



# ***ACAP CEO Summit***

***June 26, 2017***

## **Texas *STAR Kids* Program**

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# What is *STAR Kids*?

- The Texas Medicaid managed care program for Children with Medical Complexities (CMC)
- Children with disabilities and/or children on SSI
- Children covered by Medicaid community-based services waivers – MDCP fully carved-in, other waivers carving-in over next 2 state fiscal years

# Waivers

- **MDCP** – Medically Dependent Children Program – equipment dependent children, very high acuity
- **YES** – Youth Empowerment Services – children age 13+, largely behavioral health issues
- **IDD** – Intellectually and Developmentally Disabled – autism, ADHD, mental retardation, behavioral issues related to development

# ***STAR Kids Lives***

- Statewide lives available ~ 169,000
- Lives available in Driscoll area ~ 27,500
- Driscoll membership:

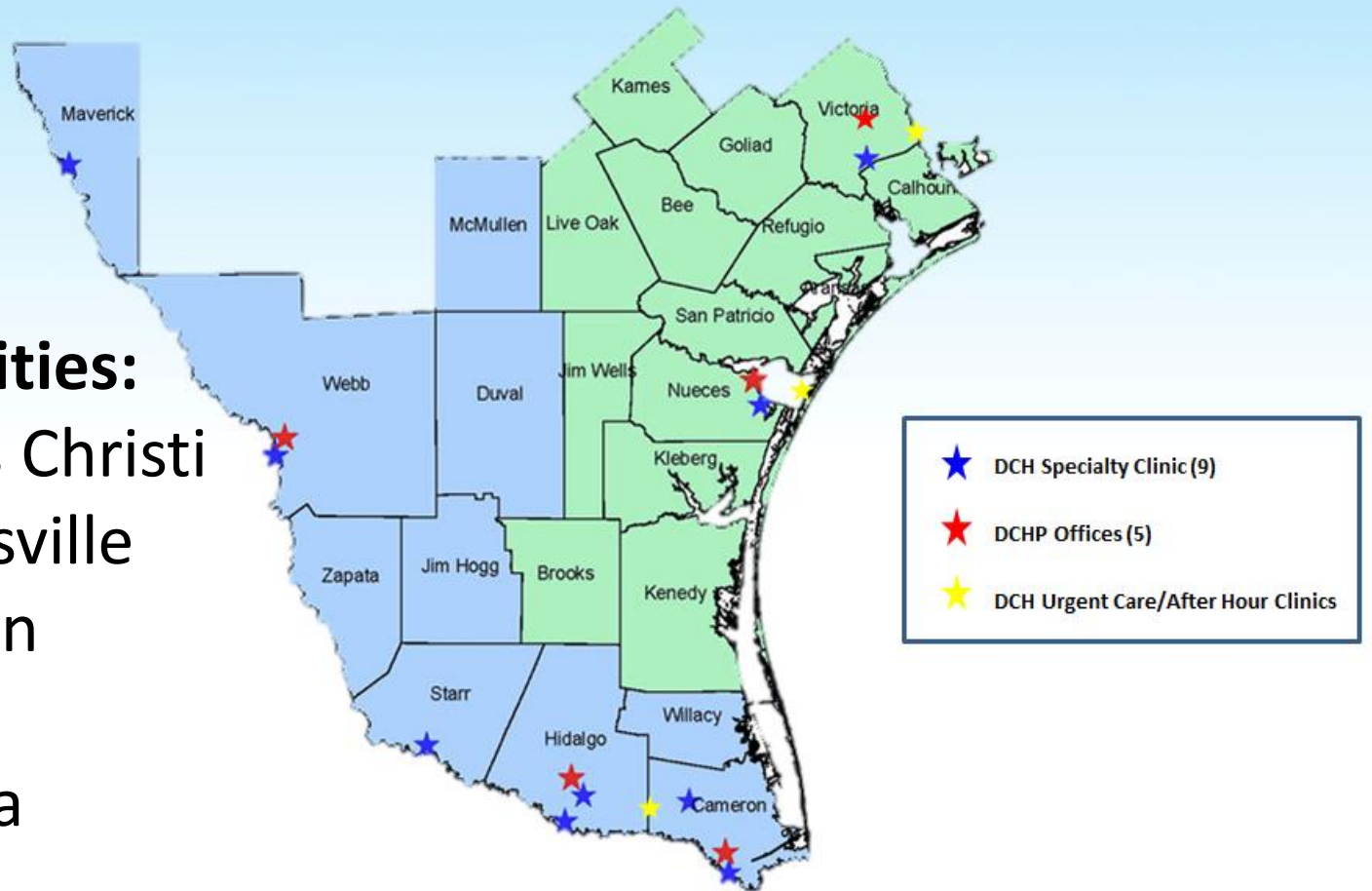
<b>Nueces</b>	3,734 out of 5,481	68.1%
<b>Hidalgo</b>	6,781 out of 22,073	30.7%
<b>TOTAL</b>	<b>10,515 out of 27,554</b>	<b>38.2%</b>

