



MassHealth DSRIP 2021

Payment & Care Delivery Innovation (PCDI) Focus Areas for ACO and CP TA Projects

On November 19th, 2020, MassHealth hosted its first virtual **Shared Learning Event** for ACOs and CPs participating in the MA DSRIP Technical Assistance (TA) Program. The event's main purpose was to provide a **forum in which ACOs and CPs could come together to share lessons learned** from pursuing TA projects, ask questions of one another, and gain insights and inspiration to guide their ongoing use of TA funding. It also offered a platform for **MassHealth to communicate the Payment and Care Delivery Innovation (PCDI) team's thoughts about priorities** for TA project work in the final years of the current Section 1115 Demonstration Waiver.



This summary highlights the PCDI priorities for TA projects and provides additional details that might be helpful for ACOs and CPs seeking to pursue work in these areas. We also encourage ACOs and CPs to browse the [TA project summaries](#) and the [Off the Shelf TA Projects](#) on the DSRIP TA website for ideas for relevant TA projects.

This event included a showcase of PCDI priorities for TA projects. That video can be accessed [here](#).

PCDI Priority: Health Equity

Advancing health equity is an agency-wide priority for MassHealth, as well as for PCDI. A particular focus of MassHealth's overall health equity work is strengthening the agency's capacity to collect and utilize MassHealth member data including race, ethnicity, language competency, and disability status, in order to better identify where health disparities exist and who they impact the most. PCDI believes that improved ability to collect and utilize demographic data is of critical importance for ACOs and CPs, as well, so that we can collectively engage in addressing health disparities to better support MassHealth members.



ACOs and CPs can also leverage TA Cards to advance health equity by:

- Devising ways to most effectively reach out to and engage MassHealth members from traditionally marginalized or vulnerable communities
- Addressing systemic racism by tracking disparities in performance metrics
- Tackling social determinants of health by improving linkages between clinical and social services
- Streamlining or developing workflows and best practices to identify social needs, document referrals, and analyze screening data
- Developing a health equity monitoring plan using clinical performance metrics

PCDI Priority: Evaluation & Sustainability

Evaluating ACO and CP initiatives will help ACOs and CPs better understand which investments provide added value for members and drive financial returns. PCDI believes that TA Cards are a great way to access TA Vendor expertise to conduct program evaluations. For example ACOs and CPs may want to consider TA projects to:

- Pilot and evaluate care transitions and care management processes designed to improve efficiency and member outcomes
- Evaluate the effectiveness of care management programs on quality metrics and total cost of care
- Develop an evaluation strategy to help understand quality measures, member outcome utilization patterns, and other indicators

PCDI Priority: ACO & CP Integration

ACO and CP integration is key to ensuring that the most vulnerable MassHealth members can access care that is effective and responsive to their unique and complex needs. For this reason, PCDI emphasizes the importance of TA projects that enable ACOs and CPs to find creative ways to strengthen relationships with one another. For example, ACOs and CPs can leverage TA Cards to improve ACO and CP integration by:

- Optimizing referrals to ensure the right members get the right CP services at the right time
- Partnering to create channels to seamlessly share and jointly analyze claims information between ACOs and CPs
- Collaborating to improve performance on ACO and CP shared performance measures
- Working with another ACO or CP to improve care and slow the cycle of high utilization for patients with multiple chronic conditions
- Standardizing patient care documentation and improving information sharing to better identify and use resources for care management across ACOs and CPs



Shared Performance Measures for ACOs and CPs

- Engagement of CP members
- Hospital readmissions
- ED utilization for mental illness
- Annual dental evaluations
- Follow-up after discharge
- Initiation and engagement of alcohol or drug treatment

Beyond these priority areas, the MassHealth PCDI team encourages ACOs and CPs to use their TA Cards to identify and continue to tackle the hardest ongoing challenges, including:



Member Engagement: Finding, connecting with, and engaging those MassHealth members who have been the most difficult to engage, especially those with complex care needs, requires continued creativity and grit. Numerous TA projects are focused on this work, and the member engagement SWI Pop Up series offers more resources to support ACO and CP efforts in this area.



Claims Data Analysis: Continue to strengthen your organization's capacity to use data, especially claims data, to inform programming and decision making. Examples of existing TA projects on using and sharing data are available [here](#).



Addressing feedback: ACOs and CPs have received or will be receiving feedback on their performance to date across numerous measures – for example, via the recent mid-point assessments completed by PCG and the CP-facing reports available through the Mathematica portal. TA projects can be an excellent way to address the unique challenges identified in these reports.

Next Steps for ACOs and CPs

The [MA DSRIP TA Marketplace](#) includes a number of valuable resources to help ACOs and CPs address challenges and progress towards your goals:

- Browse the [Off the Shelf TA Projects](#) for additional ideas and over 80 TA offerings that have been packaged for convenient, efficient delivery and are “ready to go.”
- Review the [TA Project Descriptions by domain](#) to learn about the ACO and CP projects conducted through the MA DSRIP TA Program.
- Visit the [TA Vendor Catalog](#) to familiarize yourself with the extensive list of TA Vendors available to assist you with developing and executing a TA Project.
- Email us at MA_DSRIP_TA@abtassoc.com if you would like additional details about TA Projects ACOs and CPs have conducted or need assistance with next steps for pursuing a TA Project.