

## Commonwealth Coordinated Care (CCC)

# Care Management Performance Dashboard

2016 CM Dashboard 1, issued on 3/14/2016 using  
most current data available through 12/31/2015



### CCC Care Management

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The Commonwealth Coordinated Care (CCC) program, which began April 1, 2014, blends Medicare and Medicaid services and financing to provide high-quality, person-centered care to Virginians who are dually eligible for Medicare and Medicaid. The three CCC contracted Medicare-Medicaid Plans (MMPs) are Anthem HealthKeepers, Humana, and Virginia Premier. Every CCC enrollee has a designated care manager and receives care management services from their MMPs.

Care management is a **collaborative, person-centered process** of assessment, care planning, service facilitation, support services coordination, and evaluation to meet the comprehensive medical, behavioral health, psychosocial and other needs of an individual, while promoting high-quality and cost-effective outcomes.

The goal of care management is to assist enrollees in maintaining and/or regaining optimum health and/or functional capability in the setting that best meets the CCC member's needs. Care management bridges traditional un-coordinated Medicare and Medicaid services for CCC members.

Due to the high profile of care management within CCC, CCC is publishing this dashboard to keep our stakeholders updated with the key areas of performance for care management. The current dashboard follows upon an earlier release, [2015 CM Dashboard 1](#), and has been updated to cover each quarterly reporting period beginning with the second quarter of 2014 through the third quarter of 2015.

Please note the rate of HRA and POC completion on this dashboard does not necessarily reflect the actual quality of the HRA and POC process and product. The data sources for this dashboard are CCC Dashboard and CCC Reporting Requirements data, which have not yet been audited and are subject to revision. For detail specifications on these data elements, please refer to the CCC MMP State Specific Reporting Requirements and the CCC Dashboard Instructions on DMAS CCC's website: [http://www.dmas.virginia.gov/Content\\_pgs/ccq-qm.aspx](http://www.dmas.virginia.gov/Content_pgs/ccq-qm.aspx).

#### CCC Member Care Manager Member Ratio

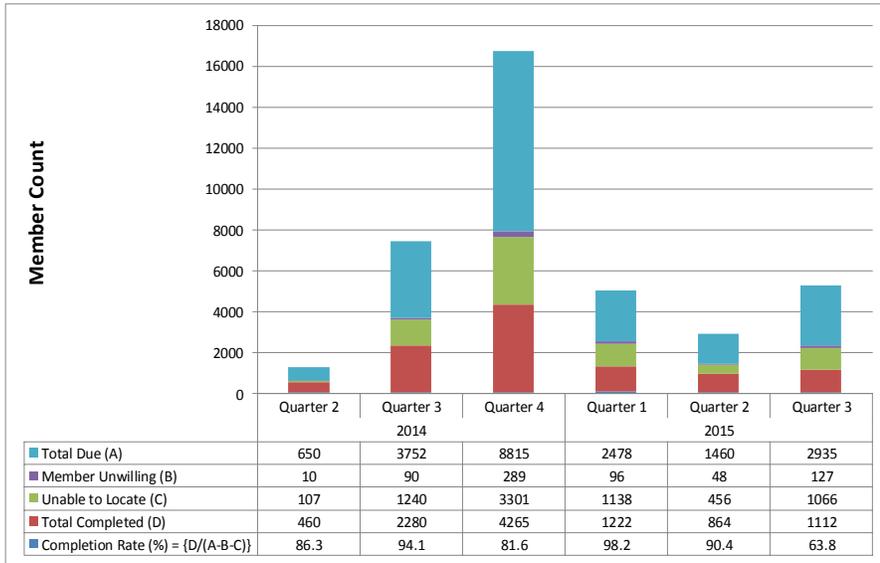
Total Active Members Enrolled as of 12/31/15:	27,033
Total FTEs of Care Manager from All Three MMPs:	226
Member to Care Manager Ratio:	1:120

Data Source: CCC Dashboard Reports through 12/26/15.

