

Community Advisory Council **InterCommunity Health Network –** **Coordinated Care Organization (IHN-CCO)** **Update**

September 12, 2022

InterCommunity 
Health Network CCO

IHN-CCO Update Topics

- **IHN-CCO General Updates**
- **IHN-CCO Provider Contracting and Data**
- **IHN-CCO Care Coordination: Future Partners**

IHN-CCO General Updates

IHN-CCO General Updates

- OHA 2022 1115 Waiver still under CMS review; approval of terms late September
- 2023 Contract restatement draft provided on August 19, 2022
[Renewal-Decision-Draft-2023.pdf \(oregon.gov\)](#)
- Service Integration Team being established in East Linn county; meeting basic needs
- Behavioral health staffing changes: Todd Jeter is interim BH Director (tjeter@samhealth.org)
- Flexible Services: Outreach to 580 members flagged for a/c need; 142 a/c units purchased and distributed at \$51,500.43 total spend

CAC Input Needed

IHN-CCO is intending to push more information to members regarding benefits and safety communications (e.g., electrical outages, heat waves, and redetermination messaging) and needs to obtain CAC input on the best communication approaches.

- Letter or postcard mailings
- Social media
- Flyers in local stores and community-based organizations
- Messaging on IHN-CCO's website (IHNtogether.org)

IHN-CCO General Updates, Continued...

2022 Compliance Audit Summary

- 2022 Compliance monitoring review audit focused on operational compliance:
 - Enrollment and Disenrollment
 - Confidentiality
 - Quality Assurance and Performance Improvement
 - Information Systems (systems and reporting – claims, enrollment, care coordination, provider data, and more)

Note: Audit included follow-up on 2020 and 2021 findings

- Documentation submitted on June 1, 2022 (well over 100 documents)
- Audit occurred on August 31, 2022
- Additional documentation requested and submitted by September 7, 2022
- Final report anticipated in November 2022

IHN-CCO Provider Contracting and Data

Provider Contracting and Data Plan

Developing a clear path forward

IHN-CCO is developing a comprehensive action plan that will include:

- Ensuring more rigorous data in support of provider contracting decisions
- Capturing and storing more accurate and timely provider data
- Developing enhanced monitoring processes to ensure accurate data

IHN-CCO plans to share data with the CAC beginning in November

1. Numbers and types of providers contracted on a monthly basis
2. Member to provider ratios; number of providers as compared to membership
3. Annual provider site visit summaries
4. Grievances and appeals information related to access to care

IHN-CCO Care Coordination: *Future Partners*



Care coordination requirements include, but are not limited to:

- Health risk assessments within 90 days, and within 30 days for prioritized populations
- Intensive care coordination assessment
- Enrollment into intensive care coordination
- Care plan and care team development
- Active communication with members and the care team
- Monitoring of member care, transitions of care, and referrals for community supports
- Reactivation events or “triggers” for reassessment

IHN-CCO is Improving Care Coordination

Moving care coordination from IHN-CCO's current partner

IHN-CCO began shifting care coordination functions on June 1, 2022 starting with new members:

- New IHN-CCO members are not sent to current partner for services
- Existing IHN-CCO membership will transition beginning October 2022
- Dually eligible (Medicaid/Medicare) membership will transition late December 2022

HRA Outreach by SHP



IHN New & Reinstated Members, Manual Metrics Entry: June 2 – August 4, 2022

IHN-CCO's goal is to improve the identification of members needing care coordination services and better support their needs.

Transitions of Care

The movement of a patient from one setting of care to another

IHN-CCO supports transitions of care to:

- Improve member's coordinated care.
- Improve post-discharge health outcomes.
- Prevent deterioration in the member's condition.
- Reduce readmission rates for members.
- Reduce unnecessary utilization and cost.
- Enhance collaboration with hospital-based programs and community partners.
- Meet regulatory compliance requirements.



Supporting Transitions of Care

Future Partnership with Samaritan's Care Hub



IHN-CCO plans to partner with Samaritan's Care Hub for transitions of care

Samaritan's Care Hub currently provides transitions of care services to select hospitalized patients using well-known, national models with a team of registered nurses, social workers, care coordinators, and community health workers.

- Patient Outreach
- Medication Reconciliation
- Needs Assessments (Social Determinants of Health)
- Intervention and education provided
- Referrals to internal SHS resources and community supports (regional familiarity)
- Follow up planning
- Referrals to IHN-CCO Case Managers for long-term management



Transitions of Care: Next Steps

Initiation and monitoring

- Kick-Off the Care Hub partnership for transitions of care for hospital discharges within the next 60 days by:
 - Initiating a full assessment of capabilities
 - Establishing a contract
 - Developing workflows
- Establish a process to regularly monitor the program for health outcomes
- Explore expanding the Care Hub relationship to include additional transitions
- Investigate additional opportunities with the Care Hub, including other transitions of care and care coordination activities

Questions?

