

H2649 Humana, Inc.
Chronic or Disabling Condition (Chronic Heart Failure and/or Diabetes) Special Needs Plan

Model of Care Score: 88.33%

3-Year Approval

January 1, 2015 – December 31, 2017

Target Population

Humana has partnered with Mercy Care Management to implement an integrated Chronic Condition Special Needs Plan (C-SNP) specifically designed for members with chronic heart failure (CHF) and/or diabetes mellitus (DM), based on the high age-adjusted mortality rates for CHF and DM in the Missouri. Members eligible for the plan are entitled to Medicare Part A, enrolled in Medicare Part B, have a physician confirmed diagnosis of CHF and/or DM, reside within one of the service areas in Missouri and are not currently undergoing treatment for end-stage renal disease.

Provider Network

Humana and Mercy together offer members a comprehensive network of care centered on primary care providers (PCP), medical and surgical specialists available to meet their needs. This network also includes, but is not limited to, acute care facilities, skilled nursing facilities, laboratories, radiography facilities, rehabilitative specialists, mental and social health specialists, home health specialists and end-of-life care specialists. In addition, the plan maintains a designated network of sub-acute, long-term care and assisted living facilities. When appropriate, Humana and /or Mercy may grant members approval for the utilization of out-of network facilities.

Care Management and Coordination

Within 90 days of enrollment and annually thereafter, the plan administers a health risk assessment (HRA). The HRA provides the member's current health status and overall risk score across seven health domains– functional, social, cognitive, financial, medical, behavioral health and environmental health. All members complete the annual HRA within 365 days of the prior HRA. In the event of a hospitalization or a change in health status, prescribed medications or utilization of services, reassessments occur more frequently.

Whether done telephonically, in-person, or through a combination of the two methods, the care manager (CM), in conjunction with the member and interdisciplinary care team (ICT), coordinate efforts to create, review and update the individualized care plan (ICP). The essential elements of the ICP include: a case management plan with prioritized goals that consider the

member's and caregiver's goals, preferences and desired level of involvement; barriers to meeting their goals or complying with the plan; a schedule for follow up and communication; a self-management plan and a process to assess member progress. The CM also contributes to the ICP by sharing the needs identified in the HRA and outlining time-limited, specific, measurable goals for improving the member's health, quality of life and satisfaction with the health plan. When the member's health status, needs or utilization patterns change or when the member experiences either a planned or unplanned care transition, the CM modifies the ICP. The CM stores the modified ICP in the plan's secure, web-based documentation system where it is accessible to the rest of the ICT. Upon request, Humana mails updated ICPs to the member.

At the center of the ICT are the member, caregiver(s), PCP and CM. The CM leads the ICT efforts and is responsible for coordinating care across the continuum. The CM also engages other ICT members when needed such as the medical director, community pharmacist, a registered dietitian, social service and behavioral health specialists, medical providers, community health educators, community resource specialists, community health educators, hospital discharge planners, disease management vendors and a quality assurance specialist.

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 beneficiary needs.

For more information about this health plan refer to the Special Needs Plan's website at: www.humana.com.