

# **Special Needs Plan (SNP) Education**

# Special Needs Plan (SNP)

## Learning Goals

- What is a Special Needs Plan (SNP)?
- What differentiates a SNP from other Medicare Advantage (MA) Plans?
- What SNPs are offered by Freedom Health?
- What are the SNP Model Care (MOC) and SNP MOC elements?

# Special Needs Plans (SNPs)

- ***Special Needs Plans*** were created by Congress in the ***Medicare Modernization Act (MMA) of 2003*** as a new type of Medicare Advantage plan focused on certain vulnerable groups of Medicare beneficiaries:
  1. Beneficiaries with severe or disabling **Chronic Conditions**
  2. **Dual-Eligible** members (those eligible for both Medicare and Medicaid)
  3. **Institutionalized/Institutional Equivalents** residing in the community
- The Centers for Medicare & Medicaid (CMS) guide and the National Committee for Quality Assurance (NCQA) develops the strategy to evaluate the quality of care provided by SNPs.

# Vulnerable Groups

- Vulnerable members are those members who could benefit from additional specialized monitoring.
- For example, members with the following issues or diagnoses would be considered more “vulnerable”:
  - Frail
  - Disabled
  - End-stage renal disease diagnosis after enrollment
  - End-of-life
  - Multiple and complex chronic conditions

# Special Needs Plan Characteristics

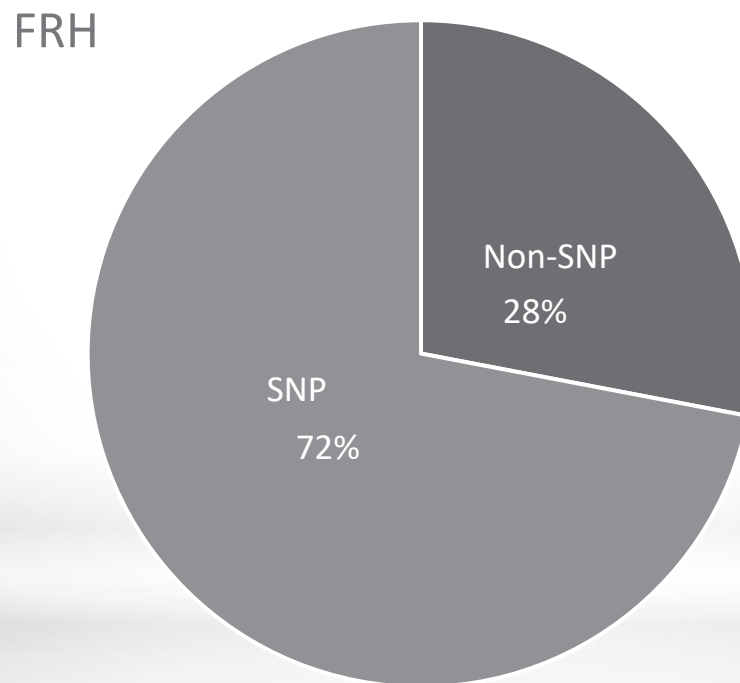
- Limited enrollment. Qualifying condition or Medicaid status.
- Beneficiaries are typically older, with multiple conditions and are more challenging and costly to treat.
- SNP benefit plans are custom designed to meet the needs of the designated population.
- SNP members normally have additional election periods to change their Medicare coverage.
- Plan must have a comprehensive Model of Care (MOC) based on evidence-based guidelines.

