7-9, 2021

Virtual Meeting

- Meeting Materials -

Wednesday, April 7th

11:00am – 11:30am
Watch the recording

Opening Session Announcement of New Board Members and Officers; and Recognition of Founding Board Members

We'll begin this year's Spring meeting with a significant milestone for the SNP Alliance: recognition of our outgoing Board Chair and our charter board members. These are the visionaries who, along with Rich Bringewatt as co-founder, envisioned the need for SNP Alliance and its mission to address how health plans could better serve those most at risk through specialized managed care. Often referred to as the “kitchen cabinet” these leaders informed policy and set the path for the work we do – and became the first Board of Directors when the SNP Alliance officially incorporated in 2017. We will also introduce to you our new Board chair, Eve Gelb, who will announce our incoming officers and newest board members.

11:30am – 12:30pm
Watch the recording

Session: COVID Public Health Emergency Amplified the Impact of Social Determinants on Health Care Delivery and Quality

Much has been said about how COVID-19 highlighted the vulnerabilities in our society, shed light on the impact of social determinants of health and health equity on health disparities and access, delivery and quality of healthcare various subpopulations. During this session we will explore some of these impacts on the most vulnerable -- and how plans can use their own data to better understand the “quality story” for those facing social determinant challenges related to income or racial disparities; and drive improvements in care and access for these groups often overlooked by our traditional approaches to quality reporting and 5 Stars.

- [Presentation slide deck](#)

**1:30pm – 2:30pm
(breakout A)**

Watch the Recording

Breakout Session: Addressing Performance through Member Experience

Performance measurement is increasingly about member experience. SNP/MMP panelists will discuss opportunities and strategies for expanded outreach and quality improvement through utilizing CAHPS and other self-report measures, call center information, care management feedback, and provider engagement to drive change. The panelists will describe where they started from; what they did.; what they learned along the way, what were the results; where they go next in this iterative and evolving work – followed by a facilitated discussion on promises, pitfalls, and key lessons learned.

- [Presentation slide deck](#)

**2:00pm – 3:00pm
(breakout B)**

Watch the recording

Breakout Session: Challenges and Lessons Learned – C SNPs Facilitated Discussion

This session will explore the impact of C SNPs today, and what we anticipate things will look in the future. We will begin with some C-SNP environmental scan data to set the stage. Dr. Lesesne will provide an overview of how Anthem is successfully addressing both clinical and care management needs for our C-SNP members, such as ensuring members are connected to appropriate specialty providers and are adhering to their medications. We will share both benefits and challenges of offering C-SNPs. He will then lead a discussion with the attendees regarding common barriers face and shared solutions. Some topics for group discussion will include:

- How we align beneficiaries into appropriate CSNPs for their clinical and care management needs
- Share examples of benefits of CSNPs (e.g., example of beneficiaries dependent on dialysis and increased case management support) and any challenges plans are facing in meeting specific needs
- Discuss strategies to ensure members are connected with the PCPs and specialists they need, have medication adherence, etc.
- Offer unique solutions SNP Alliance members have to address challenges of connecting with C SNP enrolled members
- [Presentation slide deck](#)

3:30pm – 4:15pm
(breakout C)
Watch the recording

Breakout Session: 2020 SNP Annual Survey Results

SNP Alliance member plans respond to the Alliance Annual Survey to form this unique dataset with information about enrollee characteristics, utilization, and social risk factors, as well as identify key quality and performance measurement considerations in serving special needs and Medicare-Medicare populations. This is the fifth year (2019 measurement year) and having this to level set and compare against forthcoming 2020 information will help us observe the impact of COVID-19 on SNPs and MMPs. Please join us for the presentation and brief discussion.

- [Presentation slide deck](#)

4:00pm – 4:45pm
(breakout D)
Watch the recording

Session: Integrating Information – Lessons Learned about Gaps and Opportunities for Technology, with a Focus on Duals and the Nursing Home Setting”

Health plans are finding that more and more gaps in care exist when they look at holistic care of the patient. These gaps in care have evolved from clinical datasets and HEDIS data, to efforts to reduce disparities in social determinants, as well as very well-organized care management activities. Executive clinical leadership from Altruista Health will discuss how the industry can leverage technology, workflow automation and connectivity through interoperability to identify and close care gaps in long-term care settings.

- [Presentation slide deck](#)

Thursday, April 8th

10:00am – 10:30am
Watch the recording

Sponsored Session: HGS AxisPoint Health “Member Engagement Using a Multimodal Approach”

The use of technology to strengthen member engagement has evolved rapidly in response to the COVID pandemic. Strategies to incorporate the use of technology to increase engagement and re-engagement of the DSNP population will be explored. The need to go deep in the community is essential in engaging and understanding DSNP membership needs. Incorporating Community Health Workers in the Care Management model will be discussed to support initial and ongoing engagement of the DSNP membership.

