

Integrated Care Initiatives and Programs for Dually Eligible Individuals

forHealth[™]
CONSULTING
at UMass Chan
Medical School

Millions of elders and people of all ages with disabilities can thrive in the community with the help of integrated care initiatives and health reform incentives. These

include Dual Eligible Special Needs Plans (D-SNP) and rebalancing and long-term services and supports (LTSS) system redesign and structural reforms such as Money Follows the Person and the Balancing Incentive Program.

These offerings provide financial incentives and establish increased access and enhancement to comprehensive community-based services and supports and care coordination that afford people of all ages opportunities to receive care in their homes and communities.

ForHealth Consulting™ at UMass Chan Medical School partners with state agencies, nonprofits, and integrated and coordinated care organizations to support the development and implementation of integrated care initiatives and programs for several of the country's most vulnerable populations. Through our extensive range of services and partnership with UMass Chan Medical School clinicians, we can create a tailored approach to ongoing operational technical assistance that best suits the needs of your organization and community.

HERE'S HOW WE CAN SUPPORT YOU:

Better Access

COMPLEX SERVICE COORDINATION AND CASE MANAGEMENT

The ForHealth Consulting team possesses a proven understanding and demonstrable knowledge of home and community-based services and medical necessity determinations. Our targeted and tailored clinical solutions result in person-centered, self-directed, and cost-effective care models that support children, adults, elders, families, and caregivers in their desires to remain independent in the community. We deliver unparalleled expertise with our deep clinical knowledge and access to UMass Chan Medical School clinicians.

Since 2003, we have partnered with one state's Medicaid agency to support community living by providing over 18,000 clinical eligibility assessments for individuals with medical and behavioral complexity who reside in facilities and want to return to the community. In addition, ForHealth Consulting has provided over 16,000 clinical assessments for medically fragile individuals residing in the community who require intensive LTSS, resulting in service coordination for over 2,800 of these eligible individuals and avoiding institutional care.

Better Knowledge

CONSULTING SERVICES

ForHealth Consulting partners with states and their managed care partners to rebalance Medicaid healthcare and LTSS spending, contain costs, improve consumer health and satisfaction, reduce Medicaid waiver waiting lists, and increase budget predictability. The expertise that we have developed transfers seamlessly to support elderly individuals enrolled in integrated care initiatives and programs.

For state agencies and organizations delivering services to Medicaid members, we manage, analyze, and report on service utilization, expenditure, quality, and performance data—giving them the information needed to make decisions quickly.

Better Performance

WORKFORCE DEVELOPMENT AND TRAINING

We design and provide focused training to providers, clinicians, and health plans on best practices to address the complex needs of all populations across all aspects of care and support. The team regularly creates trainings for state agencies, staff, and service providers, including for D-SNP programs.

For LTSS system redesign and rebalancing, we developed training modules aimed at communicating vital information to a diverse set of audiences that included state agency staff, Aging and Disability Resource Consortia partners, intake and referral specialists, care managers, eligibility staff, and call center staff.

POLICY AND PROGRAM PLANNING, DESIGN, AND IMPLEMENTATION

From policy to practice, ForHealth Consulting experts develop, test, implement, deliver, and evaluate innovative service delivery approaches and financing models to meet the service needs of elders, individuals with disabilities, and people with chronic illnesses. From end to end, our operational and technical assistance helps organizations provide the right supports for their members and community.

In one state, we assisted with initial policy development, stakeholder and enrollee engagement, public awareness, consumer and provider outreach, training, quality measurement, and project management support to integrate care for individuals who were dually eligible for both Medicare and Medicaid.

Our team participated in the federal negotiation process and worked on the design, approval, and implementation phases of the Massachusetts' One Care program. We helped create the clinical goals and the development of clinical, utilization, and outcome data, in addition to providing advice regarding nursing facilities and SCO's financial model.

POLICY ADVISEMENT AND PLANNING

ForHealth Consulting collaborates with state agencies, health plans, public health, and community-based organizations to design new care models, expand coverage and access, and develop legal frameworks and financing models for comprehensive healthcare reform. We construct and implement new programming and policies, develop funding and payment strategies, and enhance access to services and delivery of care.

We collaborated with one state agency to improve access to community-based LTSS by planning a whole system redesign. This was achieved by creating and implementing a comprehensive training program, a website and call center, clinical and Medicaid financial eligibility, and a public awareness campaign.

Why Choose ForHealth Consulting?

We leverage world-class expertise and deep experience to create transformational solutions across the health and human services system, from payment and financing to clinical practice and information management. We know that to make healthcare truly equitable, effective, and accessible, we need to address every aspect of the system—how we pay for it, how we manage information, and how we deliver quality care to everyone.

Most of all, we believe in diversity and inclusion, and the power of a shared purpose; together, we can make healthcare better. Better for all of us.

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