



FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL  
AND MASSACHUSETTS GENERAL HOSPITAL



# The Changing MassHealth Landscape: Accountable Care Organizations

*Brigham and Women's Town Hall Meeting  
February 23, 2018*

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Public Payer Patient Access  
Partners HealthCare - Community Health*

## Topics we will cover today:

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- Overview of the MassHealth ACOs
- How patients get assigned to ACOs
- How patients access care on the ACOs
- Continuity of care provisions in March
- Operational impact of the ACOs
- Resources
- Questions

# Overview of the MassHealth ACOs

## Setting the stage

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- On March 1, 2018, MassHealth will implement an expanded selection of health plan options available to MassHealth members.
- Health plans available to MassHealth patients will now include 17 Accountable Care Organizations (ACOs).
- Partners Healthcare will be one of the 17 ACOs. It will be called “*Partners HealthCare Choice ACO*”

# Low income people who live in Massachusetts may qualify for 1 of 3 state coverage programs.

**MassHealth**  
**~1.8M members**

*Approximately 1 in 4  
residents*

**ConnectorCare**  
**(~186K members)**

**Health  
Safety Net**  
**(~100K  
members)**

# Not everyone on MassHealth will be in an ACO.

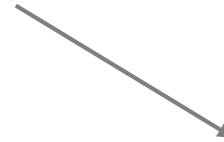
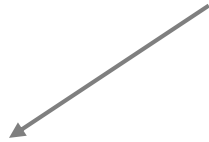
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- The ACOs are new types of managed care plans.
- Not all MassHealth members are eligible for managed care.
- Who is **not** on a managed care plan?
  - MassHealth Limited
  - Children's Medical Security Plan
  - MassHealth Secondary (including dual eligibles)
  - Nursing home residents
  - Seniors
- These MassHealth members will **not** be in ACOs.

# TODAY: MassHealth members are on these managed care plans

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MassHealth members today:



## **MassHealth PCC Plan**

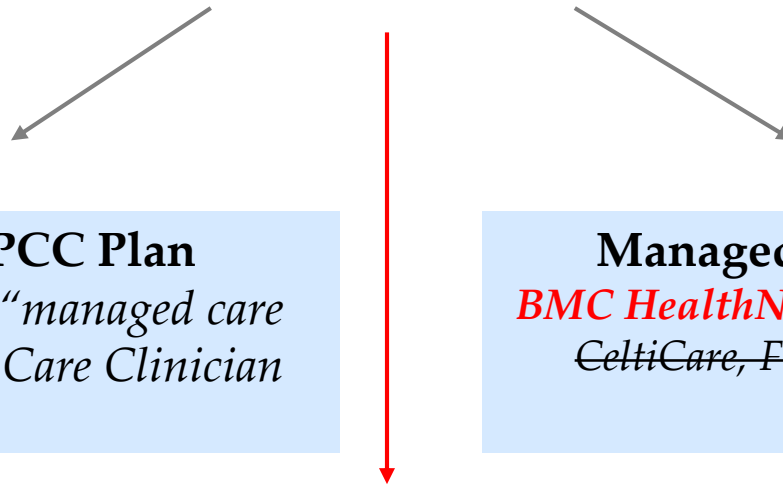
*MassHealth's own "managed care plan,"  
the Primary Care Clinician Plan*

## **Managed Care Plans (MCOs)**

*BMC HealthNet, NHP, Tufts Public Plans,  
CeltiCare, Fallon, Health New England*

# BEGINNING 3/1/18: MassHealth members are on these managed care plans

MassHealth members 3/1/18 and beyond:



## MassHealth PCC Plan

*MassHealth's own "managed care plan," the Primary Care Clinician Plan*

## Managed Care Plans (MCOs)

***BMC HealthNet, NHP, Tufts Public Plans, CeltiCare, Fallon, Health New England***

**17 Accountable Care Organizations (ACOs)**



# What is a MassHealth ACO?

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ACOs are collections of primary care practices/PCPs.

- ACOs must better **coordinate** care for members.
- ACOs are **accountable** for members' quality and total cost of care.

# How do MassHealth ACOs work?

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## Primary Care:

- Primary care practices/PCPs join an ACO and must be “**exclusive**” to that ACO.

## Specialty/Hospital Care:

- ACOs use an **existing provider network** for their members’ specialty and hospital care.
- Specialists and hospitals are not “part of an ACO” - they just see patients according to the contracts they have in place, same as today.

