

Special Needs Plan (SNP) Education

Special Needs Plan (SNP)

Learning Goals

- What is a Special Needs Plan (SNP)?
- What differentiates a SNP from other Medicare Advantage (MA) Plans?
- What SNPs are offered by Optimum HealthCare
- What are the SNP Model Care (MOC) and SNP MOC elements?

Special Needs Plans (SNPs)

- ***Special Needs Plans*** were created by Congress in the ***Medicare Modernization Act (MMA) of 2003*** as a new type of Medicare Advantage plan focused on certain vulnerable groups of Medicare beneficiaries:
 1. Beneficiaries with severe or disabling **Chronic Conditions**
 2. **Dual-Eligible** members (those eligible for both Medicare and Medicaid)
 3. **Institutionalized/Institutional Equivalents** residing in the community
- The Centers for Medicare & Medicaid (CMS) guide and the National Committee for Quality Assurance (NCQA) develops the strategy to evaluate the quality of care provided by SNPs.

Vulnerable Groups

- Vulnerable members are those members who could benefit from additional specialized monitoring.
- For example, members with the following issues or diagnoses would be considered more “vulnerable”:
 - Frail
 - Disabled
 - End-stage renal disease diagnosis after enrollment
 - End-of-life
 - Multiple and complex chronic conditions

Special Needs Plan Characteristics

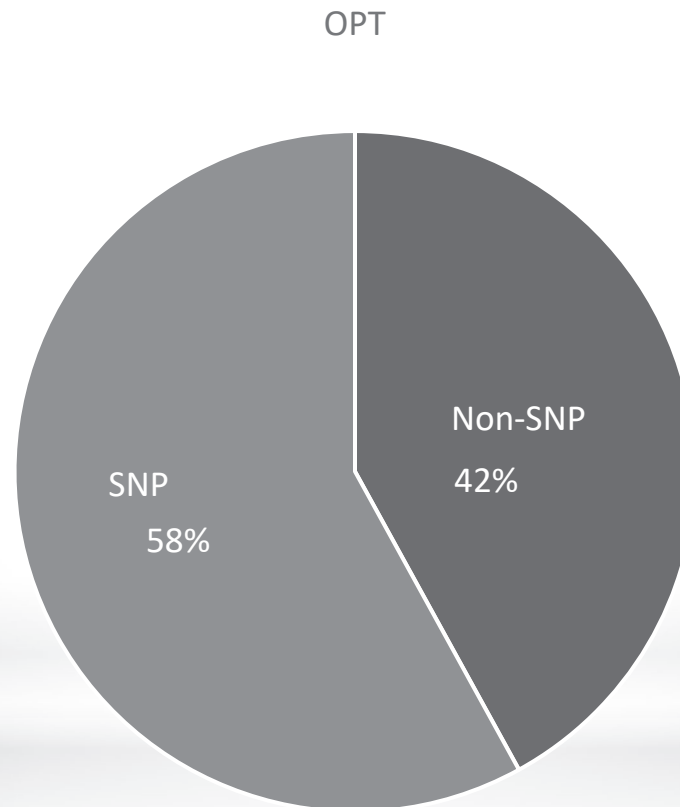
- Limited enrollment. Qualifying condition or Medicaid status.
- Beneficiaries are typically older, with multiple conditions and are more challenging and costly to treat.
- SNP benefit plans are custom designed to meet the needs of the designated population.
- SNP members normally have additional election periods to change their Medicare coverage.
- Plan must have a comprehensive Model of Care (MOC) based on evidence-based guidelines.