# Driscoll Service Area

25,000 square miles across 24 South Texas counties

## Offices in 5 cities:

- Corpus Christi
- Brownsville
- McAllen
- Laredo
- Victoria



# STAR Kids Risk Groups and Premiums

Risk Group	Cohort Description	Nueces SDA 14 counties	Hidalgo SDA 10 counties
600	Non-Waiver Age <1	\$5,918.12	\$5,918.12
601	Non-Waiver Age 1-5	\$3,042.69	\$3,752.92
602	Non-Waiver Age 6-14	\$946.21	\$1,255.56
603	Non-Waiver Age 15-20	\$761.33	\$921.19
604	Waiver - MDCP	\$11,419.03	\$13,417.56
605	Waiver - YES	\$1,647.32	\$1,647.32
606	Waiver - IDD	\$1,878.97	\$3,375.80
	<b>Weighted Average</b>	<b>\$1,295.70</b>	<b>\$1,519.48</b>

# Driscoll Operational Structure

- Care teams of Service Coordinators with 6 employees each - 21 teams or pods
  - 2 Registered Nurses
  - 2 Social Workers
  - 2 Licensed Vocational Nurses or Case Management Assistants

# Driscoll Health Home

- Created our own Medical Home model
- PCPs agree to be Level 1, 2 or 3 (highest)
- Different incentives at each level - \$\$\$
- Encourage home visits to MDCP
- Require quality metrics
- “Embedded” service coordination
- Slow to get off the group, but coming along

