

Evaluating 2023 Success: Special Needs Plan Model of Care Evaluation

A plan of action is in place to ensure appropriate services are delivered to special needs plans (SNP) members

The Centers for Medicare & Medicaid Services (CMS) states that yearly we must assess our SNP Model of Care (MOC) and communicate the findings to our providers. The purpose is to conduct a quality improvement program that measures the effectiveness of the MOC and identifies areas for improvement.

How do we gather our findings?

Wellcare By Health Net (Health Net*) offers these SNPs:

- Dual Eligible SNP – Wellcare Dual Liberty (Fresno, Kern, Madera, Orange, San Francisco, Tulare)
- Dual Eligible SNP – Wellcare Dual Align 129 (Los Angeles, Riverside, San Bernardino, San Diego)
- Dual Eligible SNP – Wellcare Dual Liberty Amber (Alameda, Amador, Fresno Imperial, Madera, Placer, Sacramento, Stanislaus)
- Chronic SNP – Wellcare Specialty No Premium (for diabetes, chronic heart failure and/or cardiovascular disorders)

Evaluation of the SNP MOC is done by collecting, reporting, and analyzing metrics from key health care domains, such as health outcomes, coordination of care and access to care.

Measurable goals for each SNP are compared to the past year to established benchmarks (refer to the table on page 2). Goals are updated or revised based on what we find from the yearly evaluation.

Actions taken in 2023 to meet SNP goals

A summary of actions performed to improve clinical outcomes, access to care and the member experience are as follows:

- Continued member education on topics and available resources such as hypertension, preventive screenings, medication adherence, and the online myStrength tool to help members stay mentally and physically healthy.

THIS UPDATE APPLIES TO:

- Physicians
- Participating Physician Groups

LINES OF BUSINESS:

- Wellcare By Health Net
 - Medicare Advantage (HMO)
 - Medicare Advantage (PPO)

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- Tailored messages to providers and members to meet the needs of members with chronic conditions at key points in therapy focusing on adherence and gaps in care.
- Continued implementation of a rewards program to encourage members to get suggested preventive screenings and chronic care.
- Supported member medication adherence by offering RxEffect, a platform that is free to provider groups and offers targeted patient lists, daily claim updates, and strong workflow support for practices to address medication adherence.
- Conducted live calls to members with several gaps in care to help with appointment scheduling, promote the Annual Wellness Visit (AWV), allow opt-in for in home test kits/screenings, and address barriers to accessing care.
- Continued provider education on best practices to decrease hospital readmissions, including improving care transitions and medication reconciliation post-discharge.
- Multi-modal flu campaign (text, IVR, email) reminding members to get the flu shot and providing education on common barriers/misconceptions to getting the flu.

Measurable goals for each SNP**

2023 SNP goals	Wellcare Dual Liberty (HMO D-SNP)	Wellcare Dual Liberty Amber (HMO D-SNP)	Wellcare Specialty No Premium (HMO C-SNP)
	Goal met	Goal met	Goal met
Increase rate of members reporting that they were able to get appointments when needed; increase by 1% or achieve 80%	No	No	No
Increase rate of members who had an ambulatory or preventive care visit; increase by 0.5% or achieve 94.2%	No	No	Yes
Increase rate of members reporting that they were able to get appointments and care quickly; increase by 1% or achieve 77%	Yes	No	Yes
Improve overall completion of health risk assessment (HRA); achieve 100%	No	No	No
Improve rate of members with Care Plans established; achieve 100%	No	No	No
Improve rate of members with completed Interdisciplinary Care Team; achieve 100%	No	No	No
Improve care coordination rate by 1% or achieve 86%	No	No	No
Improve completion of medication reconciliation within 30 days of discharge from a hospital; improve by 2% or achieve 65%	Yes	No	No

2023 SNP goals	Wellcare Dual Liberty (HMO D-SNP)	Wellcare Dual Liberty Amber (HMO D-SNP)	Wellcare Specialty No Premium (HMO C-SNP)
	Goal met	Goal met	Goal met
Increase rate of members reporting that they had received a flu vaccine; increase by 1% or achieve 72%	No	No	No
Increase rate of members reporting that they received their colorectal cancer screening; increase by 1% achieve 71%	Yes	No	Yes
Increase rate of members engaging in alcohol and other drug abuse or dependence treatment; increase by 0.5% or achieve 4.9%	No	Yes	No
Decrease rate of members experiencing a readmission within 30 days of a hospital discharge by 0.5%	Yes	Yes	Yes
Increase rate of diabetic members who have their blood sugar under control; increase by 1% or achieve 80%	No	Yes	No
Increase medication adherence rate for diabetic members; increase by 1% or achieve 88%	Yes	Yes	No
Increase rate of members who have high blood pressure who have it under control; increase by 1% or achieve 74%	Yes	No	Yes
Percentage of goals met	46%	31%	38%

**Wellcare Dual Align 129 is not captured in progress towards goals as the plan was too new for measurement.

Additional information

If you have questions regarding the information contained in this update, contact the Provider Services Center by email at provider_services@healthnet.com, by telephone or through the provider portal as listed in the right-hand column on page 1.