Managed Care Contracting: The Provider Perspective
Presented by:
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Managed Care TAC (MCTAC) Overview

What is MCTAC?
MCTAC is a training, consultation, and educational resource center that offers resources to all mental health and substance use disorder providers in New York State.

MCTAC’s Goal
Provide training and intensive support on quality improvement strategies including business, organizational and clinical practices, to achieve the overall goal of preparing and assisting providers with the transition to Medicaid Managed Care.
MCTAC Overview (cont.)

• MCTAC is partnering with OASAS and OMH to provide:
  – Foundational information to prepare providers for Managed Care
  – Support and capacity building for providers
    • tools
    • group consultation
    • informational training
    • assessment measures
  – Information and training on the critical domain areas necessary for Managed Care readiness
  – Aggregate feedback to providers and state authorities
What MCTAC Offers

• Foundational information to prepare for Managed Care
• Support and capacity building for providers
  o tools
  o consultation
  o informational forums
  o assessment tools
• Critical information along each of the domain areas necessary for Managed Care readiness
• Feedback to providers and state authorities on readiness for Managed Care.
• MCTAC will serve as a clearing house for other Managed Care technical assistance efforts
Managed Care Technical Assistance Center
What Providers Can Do to Make the Most out of MCTAC Supports

• Designate a project team including:
  – Executive leadership, Finance & Clinic leadership, and Evaluation staff when available

• Complete the readiness assessment and participate actively in MCTAC activities

• Commit to investing the time and effort needed to assess, diagnosis, improve, and monitor your organization’s operations, business practices, and financial performance
Managed Care Contracting

Contracting events to date:

In-person contracting sessions, featuring Adam Falcone (618 total attendees)
- November 14: Rochester
- November 25: Long Island
- December 9: Manhattan
- December 10: Albany
- January 13: Manhattan

**93% of respondents found the in-person contracting session useful.**

Web-based offerings:
- December 17: Managed Care Contracting: The Plan Perspective, featuring Harold Iselin and Whitney Phelps of Greenberg Traurig
- February 10: Contracting Overview and Office Hours with Adam Falcone
- March 25: The Provider Perspective feat. Thresholds
MCTAC Participation

537 NYS licensed behavioral health agencies have participated in a MCTAC training or completed a managed care readiness assessment

– 342 OMH Agencies (62%)
– 195 OASAS agencies (46%)
Drowning in Acronyms

ACO
FIDA
HARP
RPCs
DSRIP
MGUs
MRT
DISCO
MLTC
Health Homes
BIP
MCO
HCBS
<table>
<thead>
<tr>
<th>Term</th>
<th>Explanation</th>
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<tr>
<td>Mainstream Managed Care Organization (MCO)</td>
<td>Qualified Mainstream Managed Care Organization that meets the qualifications established by this RFQ to manage behavioral health services for Medicaid beneficiaries.</td>
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<td>Managed Care Plans</td>
<td>Includes the Mainstream MCO, Managed Care Organizations, and Health and Recovery Plans.</td>
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<tr>
<td>Managed Care Technical Assistance Center (MCTAC)</td>
<td>Provides trainings and resources to support BH providers in New York State with the successful transition to Medicaid Managed Care.</td>
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<td>Managed Long Term Care (MLTC)</td>
<td>A care management program for individuals in the community as an alternative to a nursing home or health-related facility.</td>
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<td>Medicaid Redesign Team (MRT)</td>
<td>The Medicaid Redesign Team was established by Governor Cuomo in January 2011 as a means of finding new ways to lower Medicaid spending in New York State (CHC NYS).</td>
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<td>Medical Loss Ratio (MLR)</td>
<td>The percent of premium an insurer spends on claims and expenses that improve health care quality. New York State will determine what qualifies as an eligible claim and expense for determining medical loss ratios.</td>
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Primary Goal: To help behavioral health providers improve their quality of care while lowering healthcare costs.

Agencies can access standardized outcome measurement tools and metrics designed to facilitate and improve use of evidence based practices.
Questions?

Visit www.mctac.org to view past trainings, sign-up for upcoming events, and access resources.

mctac.info@nyu.edu

@CTACNY
MCO, FRIEND OR FOE?
A PROVIDER’S VIEW ON CONTRACTING WITH MCOS

THRESHOLDS
HOME | HEALTH | HOPE
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Thresholds, Chicago, IL

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Respond to **poll questions** by selecting your answer when the poll opens. You will see an option to participate in the polling pop up on your screen.

To participate in the **survey questions**, please enter your responses in the “chat” box on the right side of your screen.

**To ask our panelists a question**, please enter your question in the “Q&A” box on the right side of your screen.

You can also send a message to us using the chat box or email questions to [MCTAC.info@nyu.edu](mailto:MCTAC.info@nyu.edu).
THRESHOLDS CAN HELP

- Established: 1959
- Comprehensive Approach: Housing, Employment, Recovery
- Served annually: 7100+
- Million budget: $70
- Staff: 1200+
- Services Delivered in Community: 75%
- Units of Housing Managed by Thresholds: 1500

Serving Chicago Metro area, Kankakee, and McHenry Counties
Survey Question #1

How do you feel about partnering with MCOs / providers?

Please select your response in the pop up polling screen.
Learning Objectives

**What to…**
- Prepare
- Present
- Say to MCO

**How to…**
- Negotiate product
- Negotiate contract
- Get signed contract
- Avoid mistakes
The IHI Triple Aim

- Population Health
- Experience of Care
- Per Capita Cost
Survey Question #1 results
How to Prepare

1. Pick a point person
2. Assemble your team
3. Know your costs
4. Know their culture (is it a carve out MCO or a health plan?)
What to Present

• Their business challenge
• 2-page program description
• Expected outcomes and performance guarantees
What to Say

- What you do
- Who you serve
- Why you’re special
- Be a teacher, seek a teacher

THRESHOLDS CAN HELP

1959 Established

- Comprehensive Approach: Housing, Employment, Recovery

6700+ Served annually

$65 Million budget

1100+ Staff

70% Services Delivered in Community

1500 Units of Housing Managed by Thresholds

Serving Chicago Metro area, Kankakee, and McHenry Counties
Survey Question #2

What is your biggest fear about contracting with MCO’s?

Please type your answer into the “question box” on the right.
Negotiate Reimbursement

Know your cost
Think long-term
Review rate
Decide margin
Negotiate Product

Start with your strengths

Do not over commit

Triple check contract requirements
A Signed Contract

- Set due dates
- Do not cause delays
- Be a friendly nag
Lessons Learned

- Understand the whole contract
- Don’t sign if it’s not right
- Be part of the process
- Hard to negotiate up on rate
- Know your value
Brief Pause for Questions

Please type your questions into the “question box” on the right.
Survey #2 Answers

Your biggest fear
Survey Question #3
What is the greatest opportunity of contracting with MCOs?

Please type your answer into the “question box” on the right
Thresholds/Cenpatico Partnership

Business problem → Idea → Program design → PILOT PROGRAM → Rate → Outcomes → Scaling up
Why has it worked?

Designed collaboratively

Relationship

Focused on one challenge

Frequent calls, follow up

Fits with Triple Aim
Survey Answers #3

HELLO
my name is

Opportunity
Questions and Comments
Thank You!

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Mark.Furlong@Thresholds.org