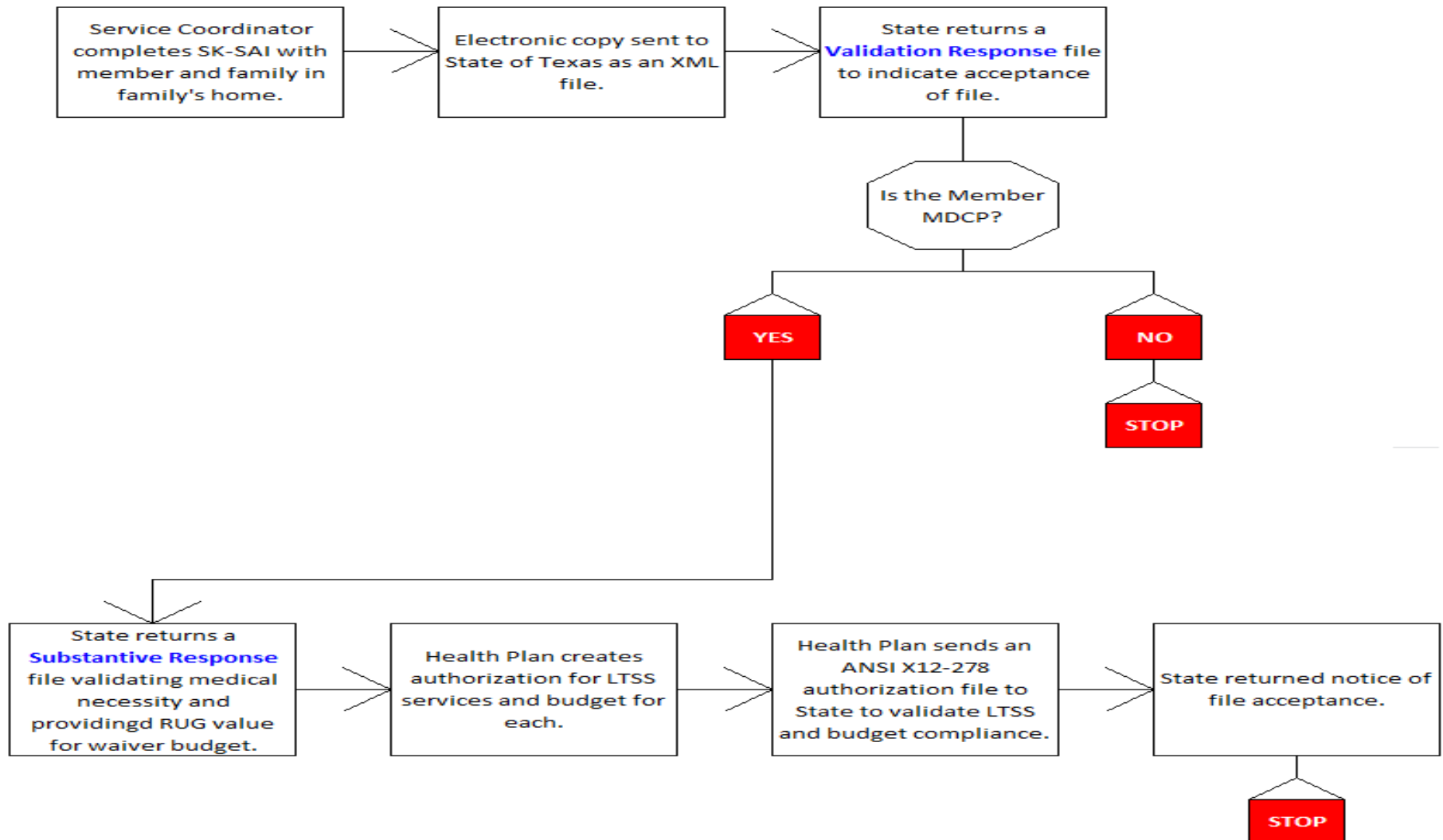


# Texas Screening & Assessment Tool

- Main job of each care team is to complete the Texas STAR Kids Screening & Assessment Instrument (SK-SAI) at prescribed intervals based on level of care 1 (highest) to 3 (lowest)
- 4 parts – Core, Personal Care (PCAM), Nursing Care (NCAM), and MDCP
- Based on responses parts are triggered, but all members get the Core
- Up to 41-page assessment if all 4 parts done
- Electronically prescribed by State of Texas with conditional and skip logic – files shared with State when completed

# SAI Data Flow to State

## STAR Kids Data Flow from the Screens and Assessment Instrument (SAI) Completion



# Driscoll SAI Completion Rates

- State gave plans 6 months to complete 100% of SK-SAIs.
- All plans experiencing problems in locating or getting family to agree to complete SK-SAI.
- DHP highest rate of completion if all plans at about 65% with another 10% scheduled
- Remainder we are attempting other avenues to contact – State added new data fields to eligibility file on 6-1-17 with more phone numbers and email
- DHP working through additional data
- State instructing plans to cease all services on 7-1-17 if member cannot be found or does not agree to SK-SAI – State considering 30-day extension of this deadline.

# What Worked?

- Pod structures, satellite offices
- HR plan
- Financial modeling- areas of risk and opportunity
- Re-contracting PCP network with medical homes
- LTSS network
- Press Conferences

# Driscoll Staffing Ratios

## STAR Kids Staffing

FTE Category	Nov 2016		June 2017	
	10,681		10,515	
	Counts	Mems/FTE	Counts	Mems/FTE
Direct Service Coordination	154.00	69.36	128.00	82.15
Director of Service Coordination	1.00	10,681.00	1.00	10,515.00
Medical Directors	2.00	5,340.50	2.00	5,257.50
SC Support Staff	29.00	368.31	44.75	234.97
Administration	2.00	5,340.50	3.00	3,505.00
<b>TOTAL</b>	<b>188.00</b>	<b>56.81</b>	<b>178.75</b>	<b>58.83</b>

# Financial Performance

## STAR Kids Medical and Rx PMPM from Nov 2016 to Apr 2017

		Actual YTD PMPM (6 months)	Budget YTD PMPM (6 months)	Variance PMPM
<b>Medical and Rx Expenses</b>				
	Total Hospital Inpatient	\$111.87	\$109.79	(\$2.08)
	Total Hospital Outpatient	\$207.19	\$265.96	\$58.77
	Primary Care	\$42.97	\$62.11	\$19.15
	Incentive Pool	\$18.97	\$26.10	\$7.13
	Specialist	\$79.49	\$109.80	\$30.31
	Pharmacy	\$270.59	\$290.72	\$20.13
	Other Ancillaries	\$352.02	\$360.55	\$8.54
	Other costs (rebates, VAS, recoveries)	\$0.31	(\$2.06)	(\$2.37)
				\$0.00
<b>Total Medical and Rx</b>		<b>\$1,083.40</b>	<b>\$1,222.97</b>	<b>\$139.56</b>

Note: the savings occurred in the Hidalgo Service Area and a significant portion is also related to a lower risk score in the Service Area than other Health Plans