# ACOs and health plans: Provider Networks

Accountable Care Organizations (ACOs) and Health Plans	Network for Specialty Care/Hospital
Partners HealthCare Choice ACO	MassHealth
Steward Health Choice ACO	
Community Care Cooperative (C3)	
Merrimack Valley ACO in partnership with NHP	NHP
Boston Accountable Care Org with BMC HealthNet Plan	BMC HealthNet
Mercy Health ACO with BMC HealthNet Plan	
Signature Healthcare Corporation with BMC HealthNet Plan	
Southcoast Health Network with BMC HealthNet Plan	
Lahey Clinical Performance Network	
Health Collaborative of the Berkshires w/ Fallon (FCHP)	Fallon
Reliant Medical Group with Fallon Community Health Plan	
Wellforce in partnership with Fallon Community Health Plan	
Baystate Health Care Alliance in partnership w/ Health New England	Health New England
Atrius Health with Tufts Health Public Plans	Tufts Health Public Plans
Beth Israel Deaconess Care Org with Tufts Health Public Plans	
Children's Hospital Integrated Care Org. with Tufts Health Public Plans	
Cambridge Health Alliance with Tufts Health Public Plans	
Lahey Clinical Performance Network	
BMC HealthNet MCO	BMC HealthNet
Tufts Public Plans MCO	Tufts Public Plans
PCC Plan	MassHealth

# Contracted Status: Brigham Health (specialists/hospitals)

Current Contracts	Status Post 3/1
MassHealth	Contracted
NHP	Contracted, but no longer a standalone MassHealth plan. Contract will be only for <ul style="list-style-type: none"><li>• NHP's Merrimack Valley ACO</li><li>• NHP ConnectorCare</li><li>• NHP Commercial</li></ul>
	Partners is negotiating with BMC HealthNet for a <b>system-wide</b> contract that will be for <ul style="list-style-type: none"><li>• BMC HealthNet's MCO</li><li>• BMC HealthNet's BACO ACO</li></ul>
	Partners is negotiating with Tufts Public Plans for a <b>system-wide</b> contract that will be for <ul style="list-style-type: none"><li>• Children's Hospital ACO</li></ul>

# ACOs and health plans: Provider Networks

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<b>Children's Hospital Integrated Care Org. with Tufts Health Public Plans</b>	
Cambridge Health Alliance with Tufts Health Public Plans	
Lahey Clinical Performance Network	BMC HealthNet
<b>BMC HealthNet MCO</b>	
Tufts Public Plans MCO	Tufts Public Plans
PCC Plan	MassHealth



We are in network for these plans



We are NOT in network for these plans

**We WILL BE in network for these plans**

# How will we know which patients are on which ACOs/MCO?

- ACO/MCO Members will have 2 ID cards: MassHealth and ACO/MCO



- As of 3/1, MassHealth's eligibility system will show the member's ACO (and the MCO network) the way it currently shows member's MCO.
- There will be new insurance plan codes in Epic for each ACO.
- Registrations will need to be updated as patients come in for care on their new plans.
- Partners 2.0 initiative working toward new workflows and practice tools to help sites with redirecting patients on non-contracted plans and ACOs (beyond MassHealth).
- New web-based tool to look up contracted plans for Brigham Health – **COMING SOON!**

# How members get assigned to ACOs

# Member Assignment

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- Members follow their PCPs into an ACO.
- This means that the ~ 97K Partners primary care patients will move from PCC Plan and NHP MassHealth and become members of the Partners HealthCare Choice ACO on 3/1.



# MassHealth's implementation timeline

Timeframe	Task
11/13 – 12/22/17	MassHealth members got mailings.
Now – 2/28/17	<p>Members continue in current plans until 3/1.</p> <p>Members may make an active ACO or MCO selection for 3/1 start date. If the member's assigned PCP joins an ACO, he/she will be mapped to that PCP's ACO or MCO – and will not need to take any action.</p>
3/1/18	<b>Go Live - members appear in eligibility system with their new ACO or MCO as their managed care plan.</b>
3/1/18 – 5/31/18	Members have “plan selection” period for 90 days after 3/1/18, during which time they can switch ACOs or MCOs for any reason until they are locked in for a year.

# How patients access care on the ACOs

# Which providers can ACO members see?

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- Their PCP in their ACO
- Any specialists, hospitals, or other providers that are contracted with the health plan that their ACO runs on

# How does this work for our Partners ACO patients?

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## Primary Care:

- On 3/1, all of the MassHealth managed care patients at our 140 primary care practices will flip from MassHealth PCC Plan and MassHealth NHP to the Partners ACO.
- Those patients must go to their PCP for primary care.

## Specialty/Hospital Care:

- The Partners ACO uses the MassHealth plan network, with MBHP as the behavioral health carveout.
- Our ACO members must see providers that accept MassHealth or MBHP.

# How does this work for our incoming referral patients?

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## Specialty/Hospital Care:

- Remember: specialists and hospitals are not “part of an ACO” - they just see patients according to the contracts they have in place, same as today.
- We will have practice notices and scripts with contracted plans and common scenarios clearly listed.

# What will the patient access at a BWPO specialty practice look like?

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**TODAY:** BWPO is contracted to see patients on MassHealth PCC Plan and NHP. Today, you might see patients on those plans referred for specialty care from a variety of places:

- BWH licensed health centers and BWPO primary care practices
- Uphams Corner Health Center
- BMC licensed health centers (Codman, Dorchester House)
- BIDMC PCPs

# What will the patient access at a BWPO specialty practice look like?

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**After 3/1:** All of the primary care patients coming from these places will be in their own ACO, running on a health plan we may or may not accept.