***“Every member in CCC has a designated care manager.”***

## Initial Comprehensive Health Risk Assessment (HRA)

### Community Well Members HRA Completion Within 90 Days of Enrollment



Community Well members are enrollees ages 21 and older who do not meet a Nursing Facility Level of Care (NFLOC) standard at enrollment into CCC, excluding “Vulnerable Subpopulation” (as further defined on page 4) .

Per CCC Three-way Contract, in CY2014 and CY2015 the initial HRAs for Community Well members are expected to be completed within 90 days of enrollment.

**Data Source:** CCC VA State Specific Reporting Requirements data element VA1.1 through September 30, 2015

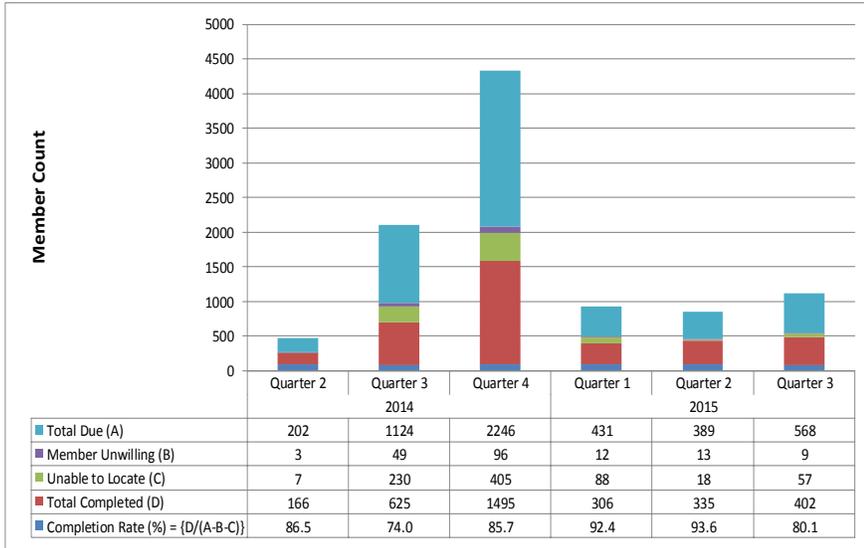
**Data Element Long Names (Apply to all the charts on this dashboard):**

- **Total Due (A):** Total number of members classified as community well members, EDCD members, nursing facility members or vulnerable subpopulation members as described in the chart title upon enrollment whose 90th day or 60th day of enrollment as described in the chart title occurred within the reporting period;
- **Member Unwilling (B):** Total number of members classified as community well members, EDCD members, nursing facility members or vulnerable subpopulation members described in the chart title upon enrollment who were documented as unwilling to complete a health risk assessment within 90th day or 60th day of enrollment as described in the chart title within the reporting period;
- **Unable to Locate (C):** Total number of members classified as community well members, EDCD members or vulnerable subpopulation members described in the chart title upon enrollment the MMP was unable to locate, following three documented attempts within 90th day or 60th day of enrollment as described in the chart title within the reporting period; This data element does not apply to nursing facility members;
- **Total Completed (D):** Total number of members classified as community well members, EDCD members, nursing facility members or vulnerable subpopulation members described in the chart title upon enrollment with a health risk assessment or plan of care completed within 90th day or 60th day of enrollment as described in the chart title within the reporting period.

**Other Notes (Apply to all the charts on this dashboard):**

- HRAs and POCs completed after the due date are not show in the charts;
- Data shown in the charts are month-to-month numbers and not cumulative total.

