



COMMUNITY HEALTH PLAN
of Washington™

The power of community

Highly Integrated Dual Eligible Special Needs Plan and Model of Care (MOC)

Annual Training Program



CMS Training Requirements

- The Centers for Medicare & Medicaid Services (CMS) requires all contracted medical providers and staff receive training about the Highly Integrated Dual Eligible Special Needs Plan Model of Care.
- This training program and completion of an attestation is an annual requirement of all providers and clinical staff (new or established providers and staff).



After This Training You...

- Will have a basic knowledge of the CHPW D-SNP Model of Care.
- Will have a basic knowledge of the social determinants of health impacting members enrolled in D-SNP.
- Will be able to explain how CHPW Case Management and our network Providers administer the D-SNP Model of Care.
- Be in compliance with the CMS D-SNP training requirement. All employees, providers, and contractors must take this training.



CHPW's Mission and Vision

Our **mission** is to deliver accessible managed care services that meet the needs and improve the health of our communities and make managed care participation beneficial for community responsive providers.

We work for patients, and we work to help providers better serve those patients.

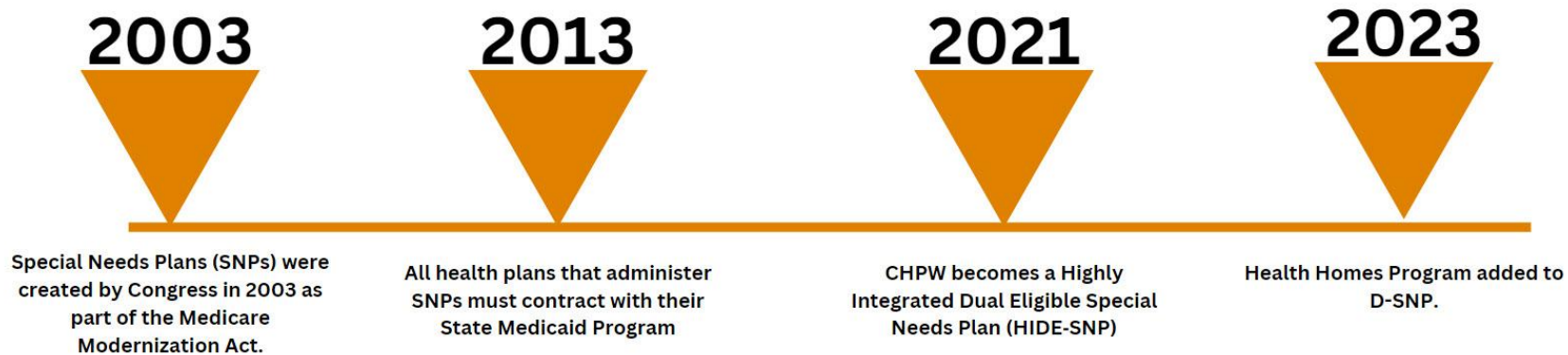
Our **vision** is to enhance access to patient-centered care in a fiscally responsible manner while assuring that all efforts amplify the community health center mission. We meet this challenge by identifying and addressing needs that impact the health of our members, both within the clinical setting and beyond.

With our mission and vision as our focus and guide, CHPW partners with our network providers to provide holistic support for our most vulnerable members. One way that we do this is through the D-SNP Model of Care.



History of D-SNP

A type of Medicare Advantage Plan



Special Needs Plans (SNPs) were created by Congress in 2003 as part of the Medicare Modernization Act. SNPs are a type of Medicare Advantage (MA) plan that limits membership to people with specific diseases or characteristics.

