

Engaging Stakeholders to Improve Health Care Services

Odyssey Presentation August 1, 2019

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Presenters

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Engaging Stakeholders to Improve Health Care Services

Today's presentation

- 1. Introduction**
- 2. DHS: Stakeholders' meeting purpose and requirements**
- 3. Managed Care Organizations: Panel Discussion**
 - Learn about the health plan process for stakeholders' engagement through communications, meetings format, participant recruitment, feedback and follow up
 - Panel members share important outcomes or changes that are a result of MCOs stakeholders' input and or feedback
- 4. Audience Engagement**

1. Introduction

Today's presentation will:

- **Describe current managed care stakeholder's engagement including best practices for soliciting actionable consumer feedback**
- **Explain how consumers connect with their health plan to give input via stakeholders' meeting**
- **Describe how health plans utilize input from consumers to improve health care processes, access to care and health outcomes**

1. Introduction

There are over 110,000 people in managed care programs for older adults and adults with disabilities

Stakeholders' process:

- **What if a health plan member wants a new provider to be considered for care?**
- **What if a health plan is updating their member website to increase accessibility?**

Stakeholders' feedback leads to action or change

1. Introduction

Stakeholder process is a bi-directional process for input and feedback:

- **From members to health plans, and**
- **Health plans to members, seeking their input**

Terminology

- **MCO = managed care organization or health plan**
- **MSHO = Minnesota Senior Health Options**
- **MSC+ = Minnesota Senior Care Plus**
- **SNBC = Special Needs BasicCare**

2. Purpose of stakeholders' meeting

Why conduct stakeholders' meeting?

- **Identify problems or ideas that may need action**

What kind of problems /concerns do stakeholders raise for resolution?

- **Individual concerns vs. health plan performance and design**

2. Purpose of stakeholders' meeting

Enrollees have different pathways to contacting their health plan based on the type of issue they want to address:

- 1. Does an enrollee seek help with their own individual, personal concern which needs to be addressed immediately?**
- 2. Does an enrollee want to give input on a health plan issue which may similarly impact other enrollees?**

2. Purpose of stakeholders' meeting

Stakeholder Meeting Requirements for Managed Care Organizations:

- **Minnesota State Statute §256B.69, sub 28 (2)(e) (only SNBC)**
- **MCO contracts with Minnesota Department of Human Services**
- **Federal Medicaid Regulations 42 CFR §438.110**

2. Purpose of stakeholders' meeting

Minnesota State Statute best summarizes the overall requirements:

Each plan under contract to provide [SNBC] shall establish a local or regional stakeholder group, including representatives of the counties covered by the plan, members, consumer advocates, and providers, for advice on issues that arise in the local or regional area.

Minnesota Statutes §256B.69, subd 28 (2)(e)

2. Purpose of stakeholders' meeting

How do different MCOs structure their stakeholder process?

- **Health plans use varied methods to meet the requirements. DHS relies on health plans to innovate and create stakeholder processes that are responsive to the enrollee's needs within their communities**

Today's panel presentation will provide examples from MCOs serving SNBC and MSHO members

2. Purpose of stakeholders' meeting

AGENDA: How do MCOs create and determine topics for stakeholder meeting agendas?

- **Select topical/current issues that will generate enrollees' interest which may include an internal or external speaker**
- **Provide time for the opportunity to comment/ask questions**
- **Health plan's management staff from various areas are involved in developing agenda**
- **Gather enrollees' input from care coordinators and care navigators**
- **Seek enrollees' input at end of their stakeholder's meeting for the next agenda**
- **Health plan surveys enrollees for future agenda items**

2. Purpose of stakeholders' meeting

FOLLOW-UP: How do MCOs follow up on stakeholder input from the meeting?

- **Concerns related to the health plan are directed to the appropriate business area and track follow-up**
- **Individual concerns are directed to appropriate staff with timely attention**
 - ✓ **Examples of follow-up are via phone, letter or care coordinator**
- **Staff attend the meeting and are able to follow-up/respond and determine potential next steps**
- **MCOs include information about the process for enrollees to file a grievance**

2. Purpose of stakeholders' meeting

COMMUNICATE: How do MCOs communicate actions taken based on stakeholder input?

- Share updates at stakeholders' meeting
- Use the health plan's website, and publications for enrollees and providers for issues raised or addressed
- Items that require follow-up are indicated in meeting minutes
- Internal leadership meetings share follow-up status
- Individual concerns are addressed confidentially
- Meeting minutes shared via, email, posted online and/or with plan's board of directors

3. Panel Discussion

Managed Care Organizations

Introductions:

- **Michelle Lichtig, DHS**

Panel Moderator:

- **Karla Kosel, Blue Plus**

Panel Participants:

- **Stephanie Bartelt, South Country Health Alliance**
- **Rob Burkhardt, UCare**
- **Matt Magnuson, PrimeWest**
- **Nancy Hoyt Taff, HealthPartners**

3. Panel Discussion

Managed Care Organizations

Overview:

Panel Participants

- 1. Present information about the various elements of their organization's stakeholder process**
- 2. Share outcomes or changes that resulted from MCO stakeholders' input or feedback**

3. Panel Discussion

Managed Care Organizations

- 1. Information about the various elements of their organization's stakeholders' process**

3. Panel Discussion

Managed Care Organizations

2. Share outcomes or changes that resulted from MCO stakeholders' input or feedback

4. Audience Engagement

Seek participants' input through small group discussion

THANK YOU

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