

**Medica Health Care, H5420  
Dual Eligible (Full Duals) Special Needs Plan**

**Model of Care Score: 94.38%**

**3-Year Approval**

**January 1, 2013 – December 31, 2015**

---

**Target Population**

Medica HealthCare Plans (MHP) dual eligible are individuals who are entitled to Medicare Part A and/or Part B and are eligible for some form of Medicaid benefit. The SNP delivers specialized services and benefits to dual-eligible special needs individuals as well as the vulnerable special needs individuals who are frail, disabled, near end-of-life and/or having multiple and complex chronic conditions as well as increased psychosocial needs that impact compliance with care plans and health outcomes.

**Provider Network**

The provider network, at a minimum, includes the following: primary care physicians; nursing professionals; rehabilitation specialties; social workers; mental health specialists; medical specialists; pharmacists; oral health specialists; and mid-level practitioners. Additionally, the Health Plan has negotiated arrangements with providers for additional benefits made available to D-SNP members including dentists, optometrists and audiologists. The Health Plan has negotiated contractual relationships with a network of facilities throughout the geographic area where the D-SNP program is offered. These facilities include: acute care hospitals including behavioral health facilities; laboratory services; rehabilitation and skilled nursing facilities; retail and mail-order pharmacies; diagnostic facilities; and rehabilitation facilities.

**Care Management and Coordination**

Medica Healthcare Plans has designed a comprehensive health risk assessment (HRA) tool that addresses several areas pertinent for the evaluation of medical and mental history, functional, cognitive and psychosocial status of the member. The initial HRA is conducted within the first ninety days of enrollment for new enrollees and current enrollees who do not have a documented HRA as of January 1st of the current calendar year. The first outreach effort is conducted via mail, which is a written form to be completed by the member. The member will be contacted up to three (3) times by phone, at different dates and times in attempts to complete the HRA. The reassessment is completed annually or sooner if the member's condition changes.

The individualized care plan (ICP) is developed by case and disease managers based on the members/caregiver's answers to assessment questions, and/or data such as laboratory results, pharmacy data and claims data. After completion of the HRA, members receive by mail a copy of their care plan with self-management goals with an invitation to participate in the interdisciplinary care team (ICT) meetings. They will also update the ICP upon achievement of goals and when other health changes or goals are identified. Case and disease managers will also

invite members currently enrolled in the programs to participate in the ICT meetings to discuss their care. ICPs for members with extremely complex conditions or with a severe change on their health status can be developed or updated by the manager of case management and/or the medical director on ad-hoc basis.

The ICT is composed of but not limited to: case managers, disease managers, primary care physician, social worker, and the member or caregiver wishing to participate. Ad hoc members include the plan's medical director and/or his physician delegate, clinical pharmacist, the plan's delegated behavioral health provider. The ICT provides the member/caregiver the opportunity to participate in their personal health status goals that should be reflected in the ICP. Care plan development is done after the member has completed the initial HRA and updated annually thereafter or more frequently if the enrollee experiences a significant change in their health status.

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