



LONG-TERM  
QUALITY ALLIANCE

# Integrated Care for Individuals with Dual Eligibility

December 9, 2019  
Kaiser Center for Total Health

Join the conversation:



@LTQA

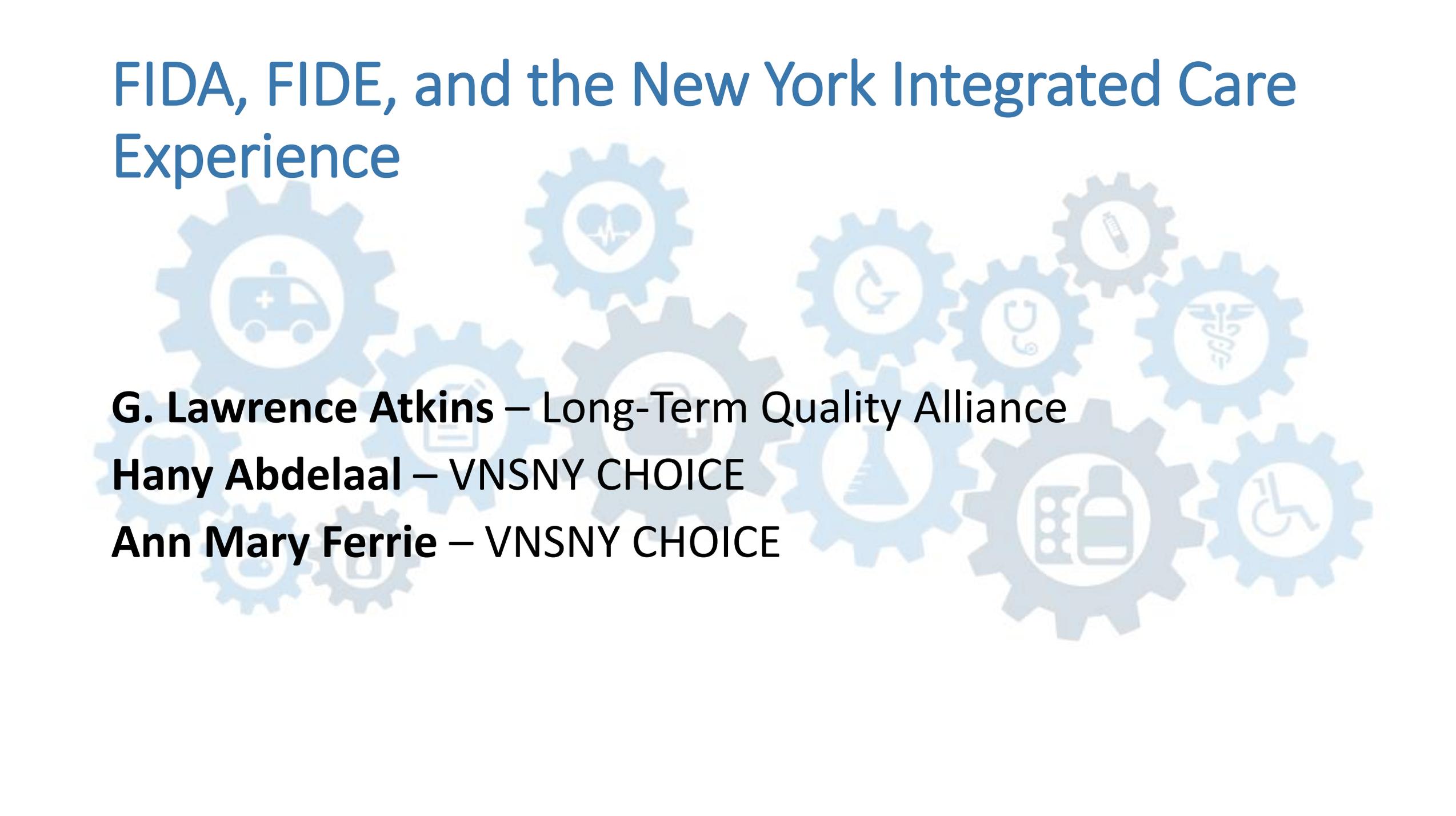
#IntegratedCare

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UPMC HEALTH PLAN

# FIDA, FIDE, and the New York Integrated Care Experience

The background features a cluster of interlocking gears in various shades of blue. Each gear contains a white medical icon, such as an ambulance, a heart with a pulse line, a microscope, a syringe, a caduceus, a wheelchair, a pill bottle, and a document with a pencil.

**G. Lawrence Atkins** – Long-Term Quality Alliance

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# FIDA, FIDE & the New York Integrated Care Experience

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Ann Mary Ferrie, Assoc. Director, Gov Affairs & Public Policy

LTQA Symposium | December 9, 2019

## Agenda

- Introductions
- Background: Road to Integration
