

**Denver Health Medical Plan Inc., H5608
Dual Eligible (All Duals) Special Needs Plan**

Model of Care Score: 86.88%

3-Year Approval

January 1, 2012 to December 31, 2014

Target Population

Denver Health Medical Center serves as the safety net hospital system for the City and County of Denver. Based on the 2012 Medicare Health Outcome Survey (HOS) results, the percentage of Denver Health Medical Plan (DHMP) members who did not graduate high school is much higher than the HOS national total (59% of our members compared to 28% nationally). A higher percentage of DHMP members are not married (77% compared to 47%), and have an average income of \$19,999 or less (80% compared to 34%). The percentage of Caucasians enrolled in DHMP is smaller than the HOS national total (58% compared to 84%). A significantly higher percentage of DHMP SNP members rate their health as fair or poor (59% compared to 29%). DHMP has a higher percentage (10%) of members with 4 or more chronic conditions compared to the HOS national total. In addition, our members have a higher percentage of depression and ADL impairment.

Provider Network

The primary network is the Denver Health and Hospital Authority system which includes the Denver Health Medical Center, eight federally qualified health centers (FQHCs) and several specialty clinics. The vast majority of SNP members are seen in FQHCs that have an integrated behavioral health clinician, psychiatrist, RNs, clinical social workers, medical assistants and many have patient navigators. While family medicine and internal medicine practitioners may see SNP members, more complex elderly members may be referred to the Denver Health Geriatric Clinic which includes two geriatricians, a geriatric social worker, a clinical psychologist and a pharmacist. Denver Health has a new intensive outpatient clinic (IOC) to help patients manage complex conditions and those who are identified as high-risk. This new clinic helps patients who are having trouble accessing medical care and managing chronic health conditions. Denver Health employs specialists in virtually all medical and surgical specialty areas including: obstetrics and gynecology, behavioral health, physical medicine and rehabilitation, anesthesiology, dentistry, podiatry and oral maxillofacial surgery. Denver Health has its own acute care facility, laboratory, imaging department, rehab facility and as noted above a variety of outpatient clinics. DHMP contracts with a number of agencies to provide long term care services including skilled nursing facilities, sub-acute rehabilitation facilities, home health care, home infusion and palliative care.

Care Management and Coordination

DHMP contacts members identified for complex case management to complete a required comprehensive initial assessment. The assessment tool gathers in-depth information that includes

basic member demographics, cultural and linguistic preferences, caregiver resources and involvement, health status and medical history, medications, barriers to care, activities of daily living, life planning (advance care directives) and preferences for treatment and additional areas of need where resources or education would be of benefit.

DHMP uses a custom/proprietary standardized tool for the initial/new member health risk assessment (HRA) and the annual health risk assessment. The HRA tool assesses the medical, psychological, cognitive and functional needs of DHMP members. The results of the HRA are used to identify member needs that can be generally addressed by DHMP staff in coordination with the member's PCP and to stratify members into different levels of risk. Individualized care plans are then developed for each member based upon their responses. The initial HRA is conducted for all new DHMP SNP members within 90 days of enrollment. The initial HRA is mailed to members. If it is not returned within two weeks, Care Support (patient navigator) staff conducts the assessment telephonically. If members refuse to complete the HRA and/or are unable to be contacted, DHMP continues to do a clinical review of the member's medical record and determines if there are gaps in care that should be addressed. The annual health risk reassessment is conducted within one year of the last completed (or attempt to complete) health risk assessment and is conducted either in written survey format or telephonically following the same procedure as the initial assessment.

The essential elements of the care plan include information from the HRA, initial comprehensive needs assessment, Guiding Care™ gap analysis, assessments from other sources, medical record review and/or input from the member and their PCP. The plan also includes self-management goals and interventions. Self-management goals and objectives are documented with a self-management action plan (SMAP). The SMAP is used with each member to communicate and outline action items related to self-management aspects to their plan of care (e.g. goals, specific plans, barriers, support systems, follow-up plan). Case managers are required to contact the member no less than monthly and more frequently if necessary.

DHMP SNP members have access to an interdisciplinary team with all of the requisite areas of expertise. DHMP's ICT members are selected and align with the clinical and social needs of SNP members. Team members include a medical director, RN, pharmacist, mental/behavioral health clinician, health coach, social worker and complex case manager. The roles and responsibilities of each member are to review member HRA results and medical records and offer insight and/or clinical recommendations that would address any gaps in care identified. ICT meetings are scheduled weekly and every DHMP SNP member is reviewed at least annually. Members and their PCP's are invited to attend the ICT meetings in person or by telephone.

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.denverhealthmedicalplan.org.