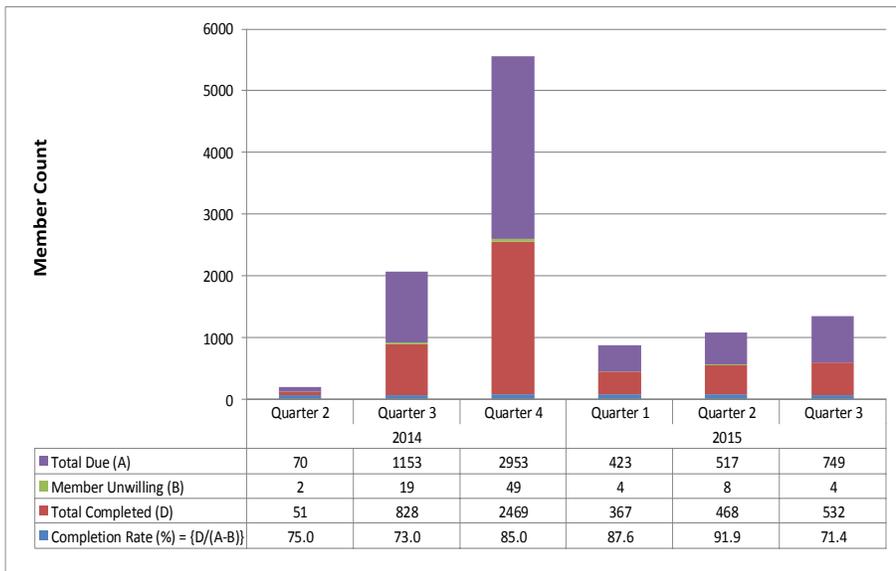
### EDCD Waiver Members HRA Completion Within 60 Days of Enrollment



Per CCC Three-way Contract, in CY2014 and CY2015 the initial HRAs for EDWD Waiver members are expected to be completed within 60 days of enrollment and must be face to face.

Data Source: CCC VA State Specific Reporting Requirements data element VA1.2 through September 30, 2015

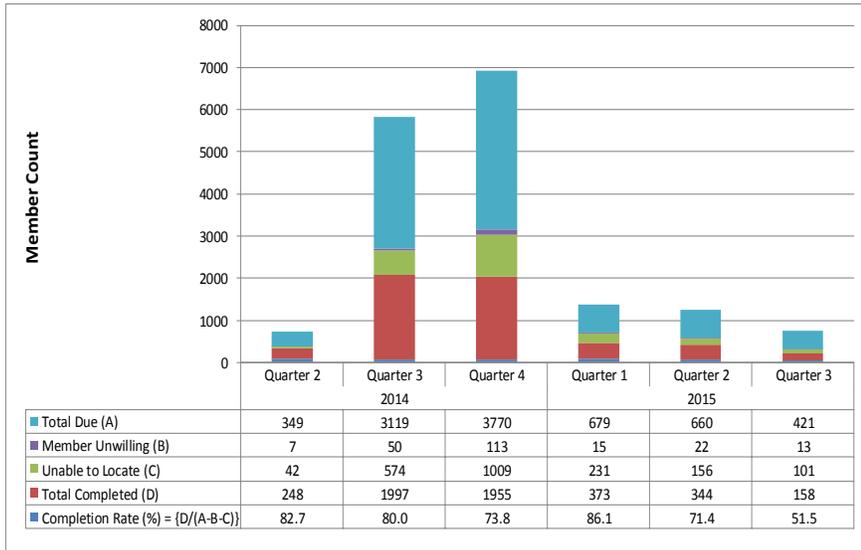
### Nursing Facility Members HRA Completion Within 60 Days of Enrollment



Per CCC Three-way Contract, in CY2014 and CY2015 the initial HRAs for Nursing Facility members are expected to be completed within 60 days of enrollment, must be face to face, and must incorporate MDS.

Data Source: CCC VA State Specific Reporting Requirements data element VA1.2 through September 30, 2015

