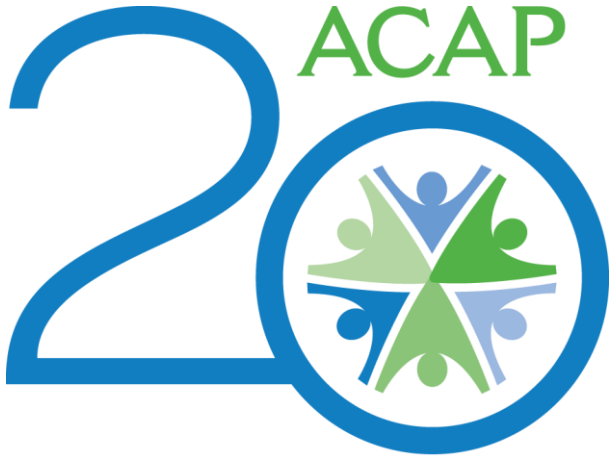


Boston Medical Center HealthNet Plan

Social Determinants of Health Needs for Dual Eligible Beneficiaries

Heather Thiltgen, President

June 26, 2020

Agenda and goals for today

- **Introduce** Boston Medical Center HealthNet Plan (BMCHP) and Boston Medical Center Health System
- **Explain** Senior Care Options: fully integrated D-SNP for BMCHP
- **Discuss priorities and approaches** for social determinants of health (SDOH)
- **Share impact** of COVID-19 on SDOH
- **Highlight future considerations** for SDOH based on COVID-19 lessons

BMC Health Net Plan is part of an integrated delivery system for Boston's safety net

- **1997**: Began providing managed care coverage to MA Medicaid recipients in Greater Boston; 5-year statewide expansion
- **2006**: MA healthcare reform; BMCHP key participant
- **2013**: Began offering coverage to NH Medicaid recipients
- **2016**: Senior Care Options plan launched
- **2018**: Accountable Care Organizations go live (Medicaid Expansion); BMCHP key participant

BOSTON MEDICAL CENTER HEALTHNet PLAN

BOSTON MEDICAL CENTER

Senior Care Options (SCO) is part of a network of innovative dual eligible plans in MA

- Massachusetts is at the forefront of integration for dual eligibles with SCO product
  - Started with dual eligible integrated demonstration in 2004
  - Later moved to FIDESNP model under D-SNP options
  - Enrolled 65,000 of 150,000 eligible over last 15 years

- All SCO plans are FIDESNPs responsible for all Medicare/Medicaid services

- BMCHP entered SCO market in 2016 with 5 other plans
  - Service area: 5 of 14 counties
  - Majority of members have PCPs at Boston Medical Center
  - 50% of members receive LTSS services in community

