



July 20, 2021

A Message from Executive Director, Julie Battisti

The month of July is upon us marking the third year anniversary of MassHealth's Community Partner program. It has been another year of uncharted territory as we acclimate to providing services in the midst of a pandemic that presents ongoing challenges for us in our work and daily lives, and exacerbates challenges and barriers for those we serve. Even still, CCP/LTSS Care Partners continues to persevere, strengthen our services, and make a significant impact on the lives of our members, all in the midst of ongoing efforts to keep members informed about the vaccine, and support members who would like to get vaccinated. This monumental achievement deserves applause, as do other accomplishments we have collectively achieved over the past year.

As a startup enterprise funded by MassHealth and partnered with 14 different ACOs, CCP/LTSS Care Partners exists in the midst of great complexity and constant change. This five-year pilot has presented the opportunity to test the waters, re-evaluate and make improvements as all stakeholders aim to shape an effective care coordination program for our shared members. In turn, CCP's Central Management team makes every effort to keep the pace and manage the ongoing change in a way that supports the Care Teams. We recognize that constant change, whether big or small, requires an agility and flexibility, and extend our gratitude to all for your ongoing commitment to pivoting as ACO POCs or care plan processes change, as we manage change in eHana, as internal workflows are updated, and new tools are developed to support your work with members. The Community Partner program is anything but a "steady state" program! We are consistently looking to enhance overall operations as we aim to support our members in the most innovative ways, and demonstrate our unique value to our ACO partners.

In this Anniversary Edition eFlash, we highlight our accomplishments over the course of the past twelve months and give recognition where recognition is due. We look at our progress through metrics and success stories, and highlight the strides we've made despite the pandemic in relation to integrated care with ACOs and their PCP practices. And most of all, we extend our gratitude to each and every one of you for your ongoing dedication to the CP program, and for the difference you make in the lives of our members every day.

We hope you enjoy this special edition eFlash.

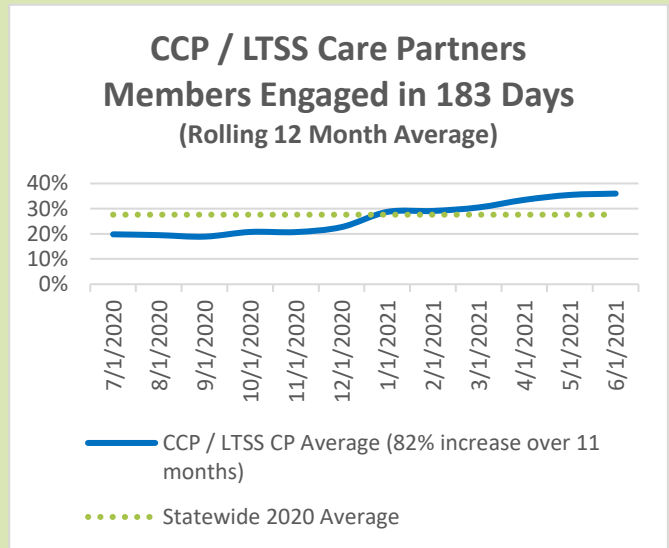
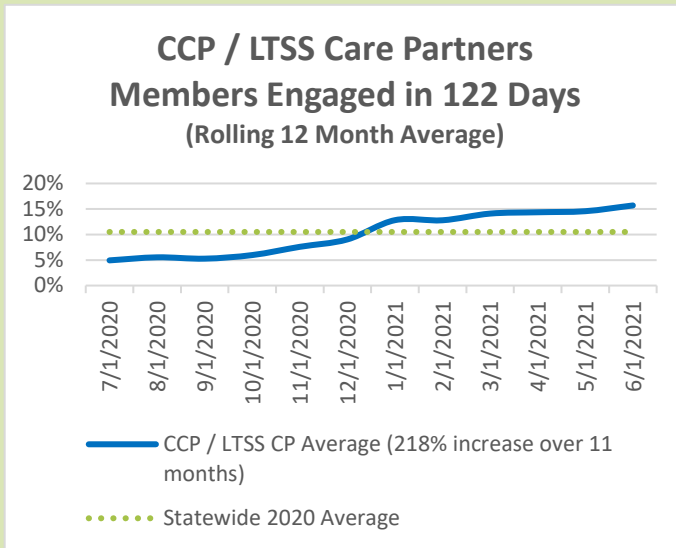
HAPPY ANNIVERSARY, CCP AND LTSS CARE PARTNERS!