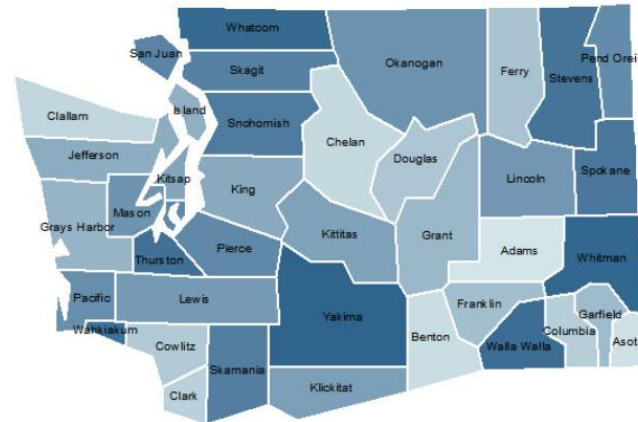
SNPs may target one of three populations: Chronic Condition, Institutionalized, or Dual Eligible.

CHPW covers dual Eligible individuals. dual-Eligible SNPs, or D-SNPs, enroll only individuals who are dual-eligible for Medicare and Medicaid.

CHPW D-SNP

Our D-SNP plans are designed to meet the needs of individuals who receive certain Medicaid benefits. To be eligible for our plans, individuals must meet the following criteria:

- ✓ **Be enrolled in Original Medicare Parts A & B.**
- ✓ **Receive state Medicaid benefits.**
- ✓ **Reside in our service area.**



CHPW D-SNP

CHPW offers two Dual Special Needs Plans:

Dual Complete (HMO D-SNP)

Dual Select (HMO D-SNP)

Eligibility for these plans is based on Medicaid benefits:

- Members receiving Qualified Medicare Beneficiary (QMB+) and Specified Low-Income Medicare Beneficiary (SLMB+) benefits are eligible for the DSNP Complete Plan.
- Members receiving Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualifying Individual (QI), or Qualified Disabled & Working Individuals (QDWI) are eligible for the DSNP Select Plan.

For a summary of benefits, please visit:

[CHPW HMO D-SNP - Dual Complete and Dual Select Summary of Benefits](#)

CHPW D-SNP

Our primary concern is the health of our members. To support our approach in delivering whole-person care, we ensure our D-SNP plans are designed to meet the needs of our diverse members.

CHPW provides comprehensive supplemental benefit packages to meet the needs of our SNP population, some of which are the following health and wellbeing benefits:

- Acupuncture
- Massage
- Naturopathy
- Chiropractor

Combined benefit of up to **25** acupuncture, naturopathy, massage, or chiropractor visits per year, as well as various CHPW-recommended Wellbeing programs



Social Determinants of Health (SDoH)

“The social determinants of health are the conditions in which people are born, grow, live, work and age.” – The World Health Organization (WHO)