# What were Challenges?

- Software for managing the SAIs, budgets, LTSS authorizations
- Paying LTSS claims
- 3<sup>rd</sup> party vendors- software, HHS contracts
- HHSC- continuous changes to the SAI and billing matrix
- Need to redeploy staff- UM, transition coordinators

# Authorizations Statistics

## Authorizations November 1, 2016 through May 31, 2017

Type of Service	Total Auths Received	Auths per Member per Year	% Approved	% Partially Approved	% Denied
Physician Services	7,715	8.64	99.0%	0.4%	0.6%
Other Acute Services	2,594	2.91	96.3%	0.1%	3.7%
DME	4,074	4.56	87.9%	3.4%	8.7%
Therapy Services	5,286	5.92	55.2%	15.2%	29.6%
Private Duty Nursing	424	0.47	96.2%	0.0%	3.8%
Personal Care Services	1,400	1.57	99.3%	0.0%	0.7%
Other LTSS	218	0.24	99.1%	0.0%	0.9%
<b>TOTAL</b>	<b>21,711</b>	<b>24.32</b>	<b>85.9%</b>	<b>4.5%</b>	<b>9.6%</b>



## Dolores

Dolores is a beautiful 20 year old who is diagnosed Cerebral Palsy with Spastic Quadriplegia.

She lives with her father who has become Dolores's primary caregiver recently, after the loss of his wife in September 2016.



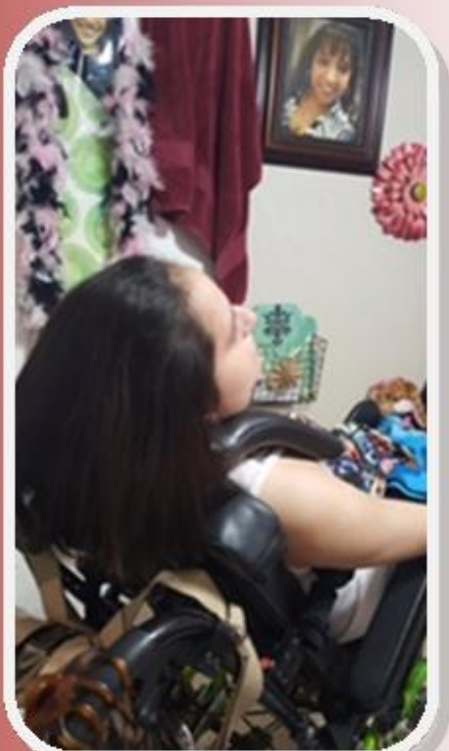


Dolores's Mother, Natalie, was the primary care giver for all of Dolores's life until she lost her battle with Cancer in fall of 2016.

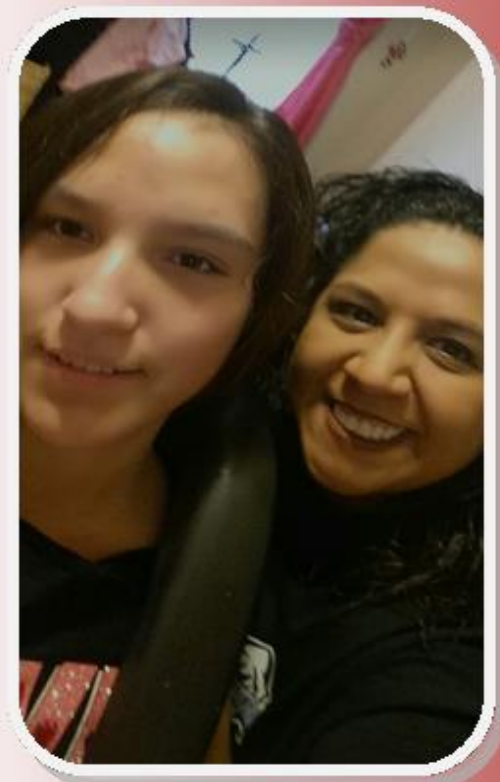
Dolores needs help with all of her daily living skills and is very blessed to have a great support system. Her father has taken on the primary care provider role while going through his own loss and has continued to make sure all of his daughter's needs are met at all times.