- NYS Integrated Care Options
- The FIDA Model
  - Lessons from FIDA – Challenges and What Worked Well
  - Jeanette’s Story
- Current Situation in NYS
- Future of Integrated Care in NYS
  - Current DOH Approach
  - Our Vision

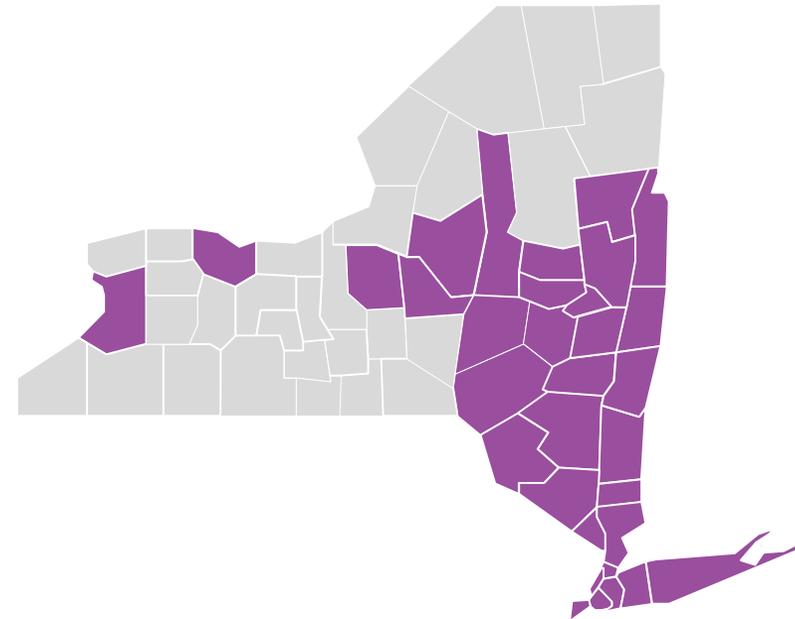
## Visiting Nurse Service of New York

- Largest and one of the oldest not-for-profit home and community-based health care organizations in the U.S. (126 years)
- 13,000+ employees (including 1,500 RNs/LPNs and 9,500 HHAs)
- 44,000+ patients/members under care each day



## VNSNY CHOICE Health Plans - Community and Homecare Options for the Integrated Care of the Elderly

- Created in 1998 to help the most vulnerable New Yorkers live safely and independently for as long as possible in their own homes and communities
- ~26,000 members in NYC area and selected New York State counties
  - MLTC (~20,000)
  - Medicaid Advantage Plus/FIDE SNP (~2,000)
  - FIDA/MMP demonstration (~1,000)
  - Medicaid HIV Special Needs Plan (~3,000)