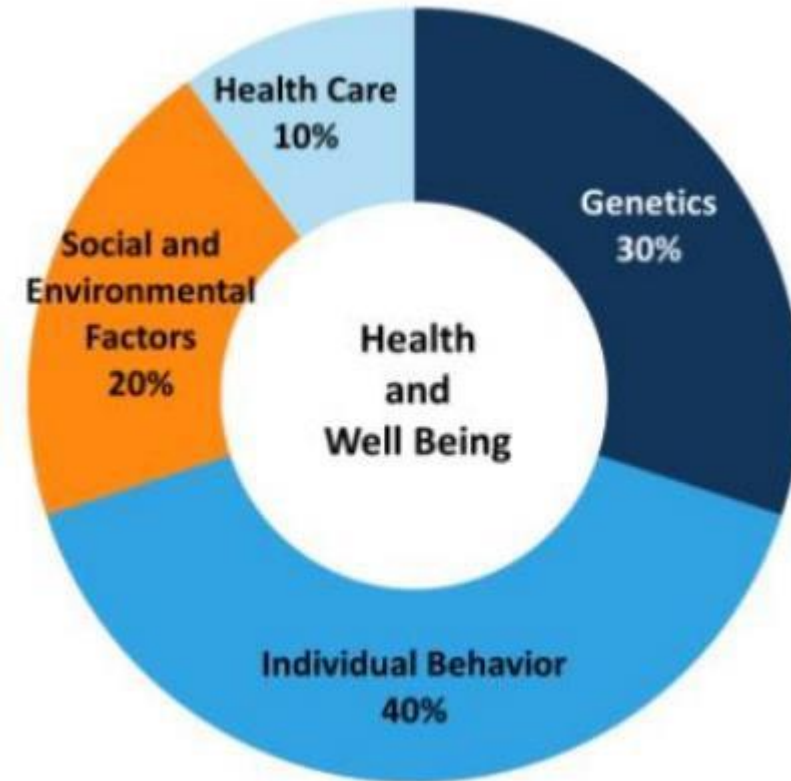


Social Determinants of Health include aspects of a person’s environment that directly impact their overall well-being, such as lack of housing, food insecurity, unreliable or unavailable transportation, unsafe surroundings, and insufficient access to education.

Many of CHPW D-SNP members are impacted by these Social Determinants of Health

SDoH Factors
Influence Health
and Well Being by **20%**

Compared to Health
Care at **10%**.



Social Determinants of Health have a greater impact on health and well-being than actual health care.

D-SNP Member Demographics

Geographically, the CHPW population of D-SNP members is located across Washington State, from rural, agricultural areas to urban centers.

The average of this population is 67 years old and is comprised of more females (57%) than males (43%).

It's expected that the urban counties of King, Yakima, and Spokane have the most members. Where some counties have just 1 or 2 members.



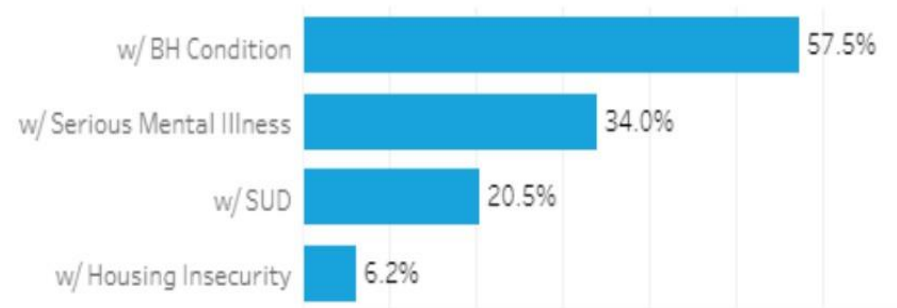
Health Conditions Impacting D-SNP Beneficiaries

<u>Chronic Conditions</u>	<u>% of D-SNP Members</u>
Diabetes with chronic complications	30%
Major depressive, bipolar, and paranoid disorders	22%
Chronic obstructive pulmonary disease (COPD)	18%

Data sourced from claims and supplemental data sources with a lookback of 24 months (CMS-HCC V24)

Behavioral Health Diagnoses for D-SNP High-Risk Subpopulation

BH Conditions



Data sourced from claims and supplemental data sources with a lookback of 24 months (CMS-HCC V24)



A Collaboration Between Case Managers and Providers



Special Health Services

Case Managers and Providers work together to support the member's whole-person wellbeing, including physical health, behavioral health, and social determinants of health.