Sample SNP Benefits

- No or low co-pays to encourage use of preventive and ambulatory services (e.g., \$0 PCP co-pay)
- Transportation services to increase access to care
- Post-hospitalization meal benefit to support frail member needs
- Over-the-counter (OTC) benefit
- Grocery Cards to improve nutritious food access
- Free health club membership and 24/7 Nurse Advice Line

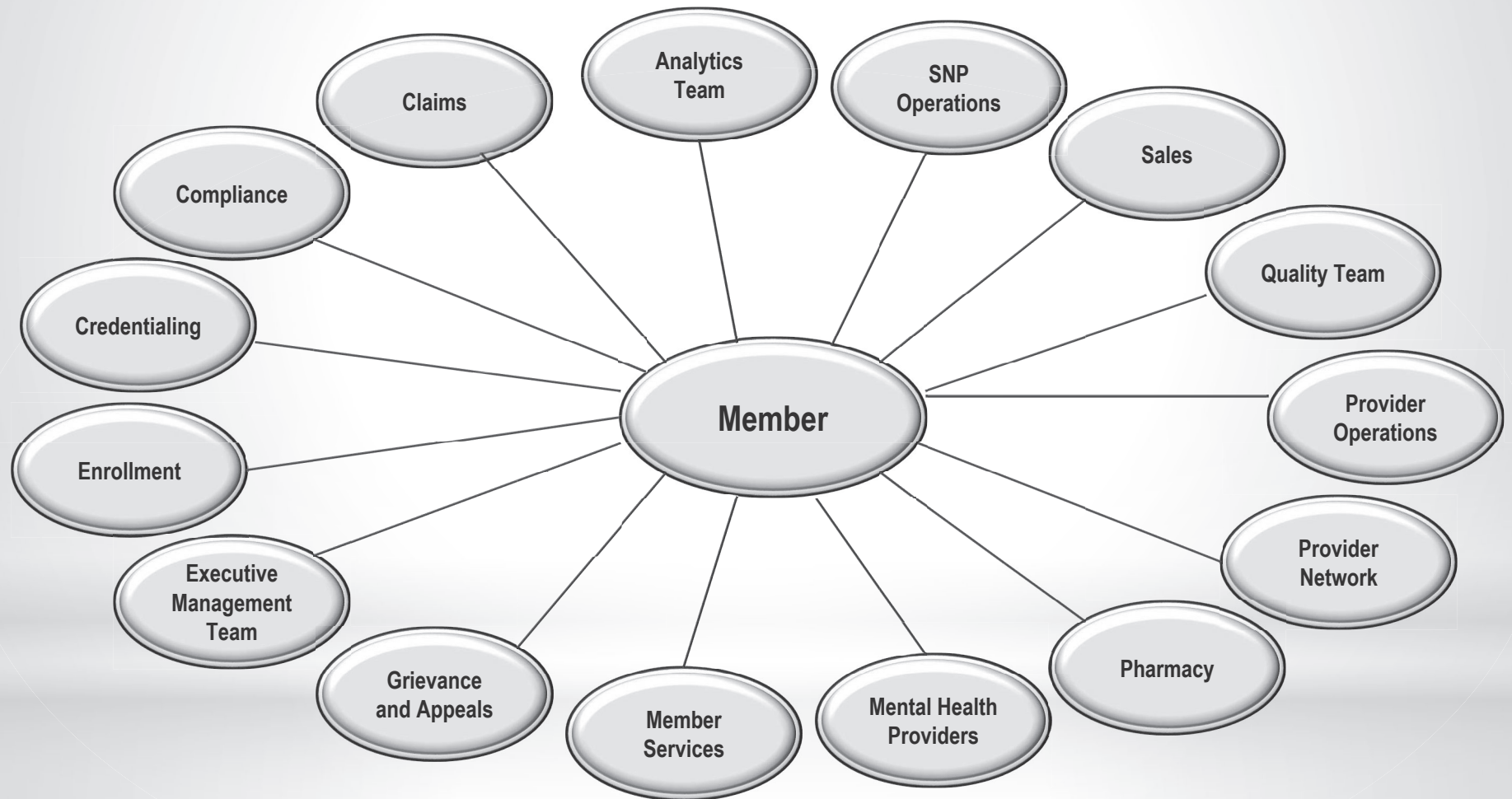
SNP Population Distribution

➤ The SNP population is a significant portion of our Medicare membership.



Point of Time Snapshot
2/01/2023

Personnel Impacting Members



All Health Plan staff members interact with SNP beneficiaries to facilitate and provide coordinated care.

