



**Maine Department of Health and Human Services,  
Office of MaineCare Services**

**in collaboration with**

**Schaller Anderson Medical Administrators, Inc.**



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**Topics to be Covered in Today's  
Presentation**

- Preliminary Information
  - What is the MaineCare Care Management Benefit (MCM)?
  - Who is Schaller Anderson?
  - Key Features of the MCM Benefit
  - Who is eligible?
  - Expected Outcomes
- Care Management/Disease Management
  - [mymainecare.com](http://mymainecare.com) web-site
- Concurrent Notification of Inpatient Admissions
- Discharge Planning and Concurrent Review



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## MaineCare Care Management Benefit

- Authorized by the Maine State Legislature and approved by the Governor in July 2007
- A means to identify and prioritize care for a select group of **chronically ill** MaineCare members
- Open to all MaineCare members, adults and children.
- Exception:
  - Only diagnosis is Seriously and Persistently Mentally Ill (SPMI);
  - Members who are Dually Eligible;
  - Members receiving services through the HIV/AIDS Waiver; or
  - Other comprehensive health insurance



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## ENHANCE EXISTING PROCESSES

- A collaborative process involving MaineCare providers, community based services and Schaller Anderson

**Supplement, Not Supplant**



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## Schaller Anderson At-A-Glance

- Founded in 1986, Schaller Anderson and its affiliates provide management of physical and behavioral healthcare for commercial, Medicaid, and Medicare populations
- 17 office locations in nine states
- Maine offices located in Westbrook and Bangor
- Staffed by Maine residents who are experienced with Maine's health care system and resources



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## Key Features of the MaineCare Care Management Benefit

- Comprehensive, integrated and proactive care management for chronically ill MaineCare members
  - High-risk care management/disease management
  - Concurrent Notification of all Acute Inpatient Admissions
  - Concurrent Review
  - Discharge Planning
- Coordination of needed services – primary care physician, community-based agencies, specialists and alternative providers
- Member Education
- Provider Training



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## Which MaineCare members WILL BENEFIT from the MCM benefit?

- Multiple chronic conditions/co-morbidities
- Poly-pharmacy
- Patients in need of self-management education
- Patients with special needs
- Multiple emergency room or inpatient admissions
- Patients who need coordination of multiple services for their medical needs



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## What are the expected outcomes of the MaineCare Care Management Benefit?

- Fewer avoidable hospitalizations
- Fewer emergency room visits
- Increased preventive and chronic care visits
- Increase in member engagement in adherence to provider's plan of care
- Appropriate medication and adherence to prescribed use
- Improved member satisfaction with medical care
- Improved provider-member relationship
- Improved perception of quality of life
- Improved functional status (improved ADL and IADL scores)



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## How are members identified for the MCM benefit?

### PREDICTIVE PATHWAYS™

- Predictive risk scores are created for all members to identify members at risk:
  - Multiple co-morbidities
  - Impactable conditions
  - High rate of ER utilization and/or inpatient admissions
  - Poly pharmacy
- Data is integrated from different sources to create a dashboard that measures risk, opportunity, impactability and compliance with evidence based protocols
- Following stratification by PPM, the members at greatest risk are further evaluated & stratified into high, medium and low risk for the purpose of care management.



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The screenshot displays a 'Member Profile' window with the following data:

Condition Type	Condition Name	Impact	CoMorb Weight	Condition Rank	Cond Rpt Count
P	CHF	HIGH	1	10	6
S	Diabetes	HIGH	2	11	28
S	CAD	HIGH	1	12	16

  

Utilization	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Yr Total
Member Months	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00
ED Visits	1.00	.00	3.00	.00	.00	2.00	.00	.00	.00	.00	.00	.00	6.00
Admits	1.00	.00	.00	.00	1.00	2.00	.00	.00	1.00	.00	.00	.00	5.00

  

Rx Summary	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Yr Total
No GPI Category	2.00	2.00	3.00	2.00	2.00	2.00	3.00	3.00	4.00	3.00	2.00	2.00	30.00
Loop Diuretics	1.00	1.00	1.00	1.00	.00	1.00	1.00	1.00	1.00	1.00	1.00	.00	10.00
Selective Serotonin Rev	.00	2.00	.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	.00	10.00

  

Authorization	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Yr Total

## Work in Collaboration with Behavioral Health Providers

- The **physical health costs** of our MaineCare members with at least one BH condition are:
  - Diabetes: 130% higher PMPM
  - Asthma: 150% higher PMPM
  - Congestive Heart Failure: 50% higher PMPM
  - Chronic Obstructive Pulmonary Disease: 80% higher PMPM



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## How will hospitals and Schaller Anderson work together?

