



**Virginia Premier Elite Plus (CCC Plus)**  
Plan Updates for 2019



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**Highlights**

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Private and confidential

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## Member Success Story

### 40 year-old male living with spouse and 16 year-old daughter

- Suffered Intracerebral Hemorrhage in September 2017
- Had craniotomy and PED tube placed in September 2017
- Transferred to Nursing Facility until December 2018

### Care Coordinator and Nursing Facility Discharge Planner Working Together

- Worked to transfer home with Personal Care, Home Health and Adult Daycare
  - Personal Care Agency then indicated staffing shortage and couldn't provide service
  - Worked with member's wife to provide services while new agency assigned within 2 days
- Interdisciplinary Care Team (ICT) determined Individualized Care Plan (ICP) to include physical therapy, occupational therapy and skilled nursing.
- Member is receiving needed services and family is happy having him at home

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## Overview

### CCC Plus Enrollment (January 2019)

- 46,640 members statewide
- 3,058 members residing in a Nursing Facility
- 2<sup>nd</sup> largest CCC Plus MCO by market share

### Claims Payment Performance

- Processed 100% of NF/SNF claims within 14 days
- Average processing time of 5 days for NF/SNF claims
- 98% accuracy rate in January for Part A claims



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## Medicaid Expansion and CCC Closeout

### Medicaid Expansion

- Increased staffing to accommodate additional work
- Medicaid Expansion leadership separate from CCC Plus
- Expansion will not decrease our focus on NF members and providers



### CCC Closeout

- Finalizing all outstanding claims by end of February
- Dedicated claims processor to work remaining claims to be adjusted or researched

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## Claims Payment Issue Updates

### Part A and B Crossover Claims

- Payment policy has been revised to follow DMAS guidance
  - Collaboration with DMAS by reviewing payment policies and in-depth training
- Historical claims cleanup will be finalized in February 2019
- Bad Debt Claims Report delivered 1/21
- Remits updated to include all information requested by VHCA for bad debt cost reporting

### Issue Resolution

- Dedicated Project team for resolving issues related to NF claims payment
- Added staff and leadership on Claims Customer Service and Research/Resolution units
- Enhanced training to strengthen claims processing accuracy and issue response effectiveness
- Engaged consultants to evaluate end-to-end claims payment and system configuration

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## Provider Services

- Established Provider Engagement Committee to evaluate and oversee improvements of provider experience
- Hired additional LTSS Representatives and LTSS Managers to assist with supporting network providers
- Enhanced internal training for Provider Services team
  - Retraining campaign currently underway
- Additional Joint Operating Committee (JOC) meetings with large networks
- Centralization of Provider communications (CRM) for more effective issue resolution
- Implemented Provider Services call center to streamline communications with providers
- Improved Web-based training to assist providers in doing business with Virginia Premier
- Increased collaboration with internal business areas to reduce number of contact points for providers and streamline issue resolution
- Implemented standard reporting to proactively identify issues and inform network outreach strategy

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## Care Coordination

- All Nursing Facility (NF) members will have at least quarterly contact with their assigned Care Coordinator unless they experience a triggering event such as an ED visit or hospitalization
- All NF members will be reassessed every 6 months
  - We are always available to be contacted more frequently, as needed
- All NF members will have their ICP reviewed in conjunction with their MDS every 6 months
- Rather than utilizing an external vendor, Virginia Premier will begin providing care coordination directly to our NF members beginning in July
- New Hearing Aid benefit will be available beginning in March



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## Value Based Payment

- Developing VBP Pilot Program to tie incentives to excellent outcomes; rollout expected Spring 2019
- Measures are currently being finalized, expected to focus on custodial stay population
- Scope of pilot will be limited to a subset of facilities or locations at first and may expand based on outcomes and experience
- Objective is to partner with facilities to improve outcomes, lower costs, and improve overall member experience through a program that is not burdensome from an administrative standpoint for facility partners
- Virginia Premier hopes to align our measures and incentives with VHCA in hopes of standardizing among all MCO's