

Health Home Portal Update

- A performance management system is needed to provide tools for the Health Home network to support providing care management for the Health Home population.
- A contract with a system integrator to implement system is in process.
- In interim – a small contract has been completed to get project started – Jump Start.
 - 10 week process.
 - Mid April through June
 - Demonstrate how portions of Member Tracking functionality can operate in new system.

Jump Start Goals

- Get project started
- Establish processes/structure necessary for larger system release.
- Demonstrate new Curam portal environment.
- Get Health Home community excited about project.
- Engage pilot stakeholders throughout the process in order to meet their business need.
- Demonstrate how some of the member tracking functionality will be replaced by the new system. – Assignment and Tracking
- Demonstrate some of the analytic/reporting functionality using Salient dashboard.
- Obtain feedback from Health Home community on Phase 1 functionality

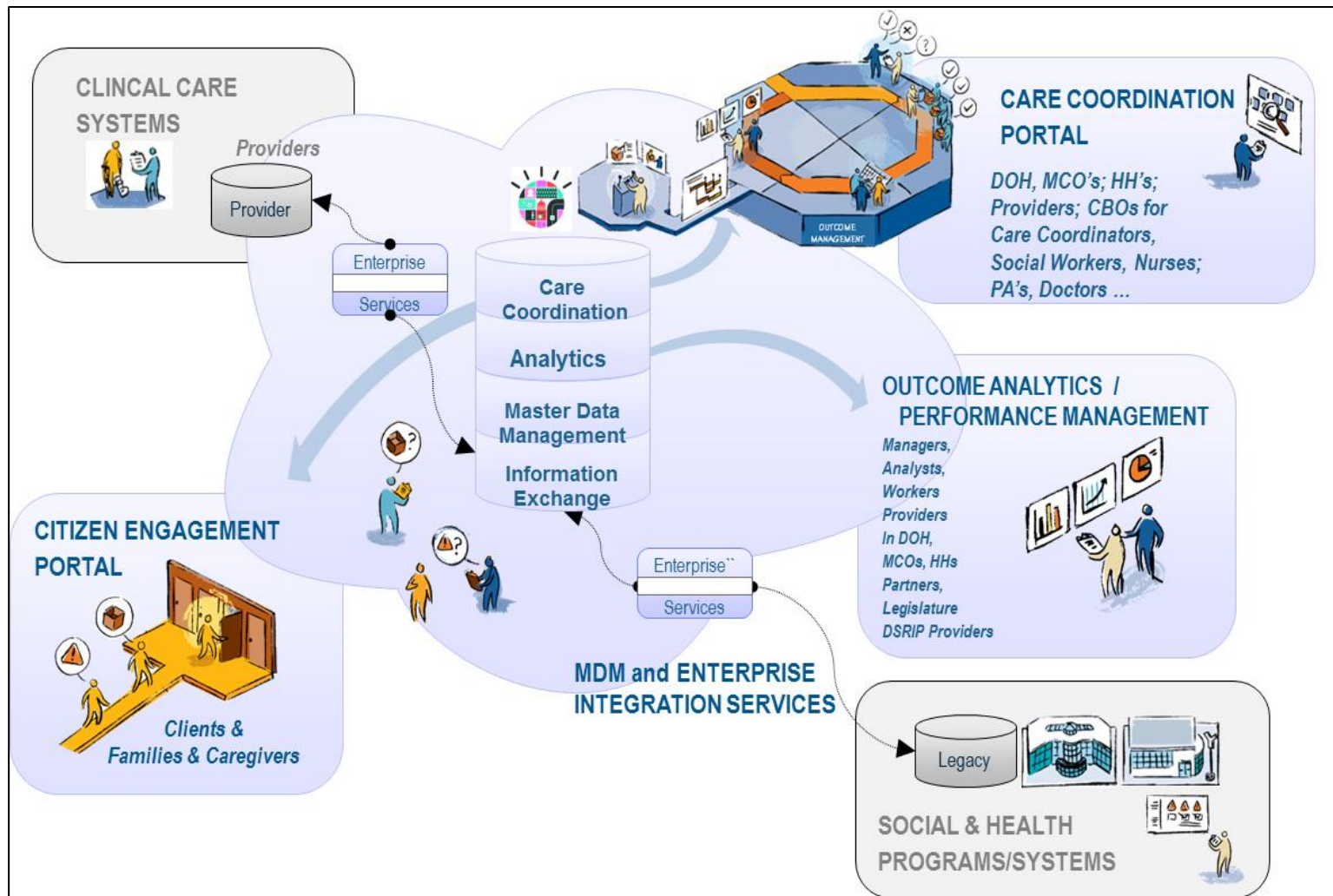
Jump Start Participation

- Engaged stakeholders critical to project success.
- Jump Start scope small – selected small group of Health Homes, Care Management Agencies and Managed Care Plans.
- Serve as the user community voice into the system and will participate in key activities of:
 - Requirements validation activities;
 - Review of system prototypes;
 - Participate in user acceptance testing;
 - Champions and promotes system-to-end-user community

Jumpstart Participants

Organization	Organization Type
Catholic Charities Neighborhood Services Inc.	CMA OMH
Coordinated Behavioral Care, Inc.	Health Home
Community Health Care Network	Health Home
PSI	CMA COBRA
Visiting Nurse Service of Schenectady County	Health Home
Rehabilitation Support Services	CMA OMH
Healthplus Amerigroup	MC Plan
CDPHP	MC Plan
Fidelis	MC Plan

Long-term Vision



What's Next

- Finalize project contracting
- Developing Project Roadmap
- Developing plans for Fall 2014 Release
 - Operationalize & Deploy Member Tracking
 - Start integration of Health Home Dashboards in Portal
 - Provide automated data exchange capabilities
- Continue long-term planning for interoperability
- Continue stakeholder communications

Salient's NYS Health Home Module

- ❑ Integrates Health Home operations & performance data into Salient's existing NYS Medicaid system to support comprehensive view of cost, utilization, and quality