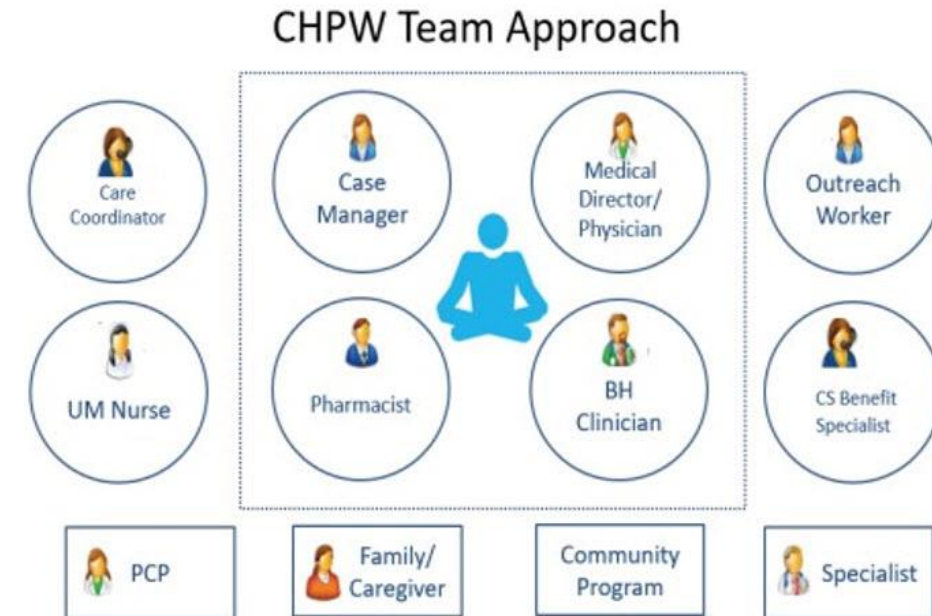
- Specialized provider network
- Annual Health Risk Assessment
- Additional Benefits at No Cost

Special
Health
Services



D-SNP Care Coordination

Case Managers are knowledgeable about both Medicare and Medicaid benefits and invite all providers or community agencies involved in the member's care to participate in an Interdisciplinary Care Team (ICT).



These may include behavioral health providers, physical therapists, and dietitians.



Care Management

The D-SNP Care Management Program is a high-touch program designed to create strong connections with members early in their journey with CHPW to ensure that their care is coordinated, and health is optimized. DSNP members are supported by CHPW care teams which consist of Case Managers, Clinical Care Coordinators, Community Health Workers, and Care Advocates.



All D-SNP members are enrolled in Case Management. Members may opt out but remain assigned to a Case Manager

D-SNP Quality Improvement Program

CMS requires that all health plans that administer a D-SNP Model of Care conduct a Quality Improvement Program (QIP) to monitor health outcomes and implementation of the Model of Care.

















This data includes:

- NCQA D-SNP Health Care Effectiveness Data and Information Set (HEDIS®)
- CMS Health Outcomes Survey (HOS)
- CMS Consumer Assessment of Healthcare Providers & Systems (CAHPS) measures
- The NCQA D-SNP Structure and Process standards



CHPW D-SNP Contact Information

Community Health Plan of Washington (CHPW) Medicare Advantage Customer Services

Plan Served	Receive answers on the following	Contact Numbers
 COMMUNITY HEALTH PLAN of Washington™ MEDICARE ADVANTAGE CHPW Medicare Advantage (MA) and D-SNP plans provide access to primary care, specialty care, and prescription drug coverage. We draw on state and local social services to help members stay healthy in between check-ups.	<ul style="list-style-type: none">• Appeals & Grievances• Claims Status• Eligibility Verification• General Information• Hospital Notifications• Member Benefits• PCP Changes• Prior Authorization Status	 (866) 418-7006 (TTY/TDD Dial relay 711) Community Programs Services  communitylinkagesrequests@chpw.org  (206) 652-7089 Community Programs Services Fax  (866) 418-7005 (TTY/TDD Dial relay 711) Case Management Services  caremgmtreferrals@chpw.org  (206) 652-7088 Case Management Services Fax CHPW Medical Management:  (206) 652-7066 Hospital Notifications/Discharge; Clinical Records for Review  (206) 652-7065 Prior Authorization & Referrals; Mom & Baby Admits  (206) 652-7067 Behavioral Health Authorizations
	Contact Numbers  (800) 942-0247 Customer Service  TTY/TDD Dial relay 711  (206) 521-8834 Customer Service Fax  customercare@chpw.org	



Thank you!

To receive credit for completing your annual training, please complete and submit your attestation by clicking on the following link:

ATTEST HERE