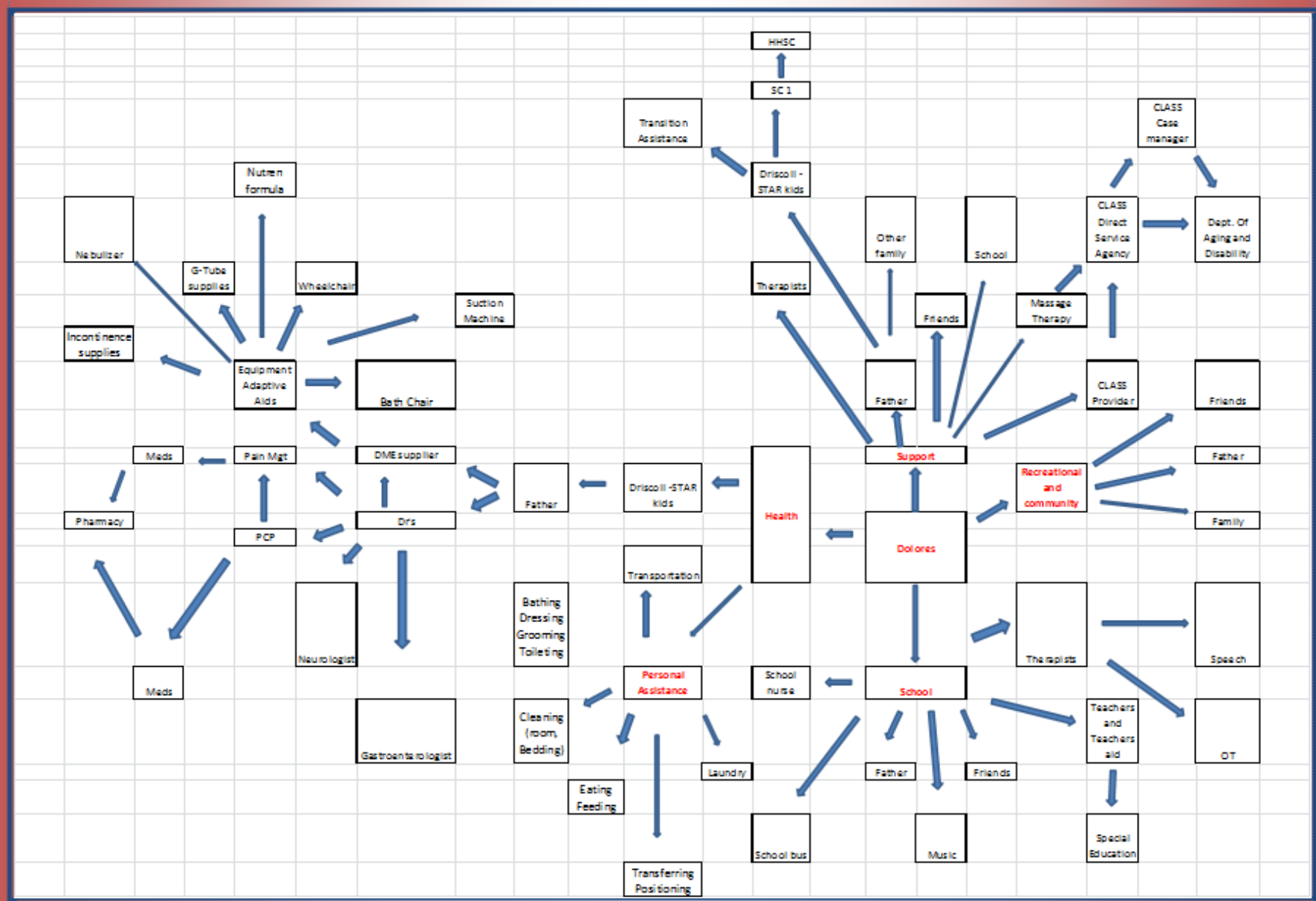




One of the most important things he has done for his daughter, was making sure there are pictures of her mother for her to look at on the walls of her bedroom.



# Dolores's Care Map



## Rebecca

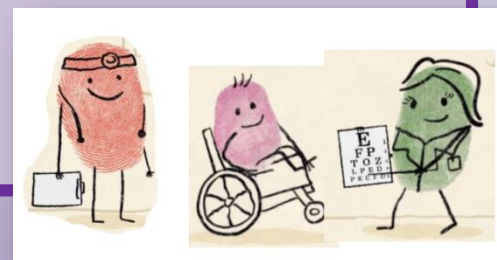
Rebecca is a 13 year old with severe pulmonary hypertension.

### Testimony from Rebecca's Mom:

*"I had reached a point where I literally felt things were hopeless and impossible. Carol was the first person that I have ever dealt with who was actually interested in knowing what my daughter needed.*

*The STAR Kids program is so different than what I have experienced over the last 3 years. There is literally no greater gift on the planet that you can give to parents and families of a special needs child.*

*Thank you."*



# Questions?