YEAR THREE: METRICS AT A GLANCE

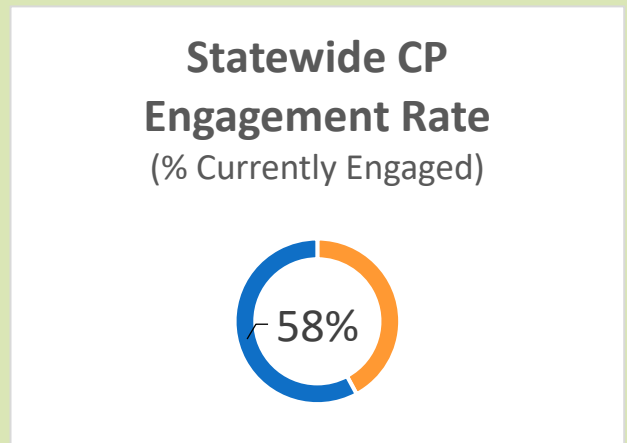
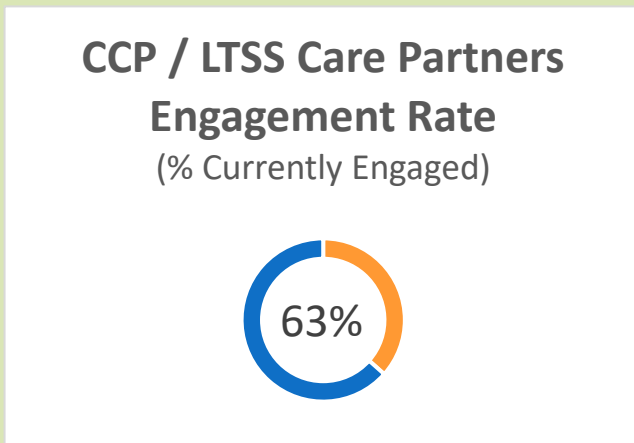
In Year 3, MassHealth launched quarterly CP reporting through the Mathematica portal, which highlights each CP's performance on a limited number of metrics, sometimes in comparison to Statewide CP averages. When evaluating our performance, we review the Mathematica reports, MassHealth claims remittance files, and eHana benchmarking reports. Take a look at the following process and outcomes metrics which reflect the hard work of our Member Org Care Teams and the overall progress CCP/LTSS Care Partners has made in the past 12 months.

In terms of process metrics, we're improving our workflows and timelines as related to various phases of the member journey and thereby experiencing greater success in engaging Members in CP services. Over the course of the past 12 months, CCP/LTSS Care Partners' rate of engagement within 122 days has increased from 5% to 15% and our rate of engagement within 183 days has increased from 20% to 35%.

