

MCS ADVANTAGE INC., H5577
Dual Eligible (Full Duals) Special Needs Plan

Model of Care Score: 95.63%
3-Year Approval

January 1, 2012 – December 31, 2014

Target Population

MCS has two Medicare Advantage Special Needs Plans (SNPs). Both plans are dual-eligible SNPs that provide services to permanent residents of Puerto Rico who are eligible for the state-sponsored plan as well as Medicare A and B. These populations meet the CMS “Full Benefit Dual Eligible” (aka Medicaid only) definition: individuals who do not meet the income or resource criteria for Qualified Medicare Beneficiary, Specified Low-Income Medicare Beneficiary, but are eligible for Medicaid either categorically or through optional coverage groups such as medically needy, or special income levels for institutionalized, or home and community based waivers. MCS has a capitated contract with the Puerto Rico Health Insurance Administration to provide coverage of specified primary, acute, and long term care benefits and services, consistent with Commonwealth policy.

Provider Network

MCS assures the provider and facility network includes specialized clinical expertise pertinent to the targeted special needs population, which includes specialists, social workers and other providers who specialize in the elderly and/or disabled population including pain management and behavioral health providers, nutritionists, therapists and home health providers, among others. MCS encourages geriatricians to serve as primary care physicians for the frail and disabled. Facilities include skilled nursing facilities and rehabilitation facilities among others.

Care Management and Coordination

The health risk assessment (HRA) is a tool used with new members upon enrollment and existing members which are used for all care management activities. Telephonic outreach to schedule the HRA with all new SNP members is initiated immediately upon the enrollment date of the member and completed within ninety (90) days of member enrollment. An annual risk assessment is done within twelve (12) months of the last HRA. The HRA includes a medical, psychosocial, cognitive and functional assessment that guides care management and accounts for health status changes. The MCS Model of Care uses an integrated approach to coordinating care and meeting the needs of the SNP members. Each SNP member is assigned to an interdisciplinary care team (ICT) based on the risk stratification level that is generated using the results of the HRA. The ICT implements the individualized care plans (ICP) for those members who meet the criteria for the low/mild, medium/moderate and high risk/severe risk stratification levels. The composition of each ICT is driven by the member’s unique needs. The permanent core members of the team include the MCS medical director, PCP, pharmacists, RN case manager, and social worker. Other members that may be involved are disease management specialists, health educators, RN nurse educators, pastoral specialists, behavioral health specialists, restorative health specialists (e.g. physical, occupational,

speech, or recreational therapist), nutrition specialists, home health care professionals and caregiver/family member

These ICT members are the ones who develop the ICP and how the member is involved in its development. The care plans are developed based upon the results of the HRA and the assessment and interview conducted by the case manager. ICP is the initial and ongoing tool for documenting each member's medical history, evaluating their current health status and care, and for formulating an action plan to address areas of concern. Care plans provide a structure to organize outreach by the ICT and to document results. ICPs are re-evaluated on a regular basis and when member health status undergoes a substantial change. Each ICP includes: goals and objectives; specific services and benefits to be provided; and measurable outcomes. ICPs are shared with the ICT including the PCP, member caregiver, and appropriate providers.

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:
<https://www.mcs.com.pr/en/>