

**Universal Care H0838**  
**Chronic and Disabling Condition (Mental Health Conditions) Special Needs Plan**

**Model of Care Score: 82.50%**

**2-Year Approval**

**January 1, 2014 – December 31, 2015**

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**Target Population**

Brand New Day (BND) is a Chronic Care Special Needs Plan Type 13 (CC-13), designed to serve Medicare members who have a primary diagnosis of serious and persistent mental illness (SPMI). The entire membership is comprised of members with one or more of the following diagnoses: schizophrenia, bipolar disorder, schizoaffective disorder, major depression, and paranoid disorder. The average BND member is between 42 and 47 years of age. In addition to having a serious mental illness, many members also have comorbid conditions. The most prevalent of these are: alcohol and drug dependence, chronic obstructive pulmonary disorder, obesity, diabetes, hepatitis and HIV/AIDS.

**Provider Network**

In addition to the standard network providers, the BND network consists primarily of psychiatrists. Members have access to a primary treating psychiatrist (PTP) that they select upon enrollment. BND members' primary diagnosis is psychiatric in nature so the network for the SPMI members consists of physicians and other providers with psychiatric expertise. It is not the primary care physician (PCP) alone who oversees and manages care, members also have an assigned PTP who is capitated with no copay with whom members have an unlimited number of visits. Members see their PTPs one to two times as much as they see a physical medicine physician due to their unique health needs.

In addition to a PCP and a PTP, BND also has a network of providers able to assist members with health needs. This includes access to: therapists, licensed clinical social workers, life coaches, field intervention nurses, pharmacists, hospitals and rehab facilities. Additional services are added to the network if deemed necessary to meet the needs of a member's specific medical condition.

**Care Management and Coordination**

Data and information for the individual care plan (ICP) come from a variety of sources, but primarily from the usual providers who provide input from the member. The ICP takes into account many facets of medical care and incorporates the following data points: the case management database, predictive modeling data, member surveys (such as the health risk

assessment), encounter/claims data and utilization information. Members receive input into their care plans from visits with their life coach, PTP and PCP. The ICP furnishes a history of the member's care, medications, treatments, tests results and information on his/her risk level to providers. BND combines all of this information electronically to create an ICP that the interdisciplinary care team (ICT) uses to direct care for members.

BND conducts ICT meetings with the member's usual provider and staff. BND determines the composition of the ICT based on information in the care plan. The core network for the ICT consists of the: PCP, PTP, social workers, life coaches, specialists and facilities (e.g., hospital and skilled nursing facility). BND encourages the member to participate in the ICT. However, due to mental illness and conditions such as paranoia and anxiety, the life coach acts as the member's representative at the care team meetings.

This ICT is also the "crisis team" for the member. Mentally ill members have more crisis episodes than other Medicare members. The BND Quality Council (QC) determined that those who know the member the best are the ones who should participate in the ICT. The QC also adds additional BND staff members to the ICT to help brainstorm and determine how to improve outcomes, reduce avoidable (unplanned hospitalizations) and offer recommendations that may not have been tried.

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.brandnewdayhmo.com](http://www.brandnewdayhmo.com)