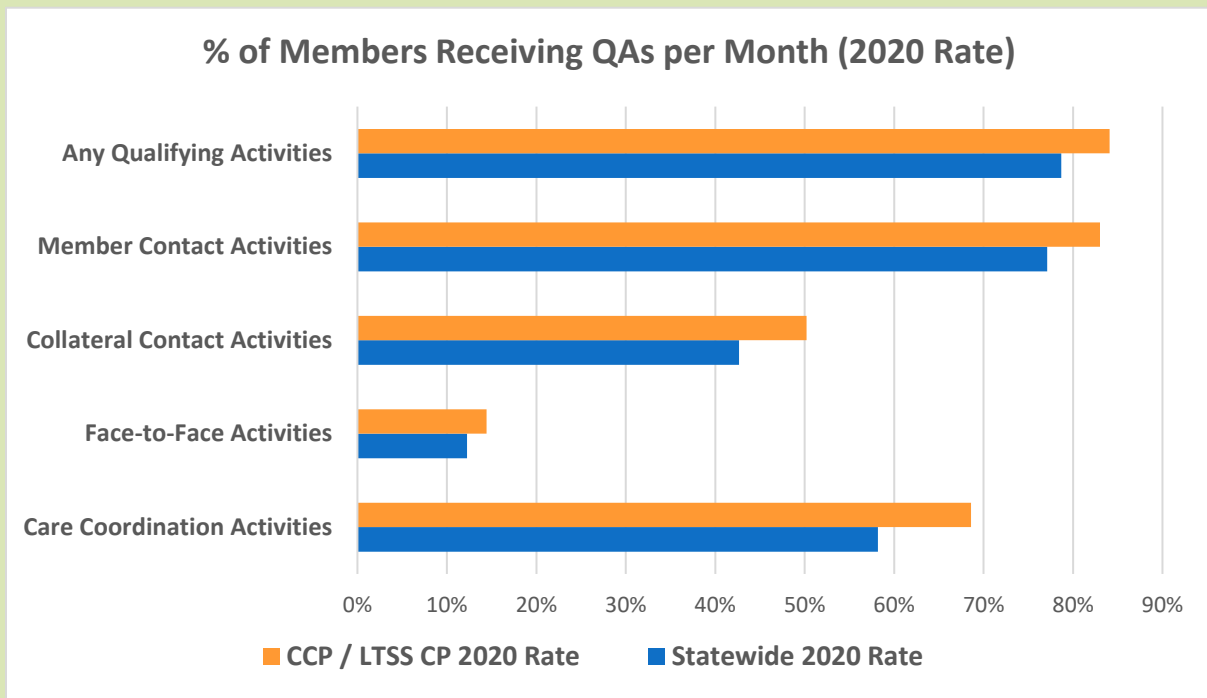
[Based on Mathematica data through 12/31/20, MassHealth claim remittance files, enrollment rosters through 5/31/21]



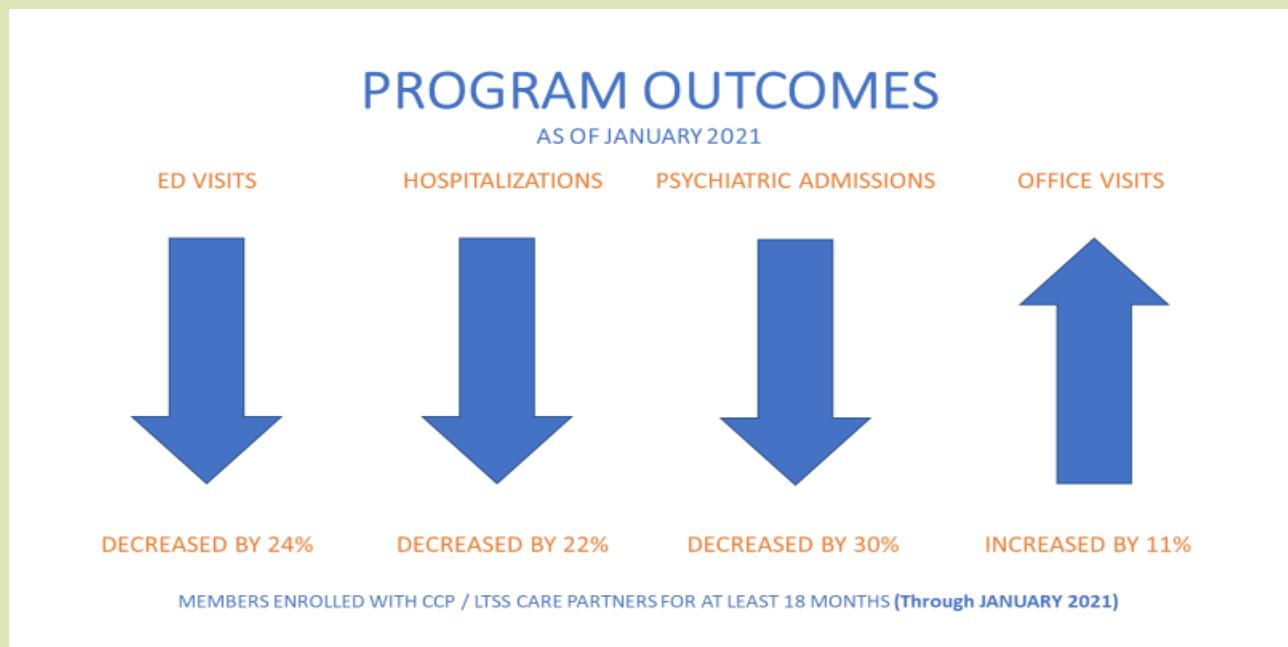
Also worthy of note, CCP/LTSS Care Partners continues to engage a higher percentage of current members than the statewide average of other CPs. For CCP, the larger side of our business, the engagement rate is 67%. *[Compared to CPs that utilize eHana, based on eHana-provided benchmarks through 5/31/21]*