Enrollment Process for SNPs

➤ **Chronic/Pulmonary Enrollees**

- ❖ Member elects Plan by stating they have the disease required to qualify
- ❖ Member will request a physician to complete a verification form and submit to Plan
- ❖ Members not verified by their Primary Care Physician (PCP) within 60 days of enrollment must be disenrolled

➤ **Dual-Eligible Enrollees**

- ❖ Member qualifies by receiving both Medicare and Medicaid benefits
- ❖ Member must retain Medicaid eligibility in order to remain in SNP

Coordination of Benefits

➤ **Optimum - Chronic/Pulmonary SNP**

- ❖ Member receives all services from the Plan utilizing Plan providers
- ❖ Explanation of Coverage and Summary of Benefits are provided to member and available on Plan website

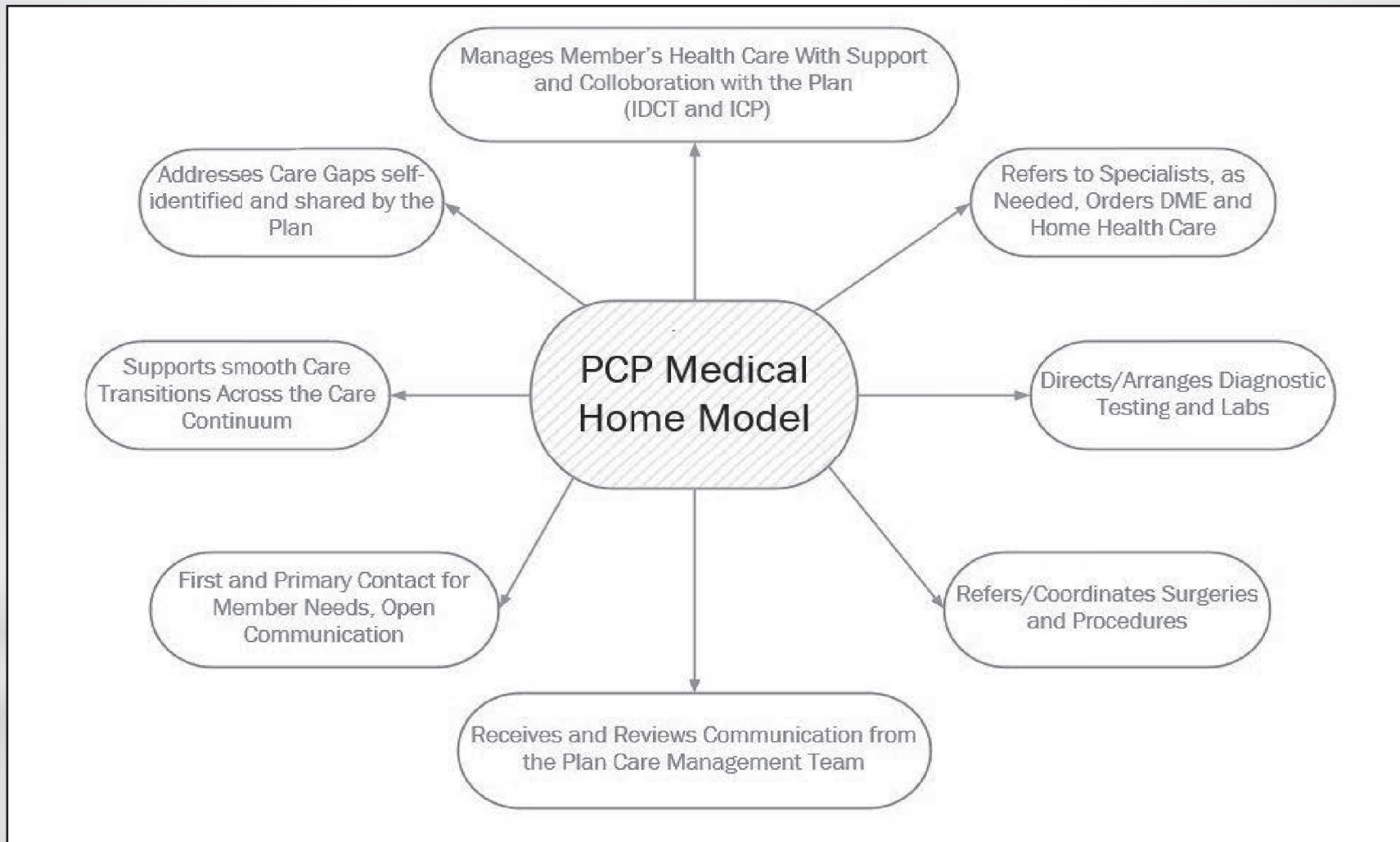
➤ **Optimum Dual Eligible SNP**

- ❖ Member receives all services from the Plan utilizing Plan providers
- ❖ Explanation of Coverage and Summary of Benefits are provided to member and available on Plan website
