

## MAC Binder Section 8 – MCO Initiatives

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Located online at <http://chfs.ky.gov/dms/mac.htm>

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#### **1 – Humana Initiative for DCBS Portal Pilot\_Dec2015**

The Humana-CareSource DCBS pilot was designed to share data and allow for the submission of the Master Service Plan with the Humana-CareSource Care Managers. The DCBS Portal Pilot demonstrates collaboration and coordination of the members care between DCBS workers and Humana-CareSource Case Managers. DCBS identified the Salt River Regions (SRT) as the pilot region. This pilot proposal was submitted to DMS August 14, 2015, with the implementation taking place December 18, 2015. Collaboration with DCBS at monthly meetings to determine feasibility of expansion to additional service regions is ongoing.

**MCO Initiatives for the Medicaid Advisory Council (MAC)**

**Title of Initiative** DCBS Portal Pilot

**MCO Name** Humana - CareSource

**Date Submitted to DMS** \_\_\_\_\_

**Please ensure your Narrative includes, but is not limited to the following:  
Description of Initiative including: Population Being Targeted, Date of Implementation (past, current, future), Status, Region(s), and Funding Source**

The Humana-CareSource DCBS pilot was designed to share data and allow for the submission of the Master Service Plan with the Humana-CareSource Care Managers. The DCBS Portal Pilot demonstrates collaboration and coordination of the members care between DCBS workers and Humana-CareSource Case Managers. In preparation of the pilot, Humana-CareSource (HCS) collaborated with DCBS Central office on pilot design. DCBS identified Salt River Trail (SRT) as the pilot region. HCS worked with Nelson Knight, SRA for DCBS, to schedule a webinar to review potential portal functions. On April 22<sup>nd</sup>, 2015 the webinar was presented to the SRT Region. Corrie Hall, CQI/Procedures Development Coordinator at DCBS, is designated as the portal administrator on behalf of DCBS.

Opportunities created through the Humana-CareSource Portal:

- Identification of members within the Foster Care membership
- Sharing critical information for coordination of members care
- Automation of data sharing
- Enhanced collaboration between Humana-CareSource and DCBS

Information provided within the Portal:

Member Information:

- Member demographics
- Member Profile
- HEDIS gaps
- Member PCP

Assessment:

- Provide the DCBS worker the ability to view a list of all completed member assessments; and
- Provide the ability to view member responses to assessments

Care Treatment Plan:

- Provide the DCBS workers the ability to view all of the members care treatment plans within the Humana-CareSource system.

Care Management Notes:

- Provide the DCBS worker the ability to view there are Humana-CareSource care management notes in the system; and
- Provide the ability to view details of care manager's notes

Prior Authorization:

- Provide the DCBS worker the ability to view the Humana-CareSource medical prior authorizations entered; and
- Provide the ability to view details around authorizations

Admission and Discharge:

- Provide the DCBS worker the ability to view if there are admissions or discharges for a Humana-CareSource medical service.
- View the service date for the Admission or Discharge
- View the diagnosis for the Admission and Discharge
- View the Facility for the Admission and Discharge

Humana-CareSource 24 Nurse Line:

- Provide the DCBS worker the ability to view Humana-CareSource 24 calls received; and
- Give them the ability to view details and outcomes of the interaction

Customer Advocacy:

- Provide the DCBS Worker the ability to view calls made into the Customer Advocacy department; and
- View details of the call

Grievance and Customer Complaints:

- Provide the DCBS worker the ability to view calls made into the Grievance and Consumer department; and
- View details of the call

**File Upload:**

- Provide the worker the ability to upload documents such as master service plan into the Humana-CareSource system

**Timeline of Implementation:**

- Submission of Pilot Proposal to Kentucky Department of Medicaid Service's - August 14, 2015
- Implementation date - December 18, 2015.

**Pilot Project Evaluation:**

- Pilot will be evaluated 6 months post implementation to determine success of collaboration and coordination of care for the Foster Care members at SRT region.
- 68 HCS members are in Foster Care in the SRT region. The evaluation will review data against the current baseline to determine if an increase in sharing of data via the members Master Service Plan has occurred.

**Expansion of Project Based on Pilot Outcome Data:**

- Ongoing collaboration with DCBS at monthly meetings to determine feasibility of expansion to additional service regions