- The **MCM benefit includes concurrent notification, concurrent review and discharge planning with a focus on:**
  - Identifying and working with the high-risk member while they are in the hospital
  - Ensuring the at-risk member is assigned a care manager post-discharge and all post-hospitalization services are set-up and delivered
  - Reducing avoidable hospitalizations, 1 day stays and extended stays
- **Concurrent Notification**
  - Notify Schaller Anderson of all acute inpatient admissions of MaineCare members
  - Schaller Anderson will work with each hospital to identify the best way to provide concurrent notification



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## How will physician offices and Schaller Anderson work together?

- Schaller Anderson will notify physician's offices of their members that are enrolled in the MCM benefit
- Member care plans and profiles are available on the [mymainecare.com](http://mymainecare.com) web-site
- Provide feedback to Schaller on member care plans or areas that the care manager needs to focus on helping the member
- Refer high-risk members for care management



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## [mymainecare.com](http://mymainecare.com) Web-Site

- Secure Access
- Access to member care plans
  - Ability to provide feedback to care manager
- Access to member profiles if provider is actively assigned as the PCP
- Access to a physician summary of all members



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## Quality Indicators

Improvement in:

- HEDIS parameters
- Member satisfaction surveys
- Provider Satisfaction surveys
- PHQ-9 Scores
- SF-8 Scores



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## Questions and Answers

**PHONE: (866) 543-2387**  
**FAX: (207)464-0240**



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John E. Baldacci, Governor

Brenda M. Harvey, Commissioner



**SCHALLER ANDERSON**  
MEDICAL ADMINISTRATORS,  
INCORPORATED

## **Frequently Asked Questions (FAQ) regarding the MaineCare Care Management Benefit (MCM)**

### **1. What is the MCM start date?**

The MaineCare Care Management Benefit was authorized by the Maine State Legislature and approved by the Governor in July 2007.

### **2. What is the role of Schaller Anderson in regards to MaineCare?**

Schaller Anderson Medical Administrators, Inc. (SAMAI) is contracted with the Maine Department of Health and Human Services to provide care management services to chronically ill MaineCare members. Through care management, SAMAI helps members understand their disease processes and encourages their active participation in their own care management.

SAMAI will work collaboratively with medical professionals & other community services to keep members out of the hospital and emergency room and will seek to ensure that these same members have adequate community and medical resources to meet their needs.

Schaller Anderson does not pay claims, nor do we design benefits, as these are services provided solely by the Office of MaineCare Services.

### **3. How do you contact SAMAI?**

- Any questions concerning Schaller Anderson's care and disease management programs can be directed to our toll free telephone number, **1-866-543-2387**.
- The daily hospital census of MaineCare members should be sent via FAX to: (prior to 9/10/07) **207-228-0044**, (effective 9/10/07) to **207-464-0240**.

### **4. We are already providing care management services. Will SAMAI be duplicating our services, or worse, will SAMAI take over the services that we are already performing?**

The answer to both questions is an emphatic no. SAMAI will work collaboratively with all providers to enhance the care provided to this select group of chronically ill MaineCare members. We will supplement, not supplant, the care currently provided in order to achieve healthier outcomes for these patients.

### **5. Should providers notify their patients about this benefit?**

Schaller Anderson will notify all MaineCare members eligible for the MCM program via mail and phone contact. With their patient's permission, providers may refer their patients to SAMAI for care management and we will work hand-in-hand with providers to promote healthier outcomes for this select group of chronically ill MaineCare members.

### **6. Does a medical home always mean a physician?**

A medical home provider will most often be a primary care trained physician. However, other clinicians could be designated as medical home providers as well including specialty physicians, nurse practitioners, and behavioral health clinicians. Ancillary providers including therapists and chiropractors would not be eligible to be Medical Home providers due to the insufficient scope of their clinical capabilities.