# Sample SNP Benefits

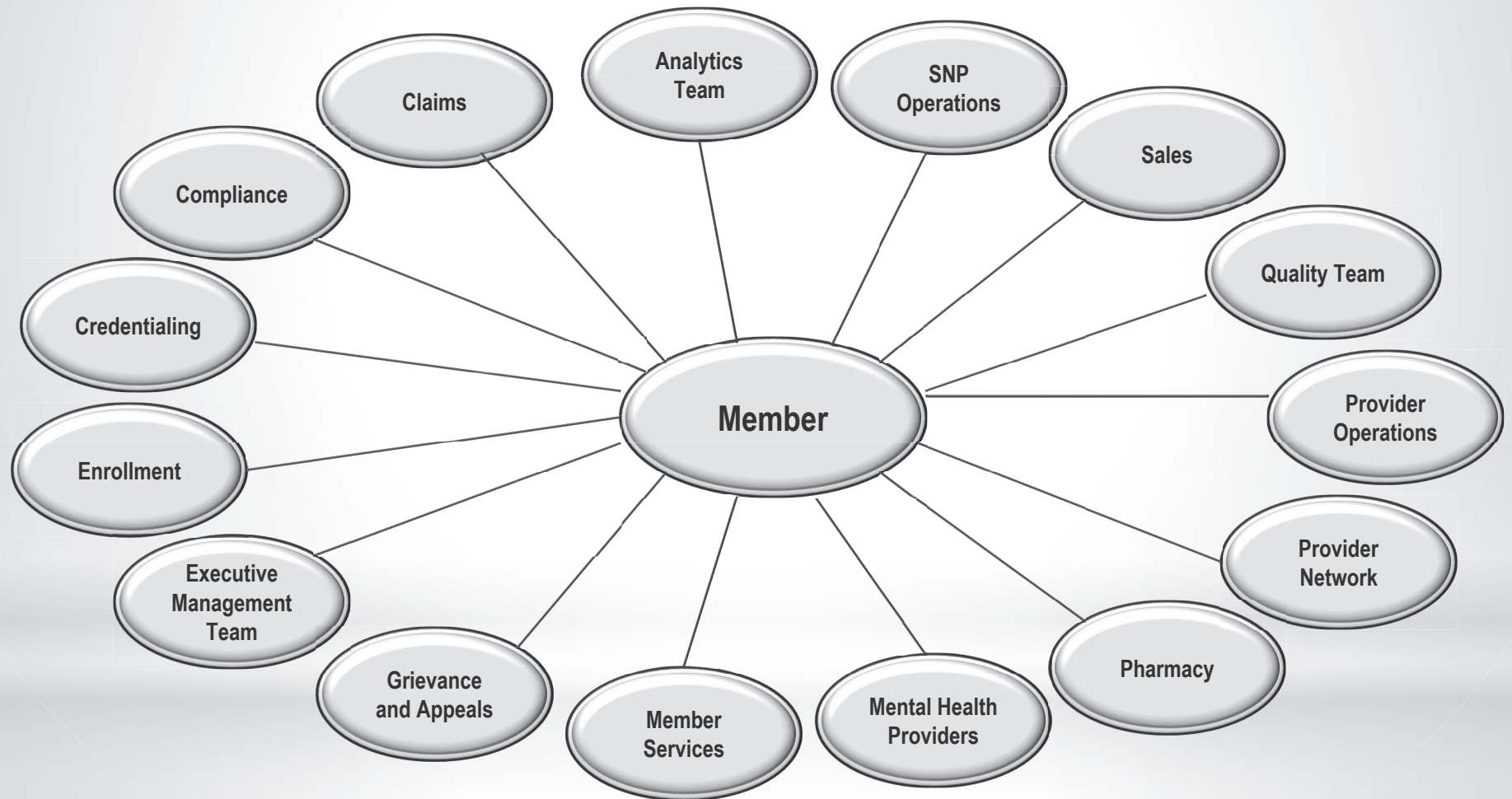
- No or low co-pays to encourage use of preventive and ambulatory services (e.g., \$0 PCP co-pay)
- Transportation services to increase access to care
- Post-hospitalization meal benefit to support frail member needs
- Over-the-counter (OTC) benefit
- Grocery Cards to improve nutritious food access
- Free health club membership and 24/7 Nurse Advice Line

# SNP Population Distribution

➤ The SNP population is a significant portion of our Medicare membership.



# Personnel Impacting Members



All Health Plan staff members interact with SNP beneficiaries to facilitate and provide coordinated care.



# Enrollment Process for SNPs

## ➤ **Chronic/Pulmonary Enrollees**

- ❖ Member elects Plan by stating they have the disease required to qualify
- ❖ Member will request a physician to complete a verification form and submit to Plan
- ❖ Members not verified by their Primary Care Physician (PCP) within 60 days of enrollment must be disenrolled

## ➤ **Dual-Eligible Enrollees**

- ❖ Member qualifies by receiving both Medicare and Medicaid benefits
- ❖ Member must retain Medicaid eligibility in order to remain in SNP

# Coordination of Benefits

## ➤ **Freedom - Chronic/Pulmonary SNP**

- ❖ Member receives all services from the Plan utilizing Plan providers
- ❖ Explanation of Coverage and Summary of Benefits are provided to member and available on Plan website