- ❖ While enrolled in SNP Plan, there is no coordination of services through Medicaid and no billing of any services to Medicaid
- ❖ Plan provides all services and adjudicates all claims

Our SNP Model of Care Philosophy

- Primary Care Physician (PCP) is Medical Home
- Tiered Care Plans representing hierarchy of disease severity
- Chronic condition management through integrated benefits, network, and care management activities
- Facilitates access to necessary care especially for Dual Eligibles

PCP Medical Home Model



SNP - Specific Target Population

Optimum HealthCare:

Medicare Eligible members with the following **chronic conditions:**

- Congestive Heart Failure
- Cardiovascular Disease
- Chronic Obstructive Pulmonary Disease/Asthma
- Diabetes

Medicare and Medicaid Dual Eligible members.

SNP Product Names & Descriptions

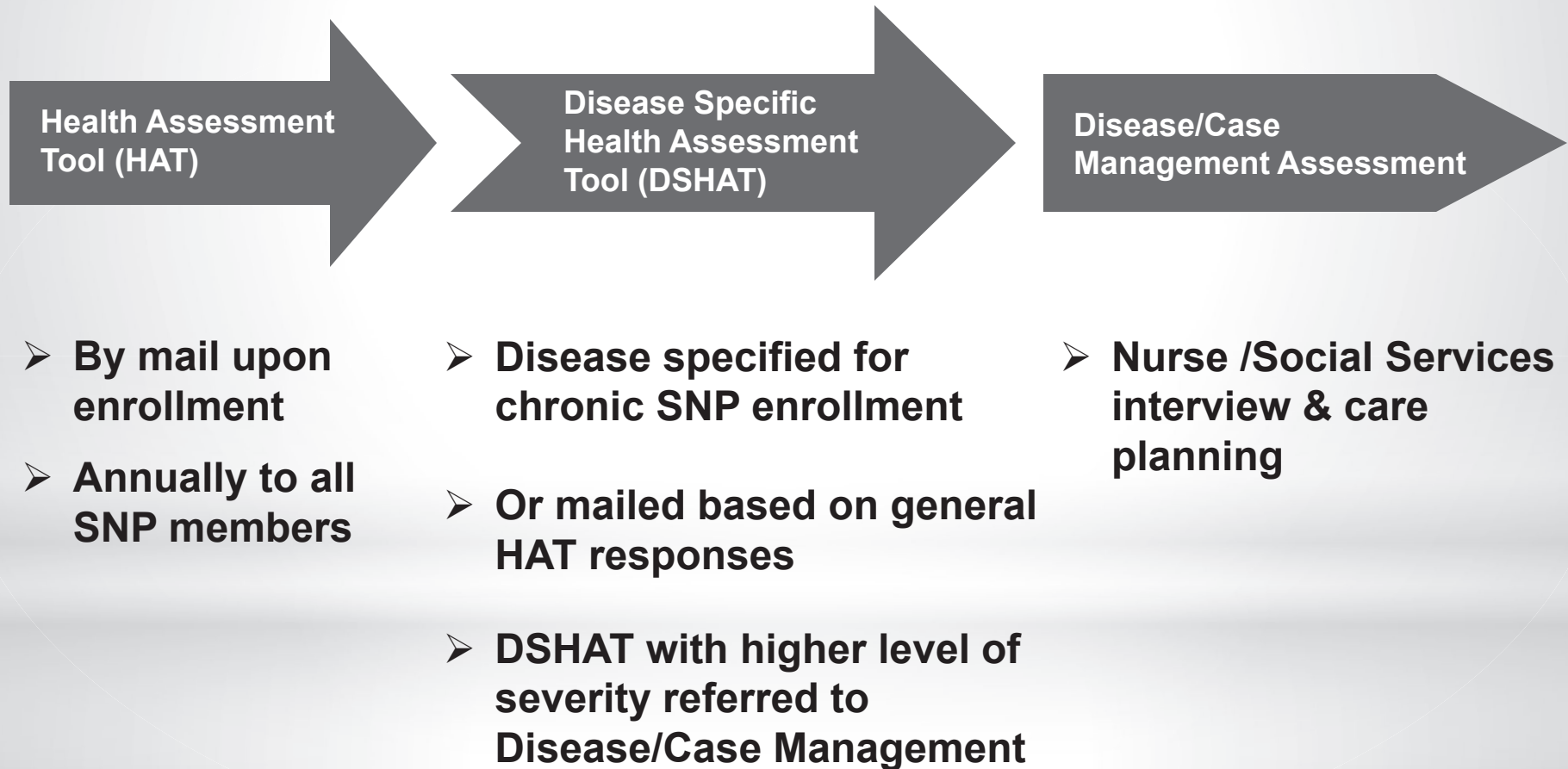
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SNP Measurable Goals

