

Beyond the Regulations: Person-Centered Thinking, Planning, and Practice in Action

NASUAD Conference, Baltimore, Maryland, August 31, 2017

Centene Overview

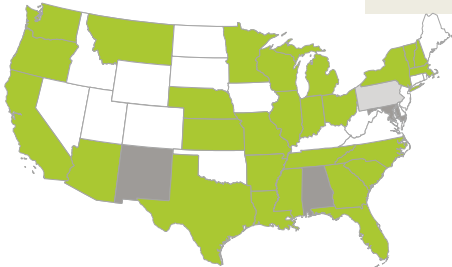
WHO WE ARE



St. Louis

based company founded in
Wisconsin in 1984

WHAT WE DO



28 states

with government sponsored
healthcare programs &
implementations, including:

31,500 employees

12.2 million members

includes
46,000 MMP Members
215,000 MLTSS Members

Medicaid
(23 states)

MLTSS
(7 States)

MA SNP
(8 States)

ABD Non-Dual
(17 States)

MMP
(6 States)
CA, IL, MI,
OH, SC, TX

Marketplace
(13 States)

Medicare
(13 States)

Correctional
(8 States)

248,000 & **2,300**
Physicians Hospitals

In our provider networks

What Does “Person-Centered” Mean From a Regulatory Perspective?

1. **2013 HCBS Settings Final Rule** requirements for a person-centered *planning process* and *individual service plan*
 2. **Section 223 of the 2014 Protecting Access to Medicare Act (PAMA)**
 3. **2016 HHS person-centered criteria** for CCBHC *certification*
 4. **2016 Medicaid Final Rule** provisions for person-centered *training* and *provider consultation*
 5. **NCQA LTSS Accreditation and Distinction** requirements for person-centered *assessment* and *planning*
-

What Does “Person-Centered” Mean Beyond the Regulations?

- Not the same thing as self-direction
- “A systematic approach to generating a holistic understanding of a person with a disability and an actionable plan for their life” that:
 1. Sees the person first, rather than diagnostic labels;
 2. Uses ordinary language and images, rather than professional jargon;
 3. Actively searches for a person's gifts and capacities in the context of community life; and
 4. Strengthens the voice of the person, and those who know the person best in accounting for their history, evaluating their present conditions in terms of valued experiences and defining desirable changes in their life.

Mount, B. (1992) Person-centered planning: A sourcebook of values, ideas, and methods to encourage person-centered development. New York: Graphic Futures.

How is Centene Addressing Person-Centered Thinking, Planning and Practice?

Ensuring Regulatory Compliance

1. Staff training
2. Model corporate policy & procedure
3. Modified provider contracts
4. Tracking plan performance on key measures of person-centered quality

LTSS Member Satisfaction Survey



SUNFLOWER HEALTH PLAN LTSS SATISFACTION SURVEY SUMMARY RESULTS 2017

LTSS SATISFACTION SURVEY RESULTS	WAIVER TYPE					Total
	IDD	FE	PD	TA	TBI	
Number of Surveys Sent	4142	1790	2025	145	114	8216
Number of Surveys Returned	977	612	611	24	16	2240
Percent Returned	23.6%	34.2%	30.2%	16.6%	14.0%	27.26%
QUESTIONS	IDD	FE	PD	TA	TBI	Total
How satisfied are you with the help you receive from your Sunflower care manager? (Satisfied/Very Satisfied)	94.3%	97.2%	96.4%	95.8%	93.8%	95.50%
When you call your Sunflower care manager, do they respond within 1 business day? (Sometimes/Always)	92.9%	95.1%	95.7%	100%	100%	96.74%
Does your Sunflower care manager respect your personal beliefs and preferences during your discussions? (Sometimes/Always)	97.9%	98.5%	98.3%	100%	100%	98.94%
Has your Sunflower care manager talked with you about services that might meet your needs and goals? (Somewhat/Very Much)	79.4%	90.3%	93.9%	95.7%	100%	91.86%
Overall, how satisfied are you with the Home & Community Based Services you receive? (Satisfied/Very Satisfied)	96.1%	96.9%	95.3%	91.3%	100%	95.92%
Do the people who are paid to help you do things in the way you want them done? (Somewhat/Very Much)	96.3%	95.9%	96.1%	95.7%	100%	96.80%
How often do the people who are paid to help you treat you the way you want them to?	98.3%	98.2%	98.2%	100%	100%	98.94%
Overall, how safe do you feel with the people that help you? (Safe/Very Safe)	98.5%	98.0%	98.5%	100%	100%	99.00%
How often do you do things with your friends, your family or in your community? (Sometimes/Always)	93.7%	74.2%	69.2%	87.0%	80.0%	80.82%
If you scheduled transportation through Sunflower, how satisfied are you with the transportation service you received? (Satisfied/Very Satisfied)	93.1%	90.4%	87.2%	50%	90%	82.14%
Overall, how satisfied are you with the care you receive from Sunflower Health Plan?	97.3%	97.1%	97.9%	95.8%	86.7%	94.96%

Regulatory Compliance Barriers

1. Provider Signature Capture

- **42 CFR 441.301 (c)(2)(iv), (v), and (ix).** The person-centered service plan must “be ***signed by all*** individuals and **providers** responsible for its implementation.”

Going Beyond Regulatory Compliance

Leading the cultural shift within managed care to **Consumer-Control**

- **42 CFR 441.301 (c)(1)(ii):** The person-centered planning process must be: “**Led by the individual** receiving services and supports” and, “Provide necessary information and support to ensure that **the individual directs the process** to the maximum extent possible.”
- **NQF definition of quality Person-Centered Planning:** “The level to which the planning process is **directed by the person**, with support as needed.”

**National Quality Forum, Addressing Performance Measure Gaps in Home and Community-Based Services to Support Community Living: Priorities for Measure Development, Final Report, September 2016, p. 16.*



Making “Nothing About Us Without Us” a Reality Within Centene and Managed Care

1. Member training
2. Hire the people we serve
3. Incentivizing providers to spend more time with LTSS members

Centene's Vision



Your Answers, Our Questions

Jennifer Clark

Centene Staff Vice President, Complex Care, Medical Management
Operations

314-349-3922 (v/tty)

jclark@centene.com

Stephanie Rasmussen

Senior Director, Medical Management for Sunflower Health Plan

913-333-4511 (v/tty)

srasmussen@sunflowerhealthplan.com

Sarah Triano

Director of Policy & Innovation for Complex Care

916-246-3722 (v/tty)

striano@centene.com