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QUALITY ALLIANCE

# Integrated Care for Individuals with Dual Eligibility

December 9, 2019  
Kaiser Center for Total Health

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# What is Integrated Care and Why Does it Matter?

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LTQA Symposium

Integrated Care For Individuals with Dual Eligibility

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## What is Integrated Care?

### What Does “True North” Look Like?

- Physical, behavioral, functional and social determinants of health
- Seamless experience for beneficiaries: Cohesive and accessible administration of benefits, care coordination
- Medicare and Medicaid financing: Assign total cost of care accountability and allow the flexibility to do what is needed to optimize care and cost outcomes
- Provider and plan relationships: aligned incentives, collaborative approach
- Interdisciplinary Teamwork





# Why Does Integrated Care Matter?

## ■ Consumers and their families:

- ▶ Beneficiary Confusion
  - How many insurance/benefit cards do I really need to carry?
  - Am I covered for what I need?
  - Who do I call for what?
  - Does anyone really understand me? Who can I trust?
- ▶ Gaps in Care – opportunity to address

## ■ Government payers:

- ▶ Combined Medicare and Medicaid Spend (2016) \$ 428B on dual eligibles
- ▶ Current administrative inefficiencies and complexities
- ▶ Cost and savings fairness
- ▶ Opportunity to achieve better outcomes for beneficiaries and bend the cost curve

## ■ Plans and Providers:

- ▶ Duplication and conflicts in current policies and program administration
- ▶ Total Cost of Care Accountability – flexibility to innovate, transform and deliver excellence in care for individuals with very complex needs; opportunity to align incentives and reduce administrative burdens



## What is the Opportunity?

- 12 M Duals
  - ▶ 60% with multiple chronic conditions
  - ▶ 41% with mental health diagnosis
  - ▶ 49% receiving LTSS services
  - ▶ 17% reporting poor health status
  
- 15-20% of the Medicaid and Medicare covered lives (duals) :  
account for 35% of the spend

**Only 9% of full benefit duals are in integrated care programs today!**

