

Long-Term Services and Supports Redesign

Improving the Quality of Services and Health Outcomes in Nebraska

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The Current Landscape of Nebraska

- Fragmented and Siloed Program Administration
- Non-Uniform Assessment of Long-Term Care Needs
- Conflicts in Case Management and Care Coordination
- Service Array and Authority
 - A lack of policies and training for administration, oversight, and coordination of services that ensure non-duplication, nor gaps, of services
- Provider Management and Reimbursement
 - Lack of standard and consistent oversight and reimbursement
 - Three separate state systems for tracking and reporting (CONNECT, NFOCUS, MMIS)
- Inconsistent and Varied Quality Measures

Start with a Purpose: We Can Do Better

- Honest Evaluation of Current Landscape
- Engage Members, Providers, and Stakeholders
- All Feedback Welcomed
 - No Wrong Door for Comments and Concerns
 - Our Responsibility is to Register and Utilize that Information
- Look to the Future of Populations and Needs

Reform in a Time of Change - Medicaid

- Heritage Health
 - Fully integrated Managed Care launching 1/1/17
 - New populations – but not LTSS services
 - Paying few, if any, claims directly
- Enrollment Broker
 - Offering members *Choice Counseling*
- Dental Benefits Manager
 - Establishing a network and paying dental claims
- LTSS Redesign
 - Stakeholder outreach
 - Evaluation of current programs
 - Recommendations to better serve the long-term care population
- Data Management and Analytics
 - Complete replacement of MMIS
 - Need for greater analytics power
 - Value-based and outcome-oriented services

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Reform in a Time of Change – Division of Developmental Disabilities

- Waiver renewals
- New eligibility system
- Contract management and rebidding
- Rate methodology changes

- *Never a good time for redesign*
- *Keep the train running while rebuilding the tracks in a new direction.*



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Redesign Guiding Principles

1. Improve the quality of services and health outcomes
2. Promote independent living in the least restrictive setting through a focus on the member and living options
3. Strengthen access, coordination, and integration of care through streamlined processes and collaborative care management
4. Improve the capacity to match available resources
5. Unite the fragmented programmatic and administrative framework
6. Refocus and rebalance the system in order to match growing demand for supports in a sustainable manner.

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Making our Case: Ingredients for a Successful Transformation



- Take the time to evaluate
- Provide the opportunity for members, providers, and stakeholders to offer comment
- Share the progress; seek further comment and feedback
- Release finalized plan to help prepare for future transitions and changes

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Iterative "To Be" State – Integrated Care

All* Medicaid Recipients
(few and very limited carve-outs)

Integrated
Managed
Care

Nebraska Total Care (Centene)

UnitedHealthcare Community Plan

WellCare of Nebraska

- Physical health
- Behavioral health
- Pharmacy

REDESIGN

LTSS Services

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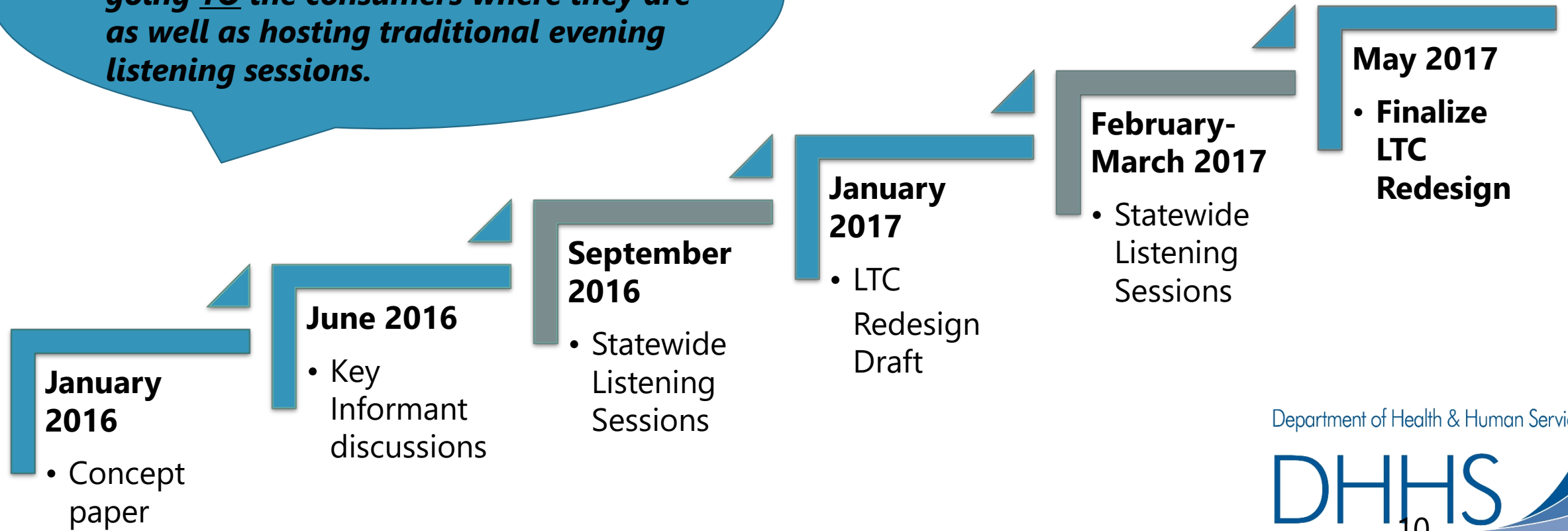
MERCER

MAKE TOMORROW, TODAY



It Takes Many Opinions Matter to Be Successful!

Heading Across Nebraska in September and February Seeking Input. We are going TO the consumers where they are as well as hosting traditional evening listening sessions.



What Works?

State Honesty and
Transparency



Our Process: From Concept to LTSS Redesign



Listening

Extensive consumer forums throughout the state in the places people work and live and in public forums

Researching

Exhaustive interviews with key informants, literature reviews, CMS and other federal officials as well as historical documents

Organizing

Using a detailed workplan to ensure fidelity to the process while designed to meet the state's goals

Recommending

Preparing for the state's consideration an array of options and proposed solutions

01

02

03

04

Nebraska's
LTSS Redesign
Concept Paper

Final Recomm-
endations

A background image of five cranes in flight against a clear blue sky. The cranes are arranged in a loose, descending line from the top left towards the bottom right. Each crane is shown in profile, with its wings spread, highlighting the dark feathers on the upper wings and the lighter feathers on the lower wings and tail.

Questions and Answers

All materials and information available online at:

www.dhhs.ne.gov/LTC