



# True Blue Special Needs Plan



Blue Cross of Idaho

Our Commitment to Stakeholder  
Engagement  
Our Mission  
Model of Care  
Our Goals for True Blue Special  
Needs Plan

## Blue Cross of Idaho is commitment to Stakeholder Engagement

*Blue Cross of Idaho has a strong commitment to working in partnership with our local communities and our statewide stakeholders including: primary health care professionals, hospitals, nursing homes, advocates and health/social services (including HCBS), all levels of government and the not-for-profit sectors.*

*Partnerships begin with clear information, an understanding of vision and aligned goals*



## Our Mission

To provide our members the best value in health insurance and the tools for maintaining and improving their health



## Our Vision for the Expansion of the DSNP

Healthy Partnerships

Healthy Communities



## Our Objectives

Care Coordination – Assisting members navigate the health care system

Locally Focused and Integrated Planning

Patient-Centered Health Care Provider Networks

Effective Home and Community Based Services



## Managing a Special Needs Plan

### Model of Care Requirements

- The Centers of Medicare and Medicaid (CMS) require that all health plans go through an application process to become a Special Needs Plan – You must prove that you have the ability to serve members
- One of the most member centered components of the application process is the development of a Model of Care
- The Model of Care defines the management, procedures and operational systems that provide access, coordination and the structure needed to provide services and care to the members



## Blue Cross of Idaho's (BCI) Special Needs Plan Model of Care has the following goals

- Improving access to medical, behavioral health, and social services
- Delivering the right care, in the right place at the right time
- Enhancing coordination of care through an identified point of contact
- Optimizing the health and wellbeing of members through:
  - Increasing attention to transitions of care across healthcare settings and providers
  - Improving communication between care providers
  - Raising awareness of preventive health services
  - Supporting appropriate utilization of services
  - Assuring cost-effective service delivery





# **Current True Blue Special Needs Plan Benefits**

# True Blue Special Needs Plan Benefit Summary

- All Medicare and state designated Medicaid Services covered
- \$0 Premium
- \$0 Part D Deductible
- \$0 Copay for services
- Rx copay based on income and institutional status
- Dental – preventive, restorative, dentures (with limits)
- Vision - one pair glasses/contacts after cataract surgery, plus routine benefit yearly – eye exam plus \$100 for eye ware
- Customer Service line open 8 AM-8 PM - 7 days a week to answer your questions
- 24 hour Nurseline
- Multiple care management programs to meet service need of members with special needs or conditions





**What is new for the True  
Blue Special Needs Plan in  
2014**

## Expanded Services in 2014

- Care Coordination
- Health Club Membership – a companion/care giver can assist members move from station to station
- Expanded Wellness Programs
- Long Term Services and Supports including A and D Waiver and nursing home



## The Job of a Care Coordinator

- The Care Coordinators role is person-centered, assessment based, with an interdisciplinary approach to integrating health care and social support services cost-effectively in which:
  - A members needs and preferences are assessed,
  - A comprehensive care plan is developed,
  - Services are managed and monitored through on-going contact, and
  - Communication with the member's care team is required



# Waiver Services to be added in 2014

## (All A and D Waiver – Service Coordination for DD Waiver)

- Adult Day Health
- Habilitation
- Homemaker
- Residential Habilitation
- Respite
- Attendant Care
- Adult Residential Care
- Chore Service
- Companion Services
- Consultation
- Expanded Dental Services
- Environmental Accessibility Adaptations
- Home Delivered Meals
- Non-medical Transportation
- Personal Emergency Response System
- Skilled Nursing
- Specialized Medical Equipment and Supplies
- Service Coordination - DD



# The Advantages of Combining Home and Community Based Services to the True Blue Special Needs Plan

- Increased coordination for whole person care considering all services
- Health Plan UAI assessors to communicate with Care Coordinators directly improving coordination
- Planned processes to address the ups and downs of service needs
- Responsibly to coordinate care
- Dollars into a larger pool may give greater management opportunity
- Statewide consistency of Waiver protocol/policy
- Attention to provider credentialing and quality assurance
- Health plan case management resources
- Attention to health care affordability
  - The blending of the physical health and home care can help maximize health improvement opportunities