- Improving access to essential services such as medical, mental health, and social services
- Improving access to preventive health services & affordable care
- Improving coordination of care through an identified point of contact (partnership & collaboration with PCPs)
- Improving seamless transitions of care across healthcare settings, providers, and health services
- Enhancing quality of care and quality of life including promotion of health equity through the removal of barriers from negative social determinants of health
- Ensuring appropriate utilization of services (reducing hospitalization & readmission rates)

Health Risk Assessment

Annual Health Assessment sent to all SNP members:



Individual Care Plans

All Care Plans use a problem, intervention, goal format. Clinical Practice Guidelines are cited in the Care Plans.

Tier 1

- Applicable to all members in the SNP population
- Health Plan provides to PCP
- Based on general disease information or dual eligible status
- Supplemental English or Spanish Health Appraisal Profile provided to member based on HAT responses/preferred language for self-management & health tracking

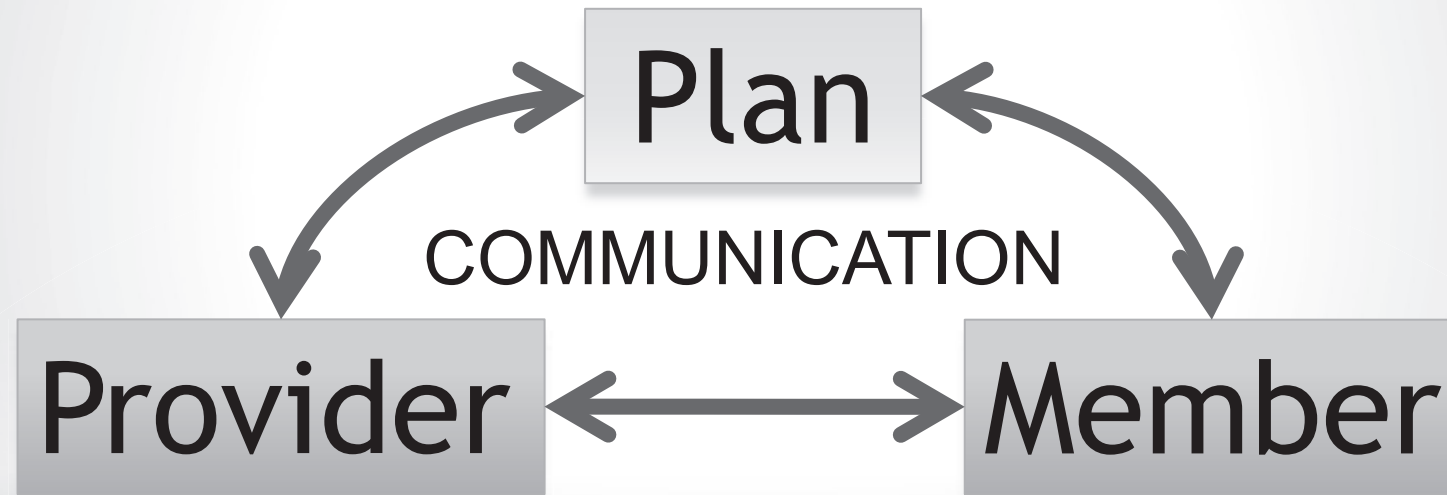
Tier 2

- Developed from DSHAT responses specific to member (claims and pharmacy data included)
- Health Plan provides to PCP
- More specific with member response

Tier 3

- Results from extensive Nurse and/or Social Service Case/Disease Management assessment
- Generates member-specific care plan
- Health Plan provides to PCP
- Jointly developed and updated throughout the Case and Disease Management process

Communication Network



Communication Avenues:

- Health Plan web-based Provider Portal
- Provider manual
- Member-specific written care plans
- Faxes and email communication from the Plan
- Face-to-face utilizing Provider Relations Reps.
- Provider phone line
- Web-based meetings and conference calls
- Call in line for provider inquiries
- Participation in standing/ad hoc committee meetings

Communication Avenues:

- Health Plan website
- Health Plan member portal
- Educational information and SNP member newsletters
- Member services phone lines
- Emails and calls with care team members
- Written care plans
- Call in line for member inquiries, complaints, & grievances
- Access to toll-free communication
- Direct access to SNP Case/Disease Management through a toll-free phone number with TTY/TDD