- [Presentation slide deck](#)

11:00am – 12:00pm **Session: Advancing Dual Integration – State voices and CHCS**

Watch the recording

Since 2019, D-SNPs that receive approval from the Centers for Medicare & Medicaid Services (CMS) and state Medicaid agencies can use “default enrollment” to enroll newly Medicare-eligible individuals into the D-SNP if those individuals are already enrolled in an affiliated Medicaid managed care plan through the same parent company. As of 2021, only a few states and D-SNPs have successfully implemented default enrollment processes. During this one-hour session, staff from the Integrated Care Resource Center (ICRC) will facilitate a panel discussion with representatives from two states and a D-SNP about their experiences in planning and implementing D-SNP default enrollment in 2020 and 2021. Panelists will discuss the steps that they have taken to advance default enrollment, including state-plan communications, data sharing, beneficiary education, and monitoring of data on beneficiary opt-out and disenrollment decisions. Panelists will also share lessons they have learned, challenges they have faced, and recommendations for other states and health plans interested in implementing default enrollment.

- [ICRC: An Introduction to Medicare Benefits and the Roles of Medicare and Medicaid in Serving Dually Eligible Individuals](#)
- [ICRC: Actions States Can Take to Improve Quality and Coordination of Care for Dually Eligible Individuals](#)
- [MacPac: Integration of Care for Dually Eligible Beneficiaries: New Analyses](#)

12:30pm – 12:45pm

Watch the recording

COFFEE BREAK – Altruista Health to Host.

Starbucks gift cards for attendees

1:00pm–2:30pm

Session: An Ongoing Conversation with CMS MMCO

Open with SNPA Integration Survey findings. Followed by our traditional facilitated discussion with the CMS team from the Medicare-Medicaid Coordination Office. ****This session was not recorded***

- [SNP Alliance Medicare-Medicaid Integration Plan Interview Findings](#)

**3:00pm – 4:00pm
(breakout E)**

Watch the recording

Breakout Session: Policy Discussion of the Two Dual Integration Proposals

There has been increased focus on dual integration and two major models have been proposed. The SNP Alliance has developed a core set of policy criteria by which such models and proposals can be evaluated. Our SNP Alliance MMI policy team will discuss these criteria, and explore key aspects of the proposed models with our members – and outline potential next steps for advocacy.

- [Presentation slide deck](#)

**3:30pm – 4:30 pm
(breakout F)**

Watch the recording

Breakout Session: Promoting Equitable Access to COVID-19 Vaccination through Effective Member Outreach

Individuals dually eligible for Medicare and Medicaid are at higher risk for severe COVID-19 infection, and are hospitalized with COVID-19 at a rate three times higher than Medicare-only beneficiaries. As COVID-19 vaccines become more readily available, equitable access to and uptake of the vaccine for hard-to-reach individuals is critical. Health plans play a key role in promoting equitable access to and educating members on the importance of COVID-19 vaccines, engaging caregivers, and supporting access for those who are homebound and unable to receive the vaccine in public settings. Resources for Integrated Care is collecting promising practices from health plans in the field regarding COVID-19 vaccination approaches; this presentation will focus on concrete strategies for outreach to members, as well as their family or friend caregivers, to increase vaccine confidence and ensure equitable access to the COVID-19 vaccine.

- [Presentation slide deck](#)

Friday, April 9

10:00 – 10:45am **Session: Business Planning - Managed Care Merger and Acquisition Update and the Value of Partnerships**
Watch the recording

During this session, Cain Brothers will provide an update on recent trends in the government managed care M&A market. They will also discuss the political landscape and potential implications on health plans. As part of this discussion, they will focus on the value of partnerships, particularly for not-for-profit plans, in helping gain access to growth capital to further their missions.

- [Presentation slide deck](#)

11:00pm – 12:00pm **Session: Congressional Discussion – What Does this New Administration and Congress Mean for Healthcare, MA, and Specialized Managed Care (SNPs and MMPs)?**
Watch the recording

This will be a discussion led by our Congressional consultants and facilitated by our incoming Board Chair. We will hear what is proposed, and likely to be introduced this year that impacts our work and our mission. We will seek input from our members regarding priorities for work, and together will address potential strategies to help achieve our goals in policy and advocacy.

1:00pm – 1:45pm **Session: Risk Adjustment – understanding the impact of the COVID PHE on D, C and I SNPs.**
Watch the recording

Deferral and forgoing of care in 2020 will impact Medicare Advantage revenue and risk scores in 2021. This will be a discussion about Milliman research on the effects of the public health emergency (PHE) on plan revenue and risk scores for D, C, and I SNPs for 2021 and beyond.

- [Presentation slide deck](#)

1:45pm – 2:15pm

Wrap up – Setting the Course for 2021

We will close with highlights and takeaways from the SNP Alliance Spring Roundtable, and address the work ahead for the SNP Alliance

and our members. Member input and voice will be important for this wrap-up as we explore how the SNP Alliance can better serve our members' needs to support our shared mission.