CCP/LTSS Care Partners consistently provides more services to our Members each month as compared to the statewide average across all CPs. This process metric reflects the dedication of our BH and LTSS Care Coordinators and their willingness to go above and beyond to support our Members.
 [2020 monthly averages per Mathematica]



And the work our BH and LTSS Care Coordinators are accomplishing in partnership with our Members is yielding some very encouraging outcomes data. We’re making significant strides in diverting ED visits and inpatient stays, and likewise are increasing visits to the PCP office, sometimes for members who haven’t seen a PCP in years.



YEAR THREE: CCP ON SOCIAL - TELLING OUR STORY

CCP/LTSS Care Partners took a big leap into the world of social media this year! We're now on [Facebook](#), [LinkedIn](#) and [Twitter](#), and take every opportunity to tell our story on these platforms. More importantly, we're giving voice to those we serve by spotlighting Member Testimonials on social media platforms, including our own [YouTube Channel](#)! In the Spring, we launched a video snippet each week for seven weeks, and we're currently working on a second round of videos for release this coming Fall. The reception on behalf of key stakeholders such as MassHealth and our ACO partners has been overwhelmingly positive! And Members who have volunteered to share their story have really appreciated the opportunity, as noted by this LTSS Member: "The interview with Bethany [videographer] went well! Thank you for the experience!"

And we've been busy upgrading [CCP's website](#) this year. We just launched it this month, right in time for our 3rd year anniversary. We've added much needed improvements including additional information about the CP program, who we are as a Community Partner, and eligibility criteria. The site includes an interactive service area map as well as an "Eligibility FAQ." And we've updated the inquiry form to gather more information from prospective enrollees or interested practices. Our new website still uses the same domain name so it's easy to access. Take a glance and share along to anyone who may be interested in the program. Questions or feedback? Please reach out to Mike Tuplin, Director of Operations.

And if you haven't had a chance to view some of the Member Testimonials just yet, check them out on our new website!

YEAR THREE: VISION AND GOALS

Our vision is to be the best quality CP we can be, and with that we are consistently evaluating our work and progress, taking every opportunity to further improve our operations and enhance our services while strengthening our relationships with our ACO partners. Our collective dedication and effort in turn promotes our ultimate goal - Sustainability of the CP program.

In Year 3, we set out to enhance Reporting:

- With a new Quality Manager in place, we launched Contract Monitoring and Quality Improvement Planning across all Member Orgs last Fall.
- Population Health Reports were implemented last Fall.
- We brought in a new Director of Analytics and Reporting in January 2021.
- We've been building on our Outcomes reporting this year.

And despite the pandemic, we forged the way to enhanced integration with many of our ACO partners in a variety of ways this past year. In fact, take a look at how far we've come with our ACO partners since we launched in July 2018.

ACO INTEGRATION INITIATIVES

Year 1: Introducing ourselves to PCP practices each time we called- very little connection with the ACO central teams.

