

Kaiser Foundation Health Plan of Colorado, H0630
Dual Eligible (All Duals) Special Needs Plan

Model of Care Score: 92.50%
3-Year Approval

January 1, 2012 – December 31, 2014

Target Population

Kaiser Foundation Health Plan of Colorado, Inc. (KFHP-CO) offers a special needs plan for dual eligible members. KFHP-CO provides services through a contract with the Colorado Permanente Medical Group (CPMG). The targeted population for the Kaiser Permanente Medicare Medicaid Plan consists of Medicare members who are dually eligible for both Medicare (Parts A and B) and all levels of Medicaid coverage. KFHP-CO has 2,467 SNP members, 67% of these members are over age 65 and 74% have at least one of the following four chronic diseases: congestive heart failure, coronary artery disease, diabetes mellitus or chronic obstructive pulmonary disease (COPD). As a result, these members have higher risk scores and require more coordination of care.

Provider Network

The plan has service agreements in place with providers and specialists, including CPMG to provide direct care services to all KFHP-CO members including those enrolled in the SNP. Additionally, the plan contracts with hospitals, dialysis facilities and specialists who provide care to SNP members. Specialist services are provided by CPMG providers and include but are not limited to: behavioral health, cardiology, pain management, urology, neurology, otolaryngology, nephrology, gastroenterology, ophthalmology, orthopedics, general surgery, rheumatology, pulmonology and endocrinology. Physicians with expertise and certification in medical subspecialties such as geriatric medicine and palliative care are available within CPMG as part of the KFHP-CO network to care for elderly, frail and members at end of life with chronic conditions.

For members identified as frail and homebound, a physician conducts a home visit and assesses the home setting from a safety perspective. The SNP Community Specialist assists members in finding companies that provide low cost safety equipment such as lifts, ramps and bars. The SNP team also has direct connection with the mental health department for members who are identified as at risk. Kaiser Permanente uses two specialty clinics in the Denver/Boulder area that provide specialized care including: endocrinology, pulmonology, cardiology, dermatology, oncology/hematology, infectious diseases, gastroenterology and allergy services.

Care Management and Coordination

KFHP-CO uses the health status questionnaire (HSQ) as the health risk assessment (HRA) for all SNP members. The plan sends the HSQ to all new Medicare Advantage members and to all SNP members on an annual basis. The questions provide the SNP interdisciplinary care team (ICT) with a snapshot of the member's medical, psychosocial, functional and cognitive needs. The HSQ also acts as the driver of the individual care plan (ICP) for all members.

The ICP is developed in partnership with the member, using licensed practical nurses (LPN) and registered nurses (RN) on the SNP ICT to complete it. The nurse contacts the member by telephone and the care plan is populated according to the member's responses. The ICT reviews the care plan and revises it on an annual basis, when changes in member health status occur, or in the event of a care transition.

The SNP ICT consists of experts within medical, mental health and social service disciplines that assist and manage this patient population. Not all categories of providers make up the basic ICT team. KFHP-CO determines the membership of the ICT through research of the make-up of the population, including the medical, social, behavioral, and community related needs.

This MOC summary is intended to provide a broad overview of the SNP's MOC. Although the full extent of any MOC cannot be conveyed in a short summary, this summary provides the reader with a general overview of how the SNP addresses member needs.

For more information about this health plan refer to the Special Needs Plan's website at: www.kp.org/medicare