# Serving the Most Vulnerable

**10** MOST COMMON CHRONIC CONDITIONS

		<b>CORONARY ARTERY DISEASE</b> 	<b>HIGH CHOLESTEROL</b> 
<b>DEPRESSION</b> 	<b>HYPERTENSION</b> 	<b>ANEMIA</b> 	<b>HEART FAILURE</b> 
<b>ASTHMA</b> 	<b>ARTHRITIS</b> 	<b>DIABETES</b> 	<b>ALZHEIMER'S/ DEMENTIA</b> 

**5.71** AVERAGE NUMBER OF CHRONIC CONDITIONS

**73%** FEMALE  **27%** MALE 

 **POOR** MONTHLY INCOME **BELOW \$859**  
Median monthly household income in NYC **\$4,815**

AVERAGE MEMBER **78**

YOUNGEST MEMBER **19**    OLDEST MEMBER **109**

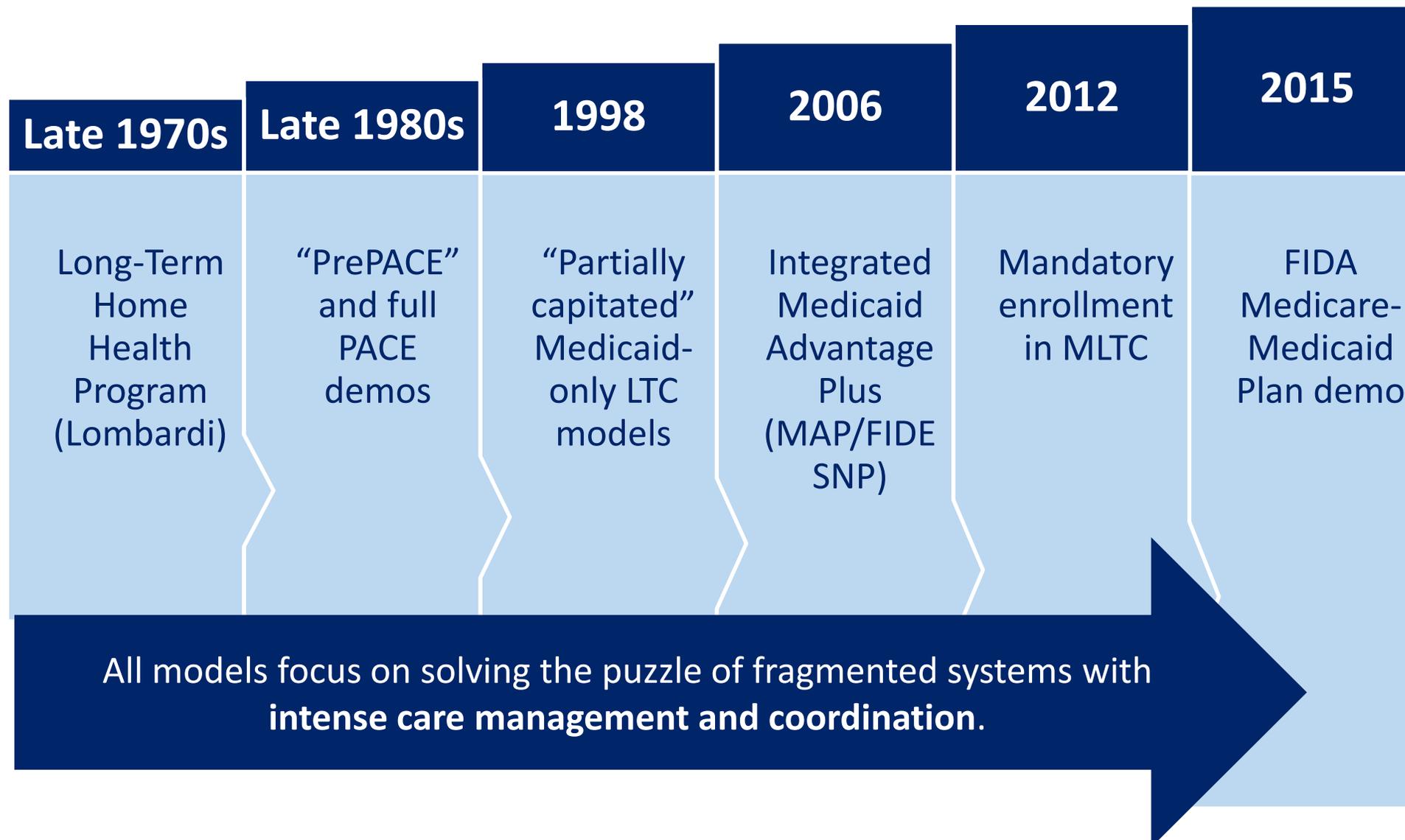
**330 MEMBERS AGE 100 OR OVER**

**20** DIFFERENT PRIMARY LANGUAGES



- Arabic
- Bengali
- Cantonese
- Chinese
- Creole
- English
- French
- Greek
- Hebrew
- Hindi
- Italian
- Japanese
- Korean
- Mandarin
- Polish
- Portuguese
- Spanish
- Russian
- Thai
- Vietnamese

