

H5932 Gateway Health Plan, Inc.
Dual-Eligible (Dual Eligible Subset) Special Needs Plan

Model of Care Score: 71.67%

1-Year Approval

January 1, 2015 – December 31, 2015

Target Population

Gateway Health Plan individuals entitled to Medicare Part A, enrolled on Medicare Part B and Medicaid state programs, and reside in the Gateway service area. Membership is comprised primarily of those who are at high risk such as frail, disabled, near the end of life, have end stage renal disease (ESRD) and multiple complex chronic conditions. The top 5 conditions of Gateway's membership are diabetes (22.5 percent), major depressive, bipolar and paranoid disorders (20 percent), chronic obstructive pulmonary disease (20 percent), vascular disease (14 percent), and schizophrenia (11 percent). Membership consists of both disabled and aged members. Disabled members were 68% of the membership with an average age of 47 and aged members consisted of 32% with an average age of 75. Approximately 51% of members are female.

Provider Network

The Gateway Health Plan network includes facilities, pharmacies and providers having specialized clinical expertise pertinent to Gateway's dual-eligible population. Providers include primary care providers (PCPs), medical specialists (cardiologists, neurologists, surgeons, etc.), mental and behavioral specialists (psychiatrists, drug counselors, clinical psychologists, etc.), nursing professionals, rehabilitation/restorative therapy specialist pharmacists and clinical pharmacists, allied health professionals and social worker/social services professionals. Network facilities include acute care facilities, laboratories, pharmacies, radiography/imaging facilities, long-term acute care facilities, rehabilitation facilities, specialty outpatient clinics, and skilled nursing facilities.

Care Management and Coordination

The health risk assessment tool (HRAT) is mailed out to the member within 10 days of enrollment and performed annually thereafter. The HRA is used to assess the member's self-identified medical, behavioral health, psychosocial, cognitive and functional needs. The HRA provides an initial and annual evaluation of the member's overall health and needs by assessing common medical issues, medication compliance, linkages to providers, and ability to perform activities of daily living (ADLs)/instrumental ADLs (IADLs). The HRA includes questions about medical diagnoses, access to providers and improving healthy behaviors. It also includes questions regarding pain, memory, falls, language, activity level in the home, advanced directives and depression symptoms. The HRA is used to help develop the Individualized Care Plan (ICP) for the member and is accessible to the Interdisciplinary Care Team (ICT).

The ICT is selected based on the member's medical and psychosocial needs, degree of self-determination and the team member's ability to impact any identified deficits or barriers. Based on the level of care determined by the HRA and other risk stratification information, the member's ICP is developed and the composition of the ICT is determined. The ICT for Gateway members include the member and/or caregiver, the member's PCP, specialists (e.g. cardiologist), medical director, psychiatrist, behavioral health ICT coordinator and contracted vendors. It also consists of Gateway Medicare care management staff including the care managers, outreach staff and information technicians, disease management specialists, member services department, pharmacy department, and utilization management department. The ICT meets weekly reviewing members' needs dependent on their acuity level. The care manager invites and encourages the member to actively participate in the ICT meeting, and proactively provides the ICT team members with an electronic summation of the member's medical and behavioral health history and needs, as well as the member's psychosocial concerns.

Each Gateway member has an ICP which is based on care management department services and the member's level of care acuity that targets specific member goals and objectives to maintain or improve their health. There are four major components of the ICP. First, preventive health, which focuses on health and wellness through the use of proactive educational materials and preventive health reminders. The second component is Gateway to Lifestyle Management (GTLM) a comprehensive diagnoses-based disease management program that addresses the needs of members with targeted chronic health care conditions. The third component is for members who have a primary behavioral health diagnosis. These members have had a significant treatment history, including psychiatric admission, and receive specialized care management services. And lastly, complex case management, which is a care coordination program that emphasizes patient education, self-management, supportive counseling, collaboration with providers, and more intensive care management to individuals identified as the most vulnerable members. The ICP is available to the ICT, the member's PCP or specialist and also the member.

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.MedicareAssured.com.