

Demonstrating Readiness to Provide Enhanced Care Management to Managed Care Plans

Background: As managed care plans prepare for Enhanced Care Management to “go-live” they will focus on building their networks and certifying providers. While the health plans may have different processes to certify providers, the following components will more than likely be included. All plans will have different schedules for this process but interested providers should expect to begin preparing materials as far as six months in advance of providing services.

Important note: Though Enhanced Care Management “goes-live” on January 1, 2022, additional populations will be added in January and July 2023, so providers interested in contracting with health plans to serve those populations should consider following a similar certification process.

Step One: *Understand what the Managed Care Plan Requires*

Determine if the Managed Care Plan(s) (MCPs) in your counties use any type of Provider Certification Application. Some MCPs use a standardized application to assess perspective providers’ readiness. If the MCP(s) does not have a standard application, ask for a meeting to discuss what they are looking for from prospective providers in terms of demonstrating readiness.

County Contracting/Administrative Hubs: Consider creating a similar application for use with providers that intend on contracting through you to provide services. Make sure that the application aligns with the one presented to you by the MCP.

Step Two: *Assess Existing Inventory*

Based on the MCPs required readiness documentation, review existing inventory including policies and procedures, workflows, organization charts, and any other specific documentation the MCP has asked for.

County Contracting/Administrative Hubs: Assess inventory of all providers for which you plan to act as the contracting hub.

Step Three: *Tailor Existing Documentation to the Program and Populations for which you are Applying to Serve and Develop New Materials, as Needed*

Once you have reviewed the readiness documentation that already exists, take time to tailor it to the specific requirements of the program and population you are applying to provide services for. All policies and procedures, workflows, and organization charts should demonstrate a complete understanding of the program’s expectations regarding data sharing, service requirements, provider qualifications, staffing, documentation, billing, etc.

County Contracting/Administrative Hubs: Hold trainings and information sessions for all interested providers who may be contracting with you to be providers. Be prepared to provide technical support in tailoring documentation to ECM and ILOS and draft initial memorandums of understanding and/or scopes of work for all perspective sub-contracted providers.

Whole Person Care Transition At a Glance....



Step Four: *Conduct a Gap Analysis and Gap Closure Plan*

It is unlikely that a prospective provider will be completely ready to implement a brand-new program without building or refining existing systems, hiring additional staff, training existing staff, etc. When preparing readiness materials call out any gaps and include a plan to address them. Note the timeline for completing any gap closure plans and whether it is feasible to do so before the program goes live or if you will need additional time.

County Contracting/Administrative Hubs: You will need to work with perspective sub-contracted providers to fully understand gaps that exist and determine how to support them in addressing those gaps. Think about whether it is feasible for you, as the administrative hub, to take on a larger role in terms of system configuration, etc. in order to fill gaps.

Step Five: *Submit your Documents to the MCP*

Once you are confident that your materials clearly outline the program requirements and how you plan to meet them, as well as any gaps or challenges you may have in doing so, prepare to submit them to your MCP. If your MCP has requested a specific format (bookmarked PDF, file naming convention, etc.) make sure to use it. If not, make sure all documents are clearly and consistently labeled so that information is easy to find. Include a contact for the plan to reach out to with any questions.

County Contracting/Administrative Hubs: In addition to the above, be prepared to submit draft memorandums of understanding (MOUs) and/or scopes of work (SOWs) with perspective sub-contracted providers. Your materials should all clearly outline your role versus that of the sub-contracted providers.

Step Six: *MCP Discussions, Contract Negotiations, and Provider Set-Up*

After reviewing your materials, the MCP may request more information, a site visit, and/or for additional meetings. Make sure that your workflows can accommodate these requests in a timely manner. Based on these meetings, the MCP may require you to complete a gap closure plan to address any issues prior to go-live.

If approved as a provider, you will need to be prepared for contract negotiations with the plan. Ensure you have the staff on standby to take part in these negotiations.

Once negotiations are complete, the MCP will likely work closely with you to prepare for the program's go-live date.

County Contracting/Administrative Hubs: In addition to working with the MCP to complete readiness, negotiate a contract, and set-up for implementation, you will also need to go through an identical process with your perspective sub-contracted providers. Ensure you have the staff on hand and have thought through workflows to enable both workstreams to run simultaneously.