- ❑ Users will be able to evaluate the Health Home program, monitor success, identify areas needing improvement, and compare plans and providers

Salient Health Home Module

Integrating multiple data sources and types



How will data be used?

- ❑ Continuous Program Oversight - to identify whether the health home program is progressing towards its goals and at what pace
- ❑ Performance Profile/"Scorecard" - to profile how well each health home is doing
- ❑ Trigger Events - to identify at-risk health home enrollees
- ❑ Payment Integrity - to detect improper health home payments
- ❑ Gain-sharing - potentially assist with shared saving analysis
- ❑ Ad hoc Analyses
- ❑ And for providers - to help understand their caseload, costs and utilization and better manage care and their business

- ❑ Beta process completed in April
- ❑ First wave of state analyst staff trained on Health Home module in May
- ❑ Now beginning:
 - ❑ initial use of data
 - ❑ roll-out planning

Plan for Provider Access

- ❑ Health Home providers to leverage the same data used by NYS to manage the program
- ❑ Phased delivery planned:
 - ❑ Pre-portal reports
 - ❑ Salient Dashboards via the Medicaid Analytics Performance Portal (MAPP)

Pre-Portal Reports

- ❑ Produced from Salient Health Home Module
- ❑ Developed by DOH and Salient
- ❑ Disseminated by DOH to providers
- ❑ Focus initially on operational metrics:
 - ❑ MCO and HH list management
 - ❑ Billing for members not in tracking

Salient Dashboards

- ❑ Developed by DOH and Salient with provider input
- ❑ Accessed by providers via MAPP
- ❑ Easy to navigate, interactive widgets on key topics
 - ❑ Offer both data and graphical views
 - ❑ Filterable by user to view data by MCO, Health Home, Care Management Agency, other groupings
 - ❑ Exportable
- ❑ Include HH operational and performance metrics

Provider Input and Feedback

- ❑ A Data Team of members from HH/MCO Work Group will meet with Salient to discuss data needs and inform dashboard building
- ❑ Key Questions:
 - ❑ Who are the data users in each entity?
 - ❑ How will data be used?
 - ❑ What data are highest priority for providers?
 - ❑ Measures
 - ❑ Frequency
 - ❑ Summarization level

Provider Input Teams

- Jump Start Provider Team
 - Focused on portal functionality
- Salient Health Home Data Team
 - Focused on data needs of providers and dashboard content

Let Us Show You!

- ❑ Dashboard Demonstration
- ❑ Running on live statewide system
- ❑ No-PHI
- ❑ “Anonymizers” for HH, MCO, CMA
- ❑ Health Home specific data
 - ❑ Begins January 1, 2012
 - ❑ Updated weekly