## Background: Road to Integration



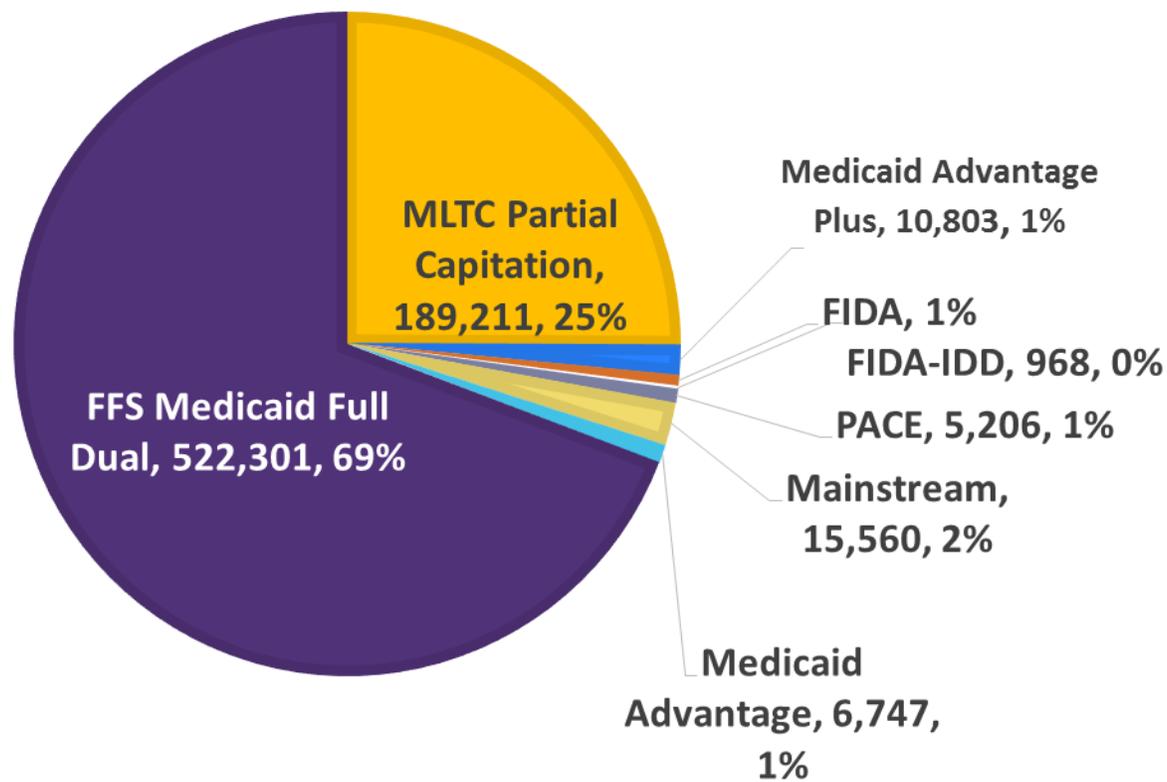
## NYS Integrated Care Options

	<b>PACE</b>	<b>MLTC</b>	<b>Medicaid Advantage D-SNP</b>	<b>Medicaid Advantage Plus (MAP/FIDE SNP)</b>	<b>FIDA</b>
<b><i>Current enrollment (as of Nov 2019)</i></b>	5,756	248,448	4,833	17,700	2,368
<b><i>Available region</i></b>	Statewide				Downstate
<b><i>Contractors</i></b>	9	27	3 (more expected)	8 (more expected)	6 (originally 22)

## A Long Way to Go to Achieve Integration...

- MLTC Partial Capitation
- Medicaid Advantage Plus
- FIDA
- FIDA-IDD
- PACE
- Mainstream
- Medicaid Advantage
- FFS Medicaid Full Dual

• ~4% of dually eligible beneficiaries in *integrated* plans (PACE, FIDA, MAP, Medicaid Advantage D-SNP)



\*June 2018 Data. Graphic from April 25, 2019 NYSDOH presentation to Citizen’s Budget Commission.

## The FIDA Model

- Offers the most robust managed care service package (includes supplemental benefits) available in NYS
- Fully integrated appeals and grievances processes
- Provides a person-centered care planning process and interdisciplinary team (IDT) approach



The road was paved with good intentions,  
but there were some challenges...

## Lessons from FIDA – Challenges

### Challenges

- Initially 22 contractors (now down to 6)
- Initially prescriptive interdisciplinary care team (IDT) requirements (revised in 2015)
- Stringent marketing guidelines (revised in 2015)
- No frailty factor adjustment (revised in 2019)
- Did not separate by service area or age across comparable products (FIDA and MAP)

- Increased **provider** administrative burden
- **Beneficiary** confusion
  - Market/product confusion
  - Providers encouraged opt-out
- High opt-out rates
- Adverse **plan** incentives
  - Less reimbursement, but high utilization (similar risk)

## Lessons from FIDA – What Worked Well

### Achievements

- More dually eligible individuals in fully integrated care than ever before