- Conference call communication

Additional Communication Avenues/Health Plan Services: Regulatory Agencies, CMS, Community based services, IDCT

SNP Educational Mailings - Optimum



Optimum LIVING
Member Newsletter SUMMER 2021

PLEASE PROTECT YOURSELF
scams to watch out for

Semaglutide (liraglutide)
NOW AVAILABLE

MAKE HEALTH AND WELLNESS YOUR TOP PRIORITY

AND much more!

DO MORE ONLINE
WITH OUR
MEMBER PORTAL
See inside for details

4.5
out of 5 stars for 2021
Approved by Medicare
Quality and Performance

LIVING WITH DIABETES





Eating Healthy Medication Management Staying Active

Eating Healthy

What You Eat Matters



- Eat more whole grains, fruits, vegetables and lean protein.
- Eliminate trans fats and added sugar.
- Monitor your blood glucose regularly.
- Eat smaller portions, spread throughout the day.
- Limit alcohol consumption.
- Be mindful of your carbohydrates

We all need food for energy. But it's not always easy choosing healthy options. If you have type 2 diabetes, your food choices are especially important. Your body needs insulin to turn food into energy. With type 2 diabetes, that can be a challenge with certain foods.

What You Eat Matters
It's important for your blood glucose to stay in a healthy range. Most doctors agree that your blood glucose range should be 80-130 mg/dl before a meal and less than 180 mg/dl one to two hours after a meal.

Some Helpful Tips on Staying Focused on Your Health




- 1. Talk To Your Doctor.**
A dietitian consultant is a great source of information about healthy eating for individuals diagnosed with diabetes. Speak to your doctor about a referral.
- 2. Plan Your Meals.**
Making food choices when you're already hungry can lead to unhealthy choices. Try to plan ahead to make a healthy meal.
- 3. Monitor Your Blood Glucose.**
Our bodies are unique and that means everyone responds in a unique way to different foods - even healthy foods. Monitoring your glucose as suggested by your doctor can help you learn how your body responds to different foods.

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Final Comments

- SNP online annual training (Comprehensive MOC)
- Clinical Practice Guidelines
 - ❖ https://www.youroptimumhealthcare.com/clinical_health_guidelines
- Reference materials on Plan website
 - ❖ Newsletters and educational materials
 - ❖ Care Plan samples