### Vulnerable Subpopulation Members HRA Completion Within 60 Days of Enrollment



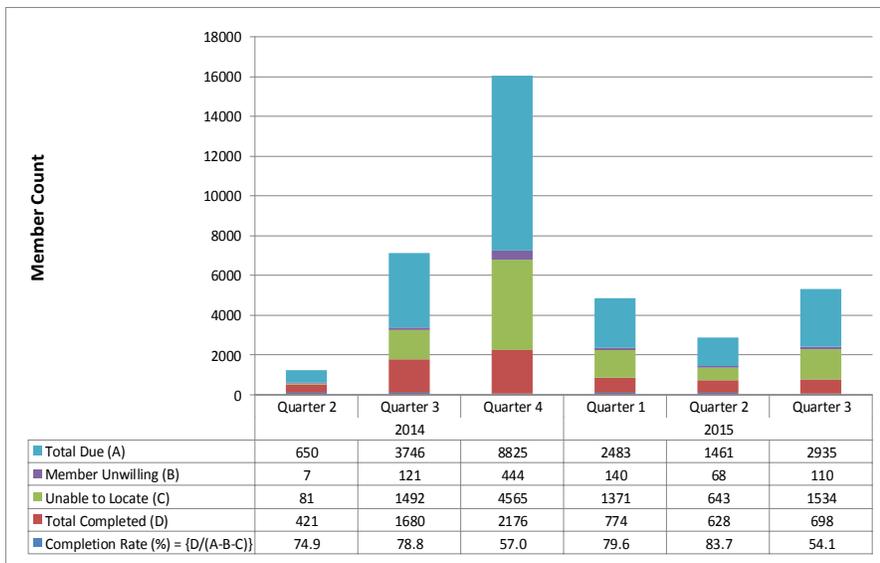
Vulnerable subpopulation members are: individuals with intellectual/developmental disabilities; individuals with cognitive or memory problems (e.g., dementia or traumatic brain injury); individuals with physical or sensory disabilities; individuals with serious and persistent mental illnesses; individuals with end stage renal disease; and individuals with complex or multiple chronic conditions.

Per CCC Three-way Contract, in CY2014 and CY2015 the initial HRAs for Vulnerable Subpopulation members are expected to be completed within 60 days of enrollment.

Data Source: CCC VA State Specific Reporting Requirements data element VA1.2 through September 2015

### Initial Comprehensive Plan of Care (POC)

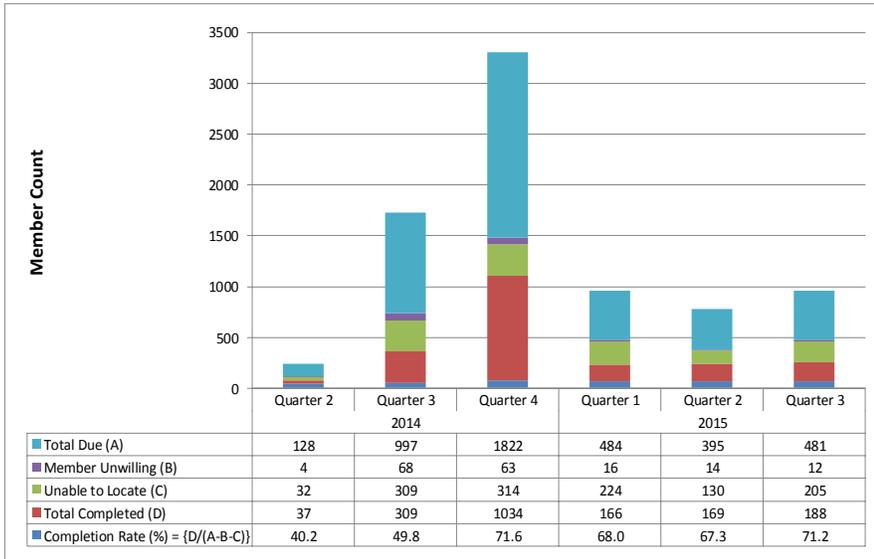
#### Community Well Members POC Completion Within 90 Days of Enrollment



Per CCC Three-way Contract, in CY2014 and CY2015 the initial POCs for Community Well members are expected to be completed within 90 days of enrollment.

Data Source: CCC VA State Specific Reporting Requirements data element VA 2.1 through September 30, 2015