- Integration of various operational Medicare-Medicaid elements (enrollment, marketing, appeals & grievances, IDT)
- Improved beneficiary outcomes and satisfaction
- Meaningful collaboration with DOH, CMS, and plans

## Jeanette's Story – A FIDA Member



[Jeanette's Story](#)

## Current Situation in NYS

- Major budget crisis driven by Medicaid overspending, with MLTC growth responsible for almost half
- Tight premiums, increased wage requirements and utilization management restrictions putting pressure on MLTCs
- MLTC unable to fully engage in health system transformation (1115 waiver) or VBP



Accelerated push to transition MLTC to integrated care

## Future of Integrated Care in New York State: *Current DOH Approach*

### Continuity of Fully Integrated Care

- Transitioning from FIDA to MAP (end of 2019)
- Carry over best of both worlds: aligned enrollment, integrated appeals and grievances, social supports, integrated marketing, BH benefits, comprehensive care management, frailty adjustment, familiarity to providers

### Encourage Integration for Well-Duals

- Default enrollment for mainstream Medicaid members to D-SNP

## Future of Integrated Care in NYS: *Our Vision*

*Support NYS' approach, plus...*

- Require higher bar for integration:
  - Require quality and experience with fully integrated care
  - Limit D-SNP for duals with LTSS needs to MAP
- Encourage enrollment to MAP:
  - Default enrollment from MLTC to same contractor's MAP
  - Improve enrollment counseling and enrollment broker training
- Develop risk-based relationships and allow for MLTCs to share in Medicare savings for members in Original Medicare (Direct Contracting)
  - NYS shares Medicare savings attributed to LTSS value

## Questions and Contact Info

Thank you!

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