**7. Is this plan available to all MaineCare members?**

Yes, it is available to all high-risk members, both adults and children with the following exceptions: members who are dually eligible; members receiving services through the HIV/AIDS waiver or comprehensive third party liability (TPL) programs.

**8. What does dual eligible mean?**

Dual Eligibility refers specifically to simultaneous eligibility for Medicaid as well as Medicare programs. Dually eligible MaineCare members are excluded from participation in the MaineCare Care Management Benefit.

**9. Does a patient need to sign a consent form to release medical information to SAMAI? How does HIPAA apply to all of this?**

The Maine Department of Health and Human Services has executed a contract with Schaller Anderson to provide care and disease management services on their behalf. A component of this contractual arrangement is a Business Associate Agreement which permits Schaller Anderson to receive and transmit Protected Health Information (PHI) required as part of Treatment, Payment and Operations (TPO). However additional releases are required for certain additional elements of information concerning. Special release forms are available to address such needs.

**10. Does any other state do this?**

The MCM benefit is designed specifically for Maine Medicaid members. Schaller Anderson administers similar Medicaid plans in other states, but the MCM benefit is unlike all others.

**11. How many members will SAMAI care manage?**

Of the current MaineCare member population, SAMAI will use our Predictive Pathways™ to identify adult members and children who are at risk. We will be excluding members with non-recurring medical conditions, due to the random nature of these conditions. Once identified, SAMAI will work with members to appropriately self-manage their conditions and adhere to their plan of care. It will take the collaborative efforts of many parties, providers and community based services, to bring the members into compliance with their plan of care and redirect them toward the goal of achieving healthier outcomes.

**12. Will physicians be notified when a patient is enrolled for the MCM benefit?**

The process of compiling clinical and care management information about candidates for the MCM program will first entail a review of claims information and next a Health Risk Appraisal questionnaire administered directly to the member or a responsible party. Thereafter, supplemental clinical information will be compiled as necessary and this process may involve contact with a provider's office, but not necessarily the provider himself or herself, to obtain information available only from the medical record or with case managers to clarify points of information. Once an Individualized Care Plan is developed with the patient, it will be communicated to the member's primary care physician. Both the member and the primary care physician will also be able to access this information via our website: <http://www.mymainecare.com>

**13. What are the quality targets?**

The contract between MaineCare and SAMAI includes a provision that certain quality improvement metrics be achieved including HEDIS data, provider satisfaction surveys and member satisfaction surveys.

**14. How will the concurrent notification of inpatient admissions process take place? Can they be completed on the phone or do you need to fax information?**

Most provider and vendor offices find it more convenient to fax information about a concurrent notification of inpatient information request. SAMAI will work with each hospital to identify the best method for notifying of inpatient admissions. Should an office prefer to contact SAMAI by telephone, representatives will be available to process the request in real time unless clinical information is not complete.

**15. Should a provider's office notify SAMAI of an observation stay or a delivery?**

No. It is the responsibility of the facility to notify SAMAI of any admission including those for obstetrical delivery. Observation admissions do not require concurrent notification.

**16. Will the primary care physician be notified when a MCM member is receiving care from another provider?**

Primary care physicians can access information about their patients via our website <http://www.mymainecare.com> Following receipt of a signed Web Portal Agreement, physicians will be able to view member profiles and their member's individualized plan of care. Included in this data will be a comprehensive listing of all medical services provided to the member, including ER visits, inpatient hospital stays and prescriptions filled.

**17. What is the process to refer a patient into the MCM benefit?**

Providers, case managers and others may contact SAMAI to suggest that a particular MaineCare member is a possible candidate for the MCM benefit. SAMAI will field the request and then review the case against its eligibility criteria to make the final determination about enrollment. Factors reviewed in the determination process include the multiplicity of medical conditions, evidence of adherence to recommended treatment regimens and also to what degree the medication conditions are amenable to improvement through care management efforts. Only those patients who fit the selected enrollment criteria will be enrolled.

**18. What if patient does not wish to be included in the MCM Benefit?**

Enrollment in the MaineCare Care Management Benefit is on an opt-out basis. In other words, all eligible MaineCare members are considered enrolled unless they specifically request, in writing, to be disenrolled. However, SAMAI staff is trained in motivational interviewing techniques designed to underscore the benefits of the MCM benefit to patients.