

**Midwest Health Plan, H5685
Dual Eligible (Full Benefit) Special Needs Plan**

Model of Care Score: 82.50%
2-Year Approval

January 1, 2014 – December 31, 2015

Target Population

Midwest Advantage is a Dual-Eligible SNP that serves members in Southeastern Michigan. This includes Oakland, Wayne and Macomb counties. Currently 52 percent of members are in the age range of 50-69 years old, with 30 percent of those members in the 60-69 years of age category and 22 percent in the 50-59 year old age group. Most members have at least one chronic medical or behavioral health condition. The following conditions are most prevalent (based on volume of claims) for Midwest Medicare Advantage members: diabetes, acute myocardial infarction, heart failure, asthma, chronic bronchitis, pneumonia and osteoarthritis. Midwest provides case management services to its population due to the high risk for recurrent inpatient hospitalizations usually occurring from multiple comorbidities, non-adherence to the prescribed medical regime identified by either the hospital or the primary care provider (PCP) and a lack of social and/or financial support.

Provider Network

Midwest contracts with over 1,400 PCPs. Their specialties include Geriatric Medicine, Internal Medicine, Family Practice, General Medicine and Pediatrics. Midwest also contracts with over 4,000 specialists to provide services to members. The specialties include: Mental Health, Cardiology, Gastroenterology, Hematology, Infectious Disease, Endocrinology, Nephrology, Neurology, Oncology, Ophthalmology, Pain Management, Urology, Physical Medicine, Rehabilitation, Podiatry, Psychiatry, Pulmonary Disease, Rheumatology, all surgical specialties and wound care. Midwest also contracts with other health care professionals to provide services based on the unique needs of each member. Midwest conducts a semi-annual review of the provider network to determine if members have access to a provider network that is sufficient to meet the needs and cultural diversity of the population. If a gap in the network is found, then Midwest contracts with additional practitioners and providers.

Care Management and Coordination

Within 90 days of enrollment and annually thereafter, all Midwest Advantage members have a health risk assessment completed. A list of all new members is forwarded to a company that will complete a health risk assessment face to face in the comfort of the member's home. A Physician, Physician Assistant or Nurse Practitioner will conduct and complete the health risk

assessment with the Midwest Advantage member. When a health risk assessment is in need of completion, Midwest contacts the member through written correspondence and informs them of the need to conduct an assessment. Contact is then made by the health plan with the member by phone to set up the appointment to complete the health risk assessment (HRA). When Midwest Advantage receives the completed health risk assessment, the case manager contacts the member and reviews each question and response. The case manager then identifies areas that may require interventions. The health risk assessment is entered into the case management system where a care plan is generated with prioritized needs and goals set by the member and case manager, including needs and problems identified in the assessment.

The completion of the care plan prompts a response from the interdisciplinary care team (ICT). The member is at the center of the ICT. Its composition depends on the member's medical and psychosocial needs from the completed health risk assessment and individual care plan. The ICT includes health plan staff such as: disease management specialists, physicians, case managers, a pharmacy representative, home care, ancillary, social workers and hospital staff. These team members provide integrated care by tracking the member and communicating through the case management system, while providing updates to the individual care plan as medical treatment is delivered.

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.midwestadvantage.org.