SNP Approval
Model of Care Training
Elements 3 - 4

January 15, 2015
3:00 – 4:30 PM EST
Objectives of Special Needs (SNP) Model of Care Review

- Comply with statutory requirements of Affordable Care Act

- Ensure SNPs have robust Models of Care

- Establish frequency for approval review cycle (1-3 years)
How will NCQA Score the MOC?

• Scoring Guidelines and requirements same as in 2014
• Scoring will be similar to previous years
• MOC elements worth 0-4 points, based on # of factors met.
• Total of 60 points (15 elements)
• converted to percentage scores
  – E.g., 50 points = 83.33% (2-year approval)
Crosswalk to New Elements

New Elements

- MOC 1: SNP Population
- MOC 2: Care Coordination Care Transitions Protocol
- MOC 3: Provider Network
- MOC 4: Quality Measurement

Old Elements

- MOC 1: SNP-specific Population
- MOC 10: Vulnerable Populations
- MOC 3: Staff Structure/Care Management Roles
- MOC 4: Interdisciplinary Care Team
- MOC 7: Health Risk Assessment
- MOC 8: Individual Care Plan
- MOC 9: Communication Network
- MOC 5: Provider Network & Use of Clinical Practice Guidelines
- MOC 6: MOC Training
- MOC 2: Measurable Goals
- MOC 11: Outcome Measurement
Project Time Line

- February 3 – Technical Assistance call prior to submission
- February 18 – SNP Applications submitted to CMS via HPMS
- April 20 – CMS issues Notice of Intent to Deny
- April 23 – TA call for Plans scoring <70%
- April 30 - SNP Cure Apps due in HPMS
- May 27 – CMS issues MA/SNP Denial Notices
- June 1 - SNP bids due to CMS
Updates for this Review Period

- SNPs must identify all of the H numbers that fall under the same MOC on the SNP MOC Matrix Upload document
  - While the MOC is the same – we want to see specificity on the target population at the local service area (PBP) level, not the national level. Make data and analysis relevant to specific populations in each service area
  - Expectation is for SNPs to submit a new MOC each renewal period with process updates and changes (e.g., changes to goals as a result of analysis of outcomes or process improvements), and not the same MOC previously approved
    - MOC will receive a new score
- Clarification of requirements for the target population description
MOC 3: Provider Network

Nidhi Dalwadi Mehta

NCQA
Measuring quality. Improving health care.
MOC 3: Provider Network-Element A

• Element A: Specialized Expertise
  – Intent: demonstrate how the network is designed to address the needs of the SNP’s target population
  – Focus:
    • Plan-level information for the provider network
Element A: Specialized Expertise

• Factor 1: The specialized expertise in the provider network addresses the needs of the target population (MOC 1)
• Factor 2: Oversees the licensure and certification of providers
• Factor 3: Documentation of provider information
• Factor 4: Collaboration between the providers and ICT to provide necessary specialized services
MOC 3: Provider Network

• Element B: Use of Clinical Practice Guidelines (CPGs) and Care Transitions Protocols
  – Intent: Describe how the SNP ensures that beneficiaries receive appropriate, evidence-based care and services
  – Focus:
    • Population-level decision making, not individual clinician level
    • Identify challenges to using CPGs and protocols
Element B: Use of CPGs and Care Transition Protocols

• Factor 1: Monitoring how providers utilize CPG and nationally-recognized protocols appropriately
• Factor 2: Identify challenges where CPG and protocols need to be modified
• Factor 3: Decisions to modify CPGs and acted upon by the ICT
• Factor 4: Oversees the use of care transition protocols to maintain continuity of care
MOC 3: Provider Network-Element C

• Element C: Provider Network Training
  – Intent: describe how the SNP provides training for its provider network
  – Focus:
    • How SNPs make training available to all network providers
Element C: MOC Training for the Provider Network - Factors 1 & 2

- Factor 1: Initial and annual trainings for network and out-of-network providers seen by members on a routine basis

- Factor 2: Offering MOC trainings to all network providers
Element C: MOC Training for the Provider Network - Factors 3 & 4

• Factor 3: Challenges associated with completion of MOC trainings

• Factor 4: Actions taken when training is not complete
QUESTIONS
SNP Approval
Model of Care Training
Elements 4

Nidhi Dalwadi Mehta
MOC 4: MOC Quality Measurement & Performance Improvement

- **Element A: Quality Performance Improvement Plan**
  - **Intent:** Describe how the SNP conducts quality improvement related to its overall MOC
  - **Highlights:**
    - Plan-level information focusing on goals that measure overall plan performance related to all aspects of the MOC
Element A: MOC Quality Performance Improvement Plan-Factors 1 & 2

- Factor 1: Overall quality improvement plan as it relates to the MOC and how the organization provides appropriate services to SNP beneficiaries, based on their unique needs