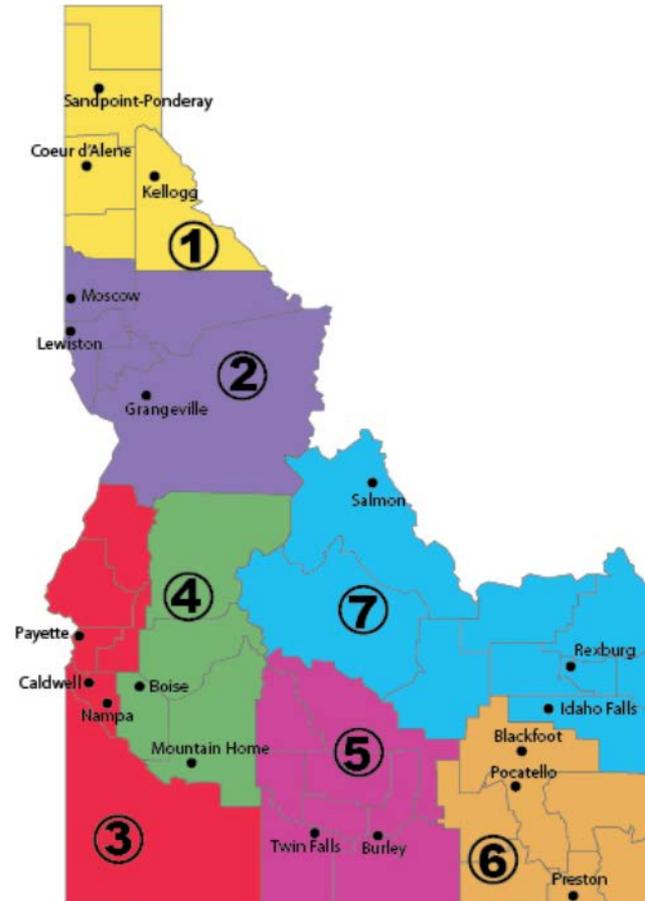




**Service Area**

# 20,801 eligibles in 33 counties of True Blue (HMO SNP)

Ada, Adams, Bannock, Benewah, Bingham, Blaine, Boise, Bonner, Bonneville, Boundary, Canyon, Caribou, Cassia, Clark, Elmore, Fremont, Gem, Gooding, Jefferson, Jerome, Kootenai, Latah, Madison, Minidoka, Nez Perce, Oneida, Owyhee, Payette, Power, Shoshone, Twin Falls, Valley and Washington



# DSNP eligibles County/Region - Jun 2013

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Region 1		Region 2		Region 3		Region 4		Region 5		Region 6		Region 7	
Benewah	231	Clearwater	13	Adams	26	Ada	4457	Blaine	75	Bannock	1467	Bonneville	1551
Bonner	614	Idaho	15	Canyon	3154	Boise	53	Camas	2	Bear Lake	4	Butte	85
Boundary	204	Latah	394	Gem	354	Elmore	286	Cassia	357	Bingham	646	Clark	9
Kootenai	2122	Lewis	4	Owyhee	173	Valley	75	Gooding	212	Caribou	60	Custer	2
Shoshone	370	Nez Pierce	830	Payette	320			Jerome	249	Franklin	1	Fremont	154
				Washington	203			Lincoln	12	Oneida	63	Jefferson	244
								Minidoka	304	Power	72	Lemhi	4
								Twin Falls	1284			Madison	188
												Teton	56
<b>Subtotals</b>	<b>3541</b>		<b>1224</b>		<b>4230</b>		<b>4871</b>		<b>2481</b>		<b>2308</b>		<b>2146</b>



# Questions