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New York Office for People With Developmental Disabilities

Medicaid Managed Care Assessment

August 2023

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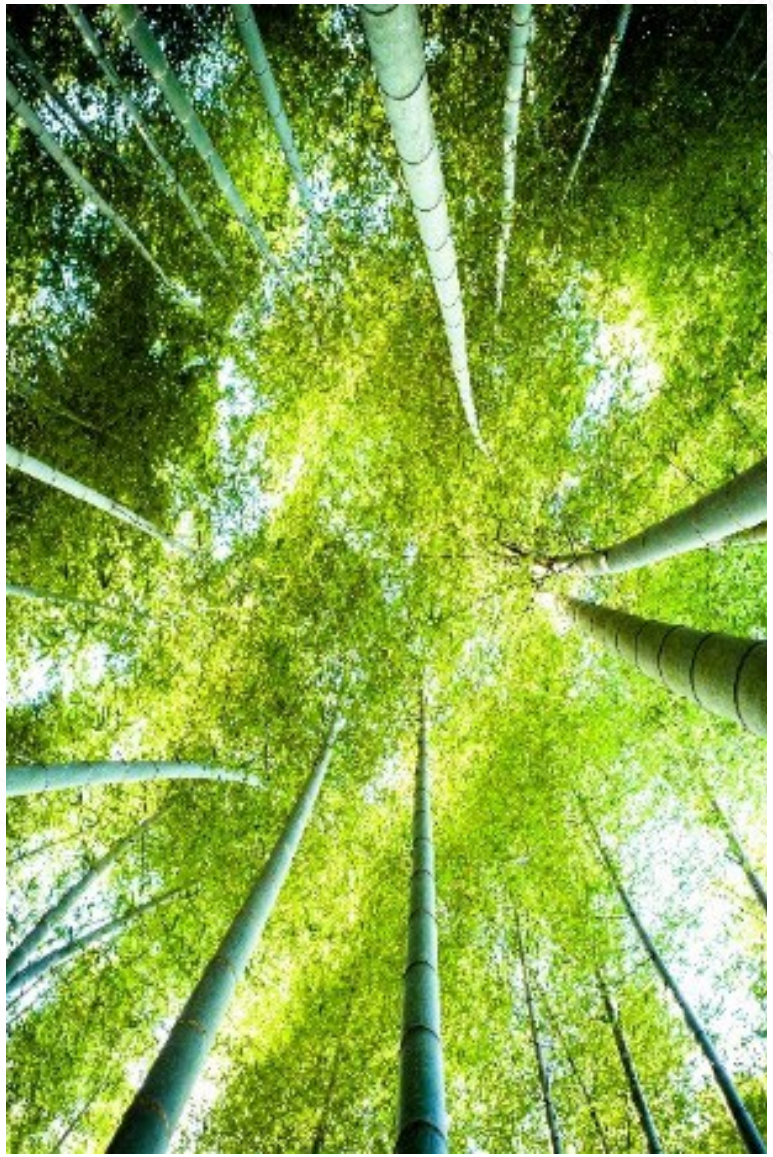

Agenda

- Introduction
- Background
- Review Overview
- Next Steps and Open Discussion

NEW YORK STATE OF OPPORTUNITY. Office for People With Developmental Disabilities

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Introduction

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Office for People With Development Disabilities (OPWDD)

OPWDD provides services that help support people to be more independent

OPWDD 2023-2027 Strategic Plan Goals
Goal 1: Strengthen workforce, technology, and collaboration
Goal 2: Transform systems through change
Goal 3: Create better services for individuals

Support **130,000** individuals with intellectual and developmental disabilities (IDD) live more independent lives in the community.

Mission: We help people with developmental disabilities live richer lives.

Vision: People with developmental disabilities enjoy meaningful relationships with friends, family, and others in their lives, experience personal health and growth, and live in the home of their choice and fully participate in their communities.

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Our Guidehouse Team

Our Team's Expertise

Our team is dedicated to the IDD community across the nation.

We help improve systems that make community living possible.

Our Team

Hanford Lin
Project Executive

Mark Thomas
Project Director

Greg Abdouch
Project Manager

Camille Dobson
ADvancing States Deputy Director and Long-Term Supports and Services (LTSS) Subject Matter Expert

Andrew Segal
Long-Term Care Subject Matter Expert

Karen Blount
Clinical Quality and Long-Term Supports and Services (LTSS) Subject Matter Expert

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Background

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What is Managed Care?

Managed care means that an organization will provide services and supports and bill New York.

Arrangement

- The Managed Care Organization, sometimes called an MCO, will be paid by Medicaid.