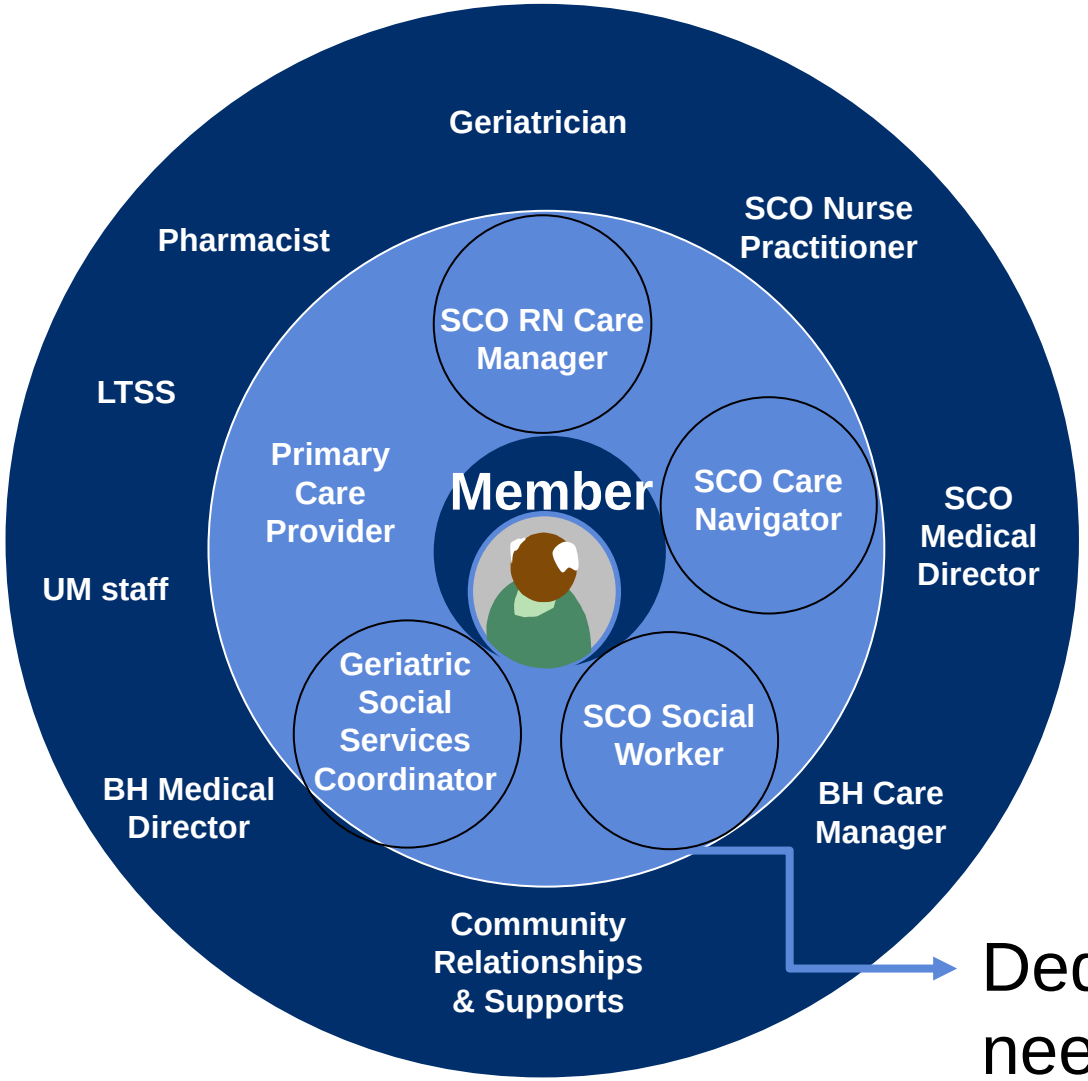
BOSTON MEDICAL CENTER HEALTHNet PLAN SENIOR CARE OPTIONS

FIDESNP Model – Step toward full integration of Medicare and Medicaid services

Fully Integrated Dual Eligible Special Needs Plan (D-SNP contract with Medicaid risk contract for all Medicaid covered services: medical, behavioral health, pharmacy, long term services + supports)

Category	D-SNP	FIDESNP
Contracts	CMS with MIPPA State Contract	CMS with Medicaid Risk Contract (MIPPA Compliant)
Risk Arrangement	Full Risk	Full Risk
Core Benefits	Medicare	Medicare/Medicaid
Long Term Services + Supports	N/A	HCBS/Nursing Homes
Supplemental Benefits	Applicable	Applicable
Frailty Payment Factor	N/A	Health Outcomes Survey

Integrated model of care allows for deep integration across continuum of care



Core care team

Coordinates member's services and health across the full continuum of care

Extended care team

Provides expert guidance and comprehensive support for member's long-term wellbeing

Dedicated group evaluate SDOH needs and potential solutions

Prior to COVID-19, our SDOH priorities were focused on housing and economic stability

Housing/ Safety

- Assist with navigating public housing application process
- Assist homeless members to partner with local shelters
- Partner with BMC housing support programs
- Offer member safety education

Economic Stability

- Refer to money management programs (e.g. Social Security)
- Refer to community resources to assist with food, rent, utilities
- Partner with PCPs and community partners to help maintain Medicaid coverage

In response to COVID, we launched new initiatives to address emerging SDOH such as social isolation

	General outreach	Targeted outreach	Support for socially isolated members	Support for COVID-19 members	Support for other hospitalized members
Description	Broad outreach	Higher-risk members	Live alone or have BH diagnosis	Presumed or tested positive and/or hospitalized due to COVID-19	RNs complete post discharge assessment; connect with hospital SW
Goal	Meet common needs (e.g. mail order Rx, home delivered meals)	Provide support to most vulnerable members	Mitigate social isolation; connect high-risk members to BH telehealth	Identify and monitor; ensure safe transition to home if hospitalized	Ensure follow up support for safe transition

(continued)

In response to COVID, we launched new initiatives to address emerging SDOH such as social isolation

(continued)	General outreach	Targeted outreach	Support for socially isolated members	Support for COVID-19 members	Support for other hospitalized members
Key players	Pharmacy GSSC SCO CM	SCO CM GSSC Adult Day Health Customer Service	SCO SWs	SCO CMs TOC RN	SCO CMs TOC RN
Main SDOH Addressed	Food insecurity; access to care	Transportation; access to care; food insecurity	Social isolation; food insecurity	Housing insecurity; access to care	Housing insecurity; access to care

The Future: How we will address SDOH given COVID-19 lessons learned

Listen to members

- **Meeting members where they are** right now
- **Surveying** members to understand their comfort levels with video vs. audio telehealth visit

Put safety first

- **Member and staff safety first** when we think about how we need to change our operations
- **Engage with BMC infection control experts**: when and how do we return safely to members' homes

Lean on partners

- **Leverage BMC integrated delivery system** so members can access full continuum of care
- **Enhance collaboration with community partners**, like senior social service agencies, to address SDOH

Questions