Year 2: Developing relationships with ACO central teams, including beginning member reviews with practices



Year 3: Regular ACO admin meetings and case reviews with numerous ACO teams and PCP practices

- Read-only EHR access: Tufts-CHA and Lowell General Hospital; in conversations with a few other ACOs about read-only access to EHRs
- LTSS Case Conferences and Roster Management: We have regular monthly meetings with 8 ACO partners
- Care Teams are working directly with 13 practices to review members with high needs
- Integrated Case Conferences with Tufts Health Plan (BH) and Steward (BH & LTSS)
- Wellforce and BIDCO Learning Collaboratives have deepened relationships and helped build avenues to integrated care for members who are high utilizers

Year 4 Goals: Looking to Year 4, we'll continue to enhance our data analytics and reporting capacity. We'll continue to prioritize ACO integration, paving pathways to PCP practices wherever possible. And we'll seek to pave pathways to Emergency Departments and Inpatient Units to promote effective care transitions and decrease readmit rates.

YEAR THREE: SUCCESS AT A GLANCE

Success looks different for each member served by our BH and LTSS Care Coordinators. There are big successes, and there are small successes that add up over time. We're so grateful for the big steps and the little steps our Care Coordinators support our members' in achieving every day!

Viet Van

Somerville Cambridge Elder Services

Viet is supporting a member living with diabetes, depressive disorder, and multiple sclerosis. The member had been experiencing uncomfortable symptoms and was struggling to secure needed equipment, such as a walker to support his unsteady gait. The member was also experiencing hardship due to suspension of his SSDI benefits. Viet contacted the member's providers to advocate for additional supplies, outreached to his property manager to request installation of a grab bar and shower chair, and referred the member to the Hospital Equipment Loan Program where he was able to obtain a walker. Viet also facilitated in securing the necessary documentation to appeal the SSDI decision, which was successful.

Mirian Porter

Justice Resource Institute

Mirian supported a youth and his family with a multitude of resources, including helping the enrollee's mother secure SSI following the death of the enrollee's father, and securing PT1 transportation for the enrollee. Mirian has also helped to streamline communications across the extended care team and works closely with the C3 care management team.

Adaeze Ibe

Bay Cove

Bay Cove is supporting a member who had attempted suicide by police. The member was placed on house arrest post hospitalization and was experiencing increased depression due to the GPS monitor restrictions. His Care Coordinator provided persistent health coaching to ease the depression, including attempts to engage him in his past love of painting. One day, his Care Coordinator shared a story of a girl diagnosed with Leukemia and undergoing treatment. Kids from a local Boys and Girls club were making her get well cards. The Care Coordinator hoped the story might spark some motivation, and suggested the member paint a picture for the girl. In the moment, the member was not interested, but he contacted his Care Coordinator several days later stating, "I thought of that little girl all weekend...I painted her a picture." The member has since been enjoying painting once again which in turn has eased his depression.

Veronica Ramirez

Mystic Valley Elder Services

Veronica is supporting a member, mother of two young children, whose landlord refused to address ongoing concerns (lead paint, infestations, fire escape hanging by an extension cord). The member was linked with a pro bono attorney and after nearly a year, the court deemed the living conditions unfit and her granted 3 months to find alternative housing. A long and tedious housing search ensued with multiple barriers, including legal issues and ongoing income concerns. Veronica collaborated with the member's attorney to extend the 3-month timeframe, connected the member with Emergency Assistance and a homeless coordinator via DHCD, and worked tirelessly to assist the member in gathering documentation for DHCD placement. With this support, the member was able to secure an apartment in time for the 2020 holiday season.

Alexa Riccio

Boston Senior Home Care

Alexa is supporting a member with physical disabilities, anxiety, and insomnia. The member lives with his mother as well as his sister who serves as his PCA. The family resided in an unsafe neighborhood which had caused the member's anxiety to escalate. The goal was to secure a wheelchair accessible home in a safer neighborhood. After obtaining a Section-8 voucher, the family located a 3-bedroom unit. However, the Inspector failed to approve the rental cost, and the landlord in turn refused to accept anything less. While the family appealed, Alexa outreached directly to the Executive Director of BHA about the circumstance, and within two hours, a BHA representative called to inform Alexa that it was "all set and had been taken care of." The member and his family were able to move into their new home.

