

SHA, LLC. H4525
Dual-Eligible (All Dual) Special Needs Plan

Model of Care Score: 100.00%

3-Year Approval

January 1, 2014 – December 31, 2016

Target Population

SHA, LLC, dba FirstCare, MA SNP is an all-dual eligible SNP with full duals and partial duals eligible for enrollment in a primarily rural community. The current plan population served is primarily Hispanic and mainly bilingual with most members having one or more decision makers involved in their care. Over half of the population lives either with a relative, or shares a house with multiple generations and have an average education level of ninth grade or less. The average age for FirstCare's current membership is sixty-eight years old. The gender distribution is sixty-two percent female and thirty-eight percent male. The population under sixty-five years of age is twenty eight percent. Diabetes is the most prevalent condition followed by Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure (CHF), and Vascular Disease.

Provider Network

FirstCare's provider network consists of a diverse range of providers to include, general, family practice, and internal medicine providers; specialty providers such as endocrinologists, nephrologists, ophthalmologists, behavioral and mental health specialists, and nursing professionals, allied health providers such social workers and pharmacists, clinical pathologists, interventional, and therapeutic radiologists, laboratory technicians, acute care hospitals and medical centers, in-patient and out-patient laboratory services and diagnostic/therapeutic radiology facilities, skilled nursing and long-term care facilities and dialysis service centers.

Care Management and Coordination

Upon enrollment, each member is mailed a welcome packet containing the health risk assessment (HRA). Upon receipt of the completed HRA, the Medicare services coordinator assigns a case manager. Reassessments are completed, as with the initial assessment, in a manner of the member's choosing; either by phone, in person, or via mail at least annually. The case manager reviews a number of factors to identify member needs, including HRA data, clinical and claims information, the member's expressed goals for care, and overall living situation.

An individualized plan of care (ICP) is tailored to fit the specific health and resource needs, expressed health goals and preferences of each SNP member. The assigned case manager bears

the responsibility to ensure the development and maintenance of the member's care plan. The case manager collects information from the member and other sources as appropriate, sets goals with the input of the member, plans interventions (tasks) to accomplish the goals, and evaluates the effectiveness of interventions. The ICP is modified and revised whenever the member's needs, status, or desires change, and ongoing communication occurs between the member, the interdisciplinary care team (ICT), and the member's care providers.

FirstCare assigns a core ICT for each member, to be aided by external ICT members when appropriate to meet the individual member's overall well-being (e.g., socioeconomic, physical, and mental health needs). In addition to the member and/or their caregiver or representative, a FirstCare physician (chief medical officer and/or associate medical director) collaborates with ICT members, such as a social worker, case manager and Medicare services coordinator, behavioral health professional, when appropriate, to meet the individual member's needs. Members have the opportunity to actively participate in their care plan development process. Shortly after enrollment, during transitions of care, and/or following significant changes in a member's care plan, the member and/or care provider are included in the decision making process either by face-to-face interactions, telephone conferences, or written communication.

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.firstcare.com/advantage