- BWH licensed health centers and BWPO primary care practices – **OK (Partners ACO on MassHealth network)**
- Uphams Corner Health Center – **OK (C3 ACO on MassHealth network)**
- BMC licensed health centers (Codman, Dorchester House) – **will be OK - BACO ACO**
- BIDMC PCPs – **NO (BIDCO ACO on Tufts Public Plans network)**

# What if my specialty patient is assigned to an ACO that we do not accept but he wants to be able to come here?

- The patient will need to join a health plan that we accept

**Partners Choice ACO**  
**Steward ACO**  
**C3 ACO**  
**PCC Plan**

**NHP Merrimack Valley ACO**  
**Children's ACO**  
**BMC BACO**  
**BMC HealthNet MCO**

- That requires finding a new PCP in a plan we accept, and possibly changing other providers as well.
- Refer patient to MassHealth or patient financial counselors for help.
- Changes can be made until 5/31/18



# Continuity of care

## Continuity of care: March

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- All members who are shifting to new plans on 3/1 have a continuity of care period for scheduled care in the month of March. **We must see patients who are already scheduled for care in March, regardless of the plan they shift to on 3/1.**
- These patients do not need to have new referrals or PA's on file if they have one already from their former plan.
- If they do not have one on file yet, you need to obtain one from their new plan post 3/1.

# Continuity of care: April and beyond

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- For care beyond the month of March:
  - If patient is now on a plan we do not accept: patient should be redirected to new plan, or counseled about switching plans to remain in your care (until 5/31).
  - If patient is on a plan we do accept: you will need to get a new referral or PA from the patient's new plan for April.
- MassHealth's expectation is that new plans would authorize continued treatment beyond 30 days for
  - Pregnancy up to 6 weeks postpartum
  - Other services are at plan's discretion

# Operational impact

# How do these ACOs function operationally?

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- All of the ACOs run on an existing plan: MassHealth or MCO
- All plan rules and processes are exactly the same as today:
  - Billing and claims processing
  - Prior authorization
  - Referrals\*
- New insurance plan codes in Epic (will trigger non-contracted plan warnings in Epic Cadence, like today)

## Operational issues in the transition period:

- Registrations need to be updated with new insurance
- New PA's and referrals need to be obtained for care beyond March


# Referral Circle

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- The Referral Circle allows us to establish a set of providers within which our ACO members can go for care without needing a referral.
- We can't restrict where our ACO members go for specialty care
  - they can go anywhere in the broad MassHealth provider network – but if they stay within our Referral Circle, they do not need a referral.
- Our Referral Circle includes the entire Partners system.
- This applies to referrals only, not prior authorizations.
- This applies only to our own ACO members, not to members of other ACOs that run on the MassHealth network (Steward, C3). You still need referrals for those members to come to us.

# Resources

# What should I do if patients have questions?

Resource	Can Assist With:
Partners HealthCare Choice ACO 1-800-231-2722 <a href="http://www.partners.org/MassHealthACO">www.partners.org/MassHealthACO</a>	<ul style="list-style-type: none"><li>• Which providers are in the Partners ACO?</li><li>• Where can I go for specialty care if I join the Partners ACO?</li><li>• What are the benefits of the Partners ACO?</li></ul>
 Patient Financial Services	<p><u>All of the above, AND they can also help to:</u></p> <ul style="list-style-type: none"><li>• Check eligibility</li><li>• Compare different plan options</li><li>• Enroll the member in an MCO/ACO</li></ul>
MassHealth 1-800-841-2900 <a href="http://www.masshealthchoices.com">www.masshealthchoices.com</a>	<p><u>All of the above, and</u></p> <ul style="list-style-type: none"><li>• the call center also has information on member assignment for 3/1</li></ul>

- The best option is to refer patients to Patient Financial Services.
- You can also distribute/post the Patient Notices available on Sharepoint.



# Brigham Health Patient Financial Counseling Locations

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Brigham and Women's Hospital 45 Francis Street ASB II – 2nd floor

- (617) 732-7005, (866) 736-1510

Brigham and Women's Hospital Ambulatory Care Center

- 850 Boylston Street, Suite 204B (617) 732-9677

Brookside Community Health Center

- 3297 Washington Street, Jamaica Plain, MA 02130 (617) 983-6054

Southern Jamaica Plain Health Center

- 640 Centre Street, Jamaica Plain, MA 02130 (617) 983-4100

Brigham and Women's/ Mass General Health Care Center

- 20 Patriot Place, 20PP1, Foxborough, MA 02035 (508) 718-4196

Brigham and Women's Faulkner Hospital

- 1153 Centre Street, Suite 1106 Boston, MA 02130 (617) 983-7878

# What should I do if staff have questions?

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## Partners MassHealth ACO Sharepoint site:

<http://sharepoint.partners.org/phs/payerinformation/aca/MedicaidACO/>

- Notices for Specialty and Primary Care Practices
- Fact Sheet
- Webinars and presentations
- Contact information
- MassHealth enrollment guide and letters
- Practice scripts **\*\* COMING FOR 3/1\*\***
- Updated practice notices **\*\* COMING FOR 3/1\*\***

## Brigham Health Contacts:

- Rose Kakoza, MD
- Christin Price, MD
- Sharon Greenstein
- Edith Kenneally / Terissa Phillips

Questions?