Kim Merry

Vinfen

Vinfen is working with a member who was struggling to take his medications consistently, was presenting to the ER close to monthly with auditory and visual hallucinations, and was twice hospitalized in a very short time. With encouragement and support, the member agreed to VNA services which helped to improve his consistency with medications and connected him with behavioral health supports. He also began services with MRC and went on to successfully hold a temp job as an Account Manager at a firm in Boston. The member has since been taking his medications consistently, and has not had an ER visit in 6 months.

YEAR THREE: ACCOLADES

Our key stakeholders extend appreciation of the great work and effective collaboration of our BH and LTSS Care Coordinators!

"I just wanted to share how great it is to have shared cases with Kristina (Cappello, Vinfen Lawrence Team), especially in some of the more challenges situations. The ongoing communication and collaboration with her, both with Kelsie and I, as well as the outreach workers is so helpful and has helped manage situations as they arise. This seems to be particularly of importance now with the current public health crisis."

Lucy Renau, ACCS Team Leader, Vinfen

"Looks like your teams have been busy. Greatly appreciate your help with this (COVID vaccination efforts) and for all the support your teams are providing to our shared members."

Pam Moss, BSN, RN, Community Partners Program Manager, Tufts Health Plan

"Thank you so much for your hard work and collaboration!"

Lois Amponsah, Care Management Service Operations, Tufts Health Plan

"The supports you provide really give people access to an array of services and makes it helpful for them to have the support they need without getting derailed by siloed care and difficulties navigating the complex behavioral health system... Without CPs like CCP, we wouldn't have access to that."

Colleen O'Brien, Psy D, Clinical Director, Population Health, Tufts CHA

"Wanted to reach out and say great job on the Care Plan Collaborative presentation today! It was great to hear of the work your team does; it aligned with work we are doing with some of our inpatient units to ensure CP collaboration in disposition planning and engagement!"

Kristen Hackney, BH Program Director, BMC BACO

YEAR THREE: MEMBER APPRECIATION

Who better to express how our partnerships with Members impact the quality of their lives than our Members themselves. Sometimes we hear directly from a Member, and sometimes we hear indirectly through other Providers of our Members. These recognitions speak volumes!

"It's made my life a lot easier having [my CP Care Coordinator] in my life. Thank you."

"No one was helping me manage my healthcare. I was trying to do it by myself unsuccessfully. Working with [my CP Care Coordinator] has made it easier for me to connect with different doctors."

[My CP Care Coordinator] helped me "get my life back and not lose hope."

"I want to emphasize every step along the way, when the going got tough, she's [CP Care Coordinator] really been there. The most important thing is, CCP, they're really, really indispensable to people like me in my circumstance."

"I appreciate [my CP Care Coordinator] very much for the things she does for me. Getting me set up with the PT1 to get rides to my appointments so I wouldn't have to bus and train it. I actually suffer from depression and she actually took me to the hospital and sat with me until they took me upstairs. She means a lot to me."

"When I met [my CP Care Coordinator], I trusted her and I accepted her with all my heart. That's why the first day before I met the doctor, I was able to talk to [my CP Care Coordinator] about everything. Every time I need her, she's there for me. Thank you so much for what you've done for me."

"I love how CCP has helped me be as independent as I can be. Of course, they'll help you, but they won't do things that you can do for yourself. So I love the confidence that CCP uses in the treatment modality. I think it's incumbent on them to teach the client to do as much for themselves as possible. And it's amazing still what they've done for the clients' self-confidence and self-image. Once we learn that we can do things for ourselves, that we can function independently, albeit with the help of services, once we learn that, then that's good to our general health."

"I want to thank [my CP Care Coordinator] for being there for people like me."

"You're cool. Like, everyone judges me but I can see you don't. I can just tell. Thanks for not giving up on me."