Payment

- The MCO is paid a set amount every month for each person.

Covered Services

- The MCO will make sure needed care is provided.

Oversight

- New York State reviews how well MCOs operate.

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Medicaid Payment Structures

New Yorkers with IDD can receive services in different ways

1. **Fee-for-Service (FFS):** Providers are paid for services after services are provided
    a. Example states: **New York[1],** Florida, Massachusetts, Ohio
2. **Managed Care – Physical or Behavioral Health:** Individuals receive their doctors appointments and behavioral health services from MCOs; waiver services are FFS
    a. Example states: **New York[1],** Illinois, Louisiana, Pennsylvania[2]
3. **Managed Care – All Services with Licensed MCOs:** MCOs manage all Medicaid services and are paid a set amount every month for each person
    a. Example states: **New York[1],** Kansas, Tennessee[3]

[1] New Yorkers with IDD can choose to receive all of their services through FFS, through Mainstream Medicaid for physical and behavioral health and FFS for their waiver services, or comprehensive managed care through the FIDA-IDD program depending on eligibility.
[2] This refers to the Adult Community Autism Program (ACAP) enrolling 200 individuals with autism and limited to four counties.
[3] Tennessee MCOs perform case management and service planning for all Medicaid services including LTSS. However, LTSS services are not included in the capitation rate.

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Medicaid Payment Structures (cont.)

There are also several different ways other states provide services to people with IDD

1. **Managed Care – Limited HCBS Services:** Specific waiver services are included in managed care, such as personal care
    a. Example states: California, Pennsylvania[2]

[2] This refers to the Adult Community Autism Program (ACAP) enrolling 200 individuals with autism and limited to four counties.

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Assessment Overview

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About the Review

1. **Collect data**
2. **Talk to groups and experts**
3. **Recommend ways to make services better for you**

Goals

Ask two questions:

- What service delivery system would be best for people with IDD?
- What systems best align with OPWDD's strategic plan?

Activities

- Review data
- Interview people across New York, including government leaders
- Analyze services and costs

Output

- First Report provided to NY Assembly on Dec. 31, 2022
- Deliver Final Report to OPWDD by February 29, 2024, with recommendations for the best service delivery system for the IDD population

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Progress to Date and Anticipated Next Steps

Guidehouse has completed the First Report and started data review and stakeholder engagement

Activities	Progress to Date
Initial Report	The First Report was issued in December 2022
Data Review	Happening now and ending in November 2023
13 Internal OPWDD Interviews	Completed in May 2023
10 Other State Interviews	Completed July 2023
7 National Expert Interviews	Completed July 2023
Stakeholder Engagement	Happening now and ending in October 2023
Final Report	The Final report will be issued in February 2024

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We Are Talking to Many Different Groups and Leaders Across New York

Stakeholder Type	Format	Key Questions
Previous Stakeholder Engagement	Summary Review	• What are previous opinions from stakeholders? • Have opinions changed? How?
People who receive services and their families and friends	Survey, Townhalls, Advisory Boards, and Focus Groups	• How have OPWDD services helped you? • What services help you live a more independent life?
OPWDD Staff	Interview	• What is currently working well? • What are opportunities for improvement?
Other States and National Experts	Interview	• What lessons learned can you share regarding managed care implementation? • What are common benefits and pitfalls of managed care?
Providers and MCOs	Survey, Townhalls, Advisory Boards, and Focus Groups	• What are your most pressing challenges? • What supports do you need?

Opportunities to share your feedback through surveys, townhalls, advisory boards, and focus groups are planned for Summer and Fall 2023.

What We Know So Far

Managed Care System

Why states consider managed care implementation

- Coordination of all services
- Same expectations for all providers
- Extra services at no cost
- Help keep cost from going up

Challenges

- Challenge finding providers
- MCOs need more oversight
- Costs needed for State to monitor MCOs and for providers to do business
- Concerns from self-advocates and family members

Managed Care Implementation

Best Practices

- Provide information to networks and people with IDD about changes
- Change should take place in stages
- State staffing need changes
- MCOs should compete for the opportunity to deliver services

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Next Steps and Open Discussion

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Next Steps

Stakeholder engagement and data review will continue to be the primary focus of the Assessment through Fall 2023

- Began data review
- Conducted interviews with **13 OPWDD staff members**
- Conducted interviews with **10 other states and 7 national experts in managed care for people with IDD**

August – October 2023

- Continue data review including cost, service provided by region, and program
- Talk to stakeholders including:
  - **People who receive services and their families and friends**
  - **Providers**
  - **MCOs**

- Complete data review
- Complete final report

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Questions?

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