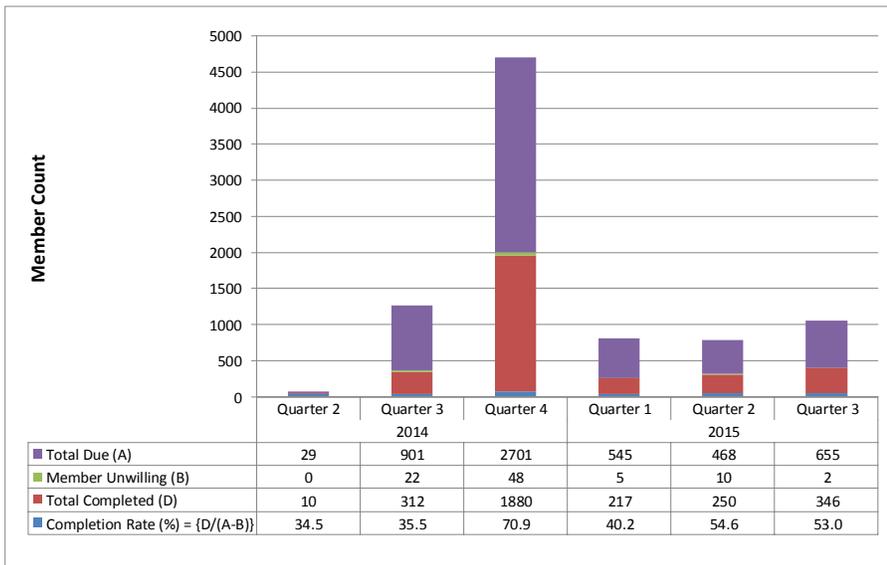
### EDCD Waiver Members POC Completion Within 90 Days of Enrollment



Per CCC Three-way Contract, in CY2014 and CY2015 the initial POCs for EDWD Waiver members are expected to be completed within 90 days of enrollment and must be no later than the end date of any existing provider authorization.

Data Source: CCC VA State Specific Reporting Requirements data element VA 2.1 through September 2015

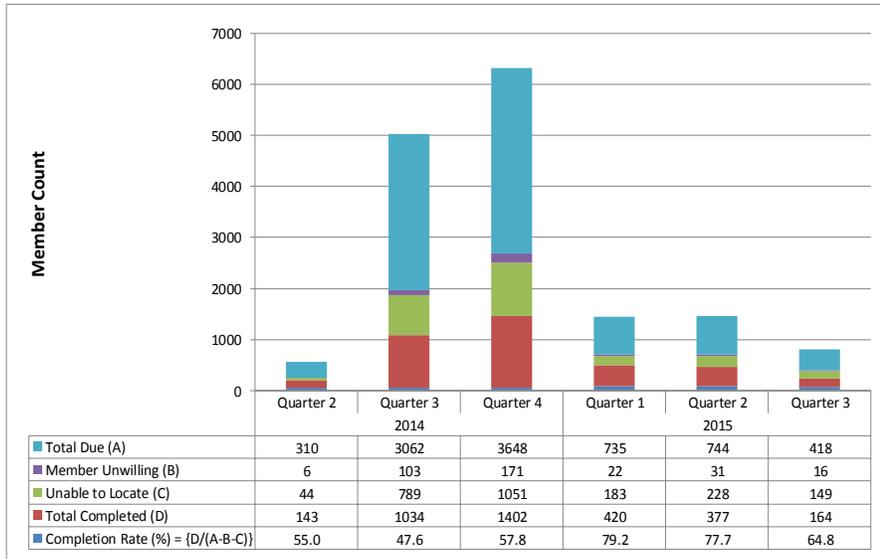
### Nursing Facility Members POC Completion Within 90 Days of Enrollment



Per CCC Three-way Contract, in CY2014 and CY2015 the initial POCs for Nursing Facility members are expected to be completed within 90 days of enrollment.

Data Source: CCC VA State Specific Reporting Requirements data element VA 2.1 through September 30, 2015

## Vulnerable Subpopulation Members POC Completion Within 90 Days of Enrollment



Per CCC Three-way Contract, in CY2014 and CY2015 the initial POCs for Vulnerable Subpopulation members are expected to be completed within 90 days of enrollment.

Data Source: CCC VA State Specific Reporting Requirements data element VA 2.1 through September 30, 2015

## Commonwealth Coordinated Care

### CCC Team

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Our Website: [http://www.dmas.virginia.gov/Content\\_pgs/altc-enrl.aspx](http://www.dmas.virginia.gov/Content_pgs/altc-enrl.aspx)



***“Let’s Contribute to CCC Quality Together.”***

If you have any questions or concerns about this dashboard;

If you have improve suggestions for CCC Care Management;

If you would like to be more involved in CCC quality;

please do not hesitate to contact us via email at CCC@DMAS.Virginia.Gov.