- Factor 2: Specific data sources used to continuously analyze, evaluate and report MOC quality performance
Element A: MOC Quality Performance Improvement Plan-Factors 3 & 4

• **Factor 3: Key personnel** (e.g., Leadership, management groups, other SNP personnel and other stakeholders) involved with the internal quality performance process

• **Factor 4: SNP-specific goals and health outcomes objectives are integrated into the overall plan** (described in MOC 4, Element B)
• **Element B: Measureable Goals**
  – Intent: identify and define the measureable goals/health outcomes for the target population, and how the SNP determines if goals are being met
  – Highlights
    • Plan-level measures and goals for the target population
    • Focus is on health/clinical goals (e.g., controlling diabetes, mental health screening)
Element B: Identify Goals and Health Outcome Measures-Factors 1 & 2

The organization must identify and define measurable goals and health outcomes for the MOC and:

• Factor 1: How they are utilized to improve the health care needs of SNP beneficiaries.

• Factor 2: Describe how health outcome measures evaluate the overall SNP population health outcomes at the plan level.
Element B: Track and Assess Goals

• Factor 3: Describe how the SNP establishes methods to assess and track the MOCs impact on SNP beneficiaries’ health outcomes.

• Factor 4: Describe the processes and procedures the SNP will use to determine if health outcome goals are met.

• Factor 5: Describe the steps the SNP will take if goals are not met in the expected time frame.
MOC 4C: MOC Quality Measurement & Performance Improvement

• Element C: Measuring Patient Experience
  – Intent: describe how the SNP measures beneficiary satisfaction and responds to results
  – Focus
    • Plans may use wide variety of patient experience/satisfaction surveys—CAHPS/HOS are acceptable, as are other alternatives
    • Provide details of surveys and methodology for data collection
The organization’s MOC must address the process for measuring SNP member satisfaction by:

- **Factor 1:** Describing the specific SNP survey used.

- **Factor 2:** Explaining the rationale for the selection of a specific tool.
Factors 3 & 4: Integration and Identification of Issues

• Factor 3: Describe how results of patient experience surveys are integrated into the overall MOC performance improvement plan.

• Factor 4: Describe steps taken by the SNP to address issues identified in survey responses.
Element D: Ongoing Performance Improvement Evaluation of the MOC

- Intent: Describe how the SNP uses the results from its performance indicators/measures to support its ongoing quality improvement plan.

- Focus
  - Include lessons learned and challenges in obtaining timely data.
Factors 1 & 2: Quality Performance Indicators and Measures

- **Factor 1:** How the organization will use the results of the quality performance indicators and measures to support ongoing improvement of the MOC.

- **Factor 2:** How the organization will use the results of the quality performance indicators and measures to continually assess and evaluate quality.
Factors 3 & 4: Lessons Learned and Key Stakeholders

• Factor 3: The organization’s ability for timely improvement of mechanisms for interpreting and responding to lessons learned through the MOC performance evaluation.

• Factor 4: How the performance improvement evaluation of the MOC will be documented and shared with key stakeholders.
Element E: Dissemination of SNP Quality Performance

- Intent: describe how the SNP communicates its quality improvement plan/performance to stakeholders

- Focus
  - Detail who receives the information, how often they receive it, and what communication methods are used
Factor 1: Communication with Stakeholders

The organization must address the process for communicating its quality improvement performance by:

- Describing how performance results and other pertinent information are shared with multiple stakeholders.
Factors 2 & 3: Frequency and Ad-hoc Communication

- **Factor 2:** Stating the scheduled frequency of communications with stakeholders.

- **Factor 3:** Describing the methods for ad hoc communication with stakeholders.
Factor 4: Responsible Individuals

• Identifying the individuals responsible for communicating performance updates in a timely manner.
QUESTIONS
Training & Education

• Sessions focus on MOC Requirements & Technical Assistance

  -- MOC Elements 1 & 2 (1 training)
    o January 13, 2015, 3:00-4:30pm EST

  -- MOC Elements 3 & 4 (1 training)
    o January 15, 2015 3:00-4:30pm EST

  -- Technical Assistance Calls 3:00–4:30pm EST for SNPs scoring <70%
    o February 3, 2015
    o April 23, 2015

Recordings and slides available on NCQA SNP Approval website within one week of call.
For technical inquiries related to the MOC program plan requirements, appeals/denials or other issues related to the SNP approval proposal in the regulations, please contact CMS at:

To access the CMS SNP mailbox; please type http://dmao.lmi.org into your web browser, then select the SNP mailbox. In the subject line enter: SNP MOC Inquiry

For training recordings and slides please visit the NCQA SNP Approval Website at: www.ncqa.org/snpapproval

CMS MMP mailbox
mmcocapsmodel@cms.hhs.gov
Subject line: MMP MOC Inquiry