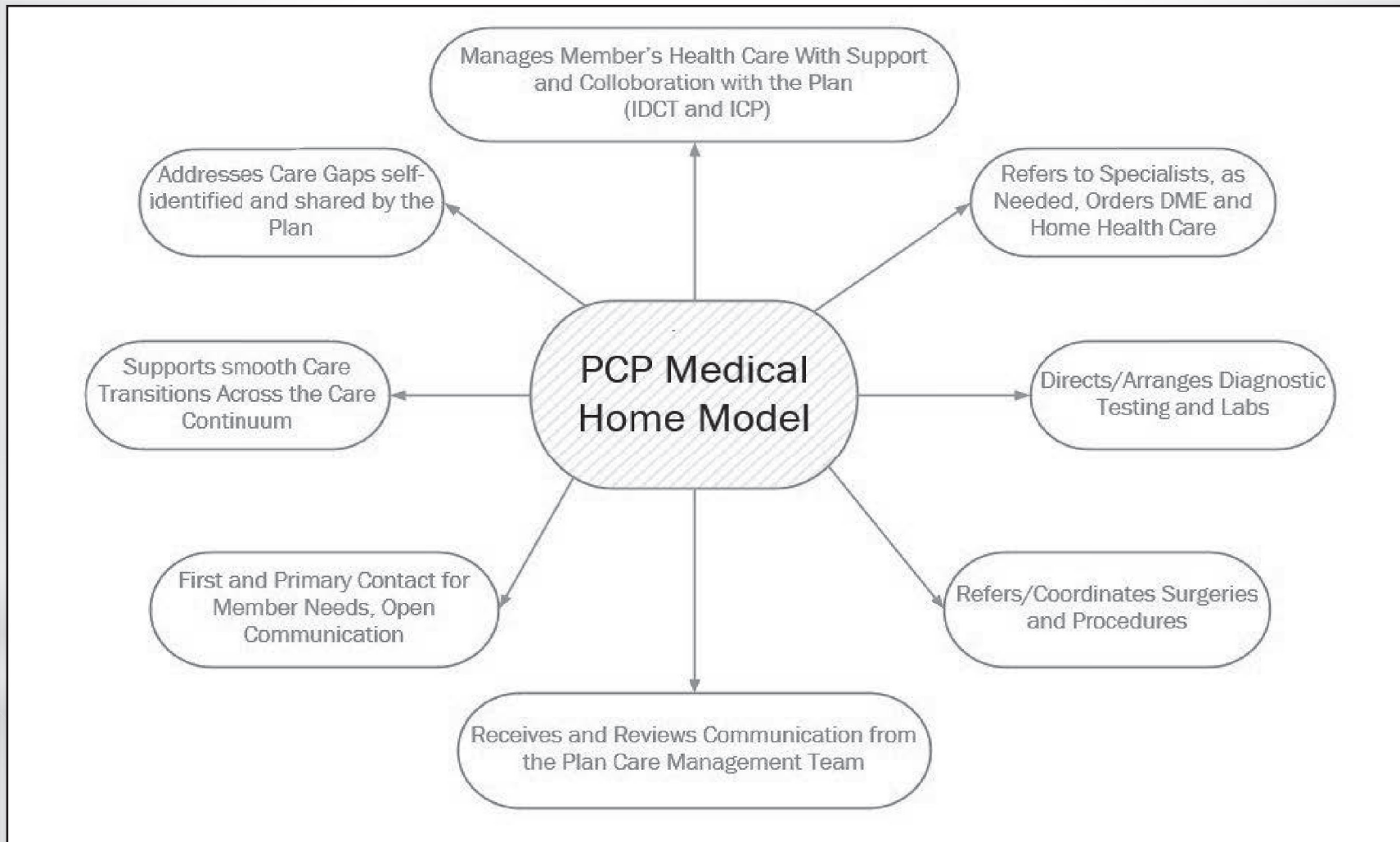
## ➤ **Freedom Dual Eligible SNP**

- ❖ Member receives all services from the Plan utilizing Plan providers
- ❖ Explanation of Coverage and Summary of Benefits are provided to member and available on Plan website
- ❖ While enrolled in SNP Plan, there is no coordination of services through Medicaid and no billing of any services to Medicaid
- ❖ Plan provides all services and adjudicates all claims

# Our SNP Model of Care Philosophy

- Primary Care Physician (PCP) is Medical Home
- Tiered Care Plans representing hierarchy of disease severity
- Chronic condition management through integrated benefits, network, and care management activities
- Facilitates access to necessary care especially for Dual Eligibles

# PCP Medical Home Model



# SNP - Specific Target Population

## Freedom Health:

Medicare Eligible members with the following **chronic conditions:**

- Congestive Heart Failure
- Cardiovascular Disease
- Chronic Obstructive Pulmonary Disease/Asthma
- Diabetes

Medicare and Medicaid Dual Eligible members.

# SNP Product Names & Descriptions

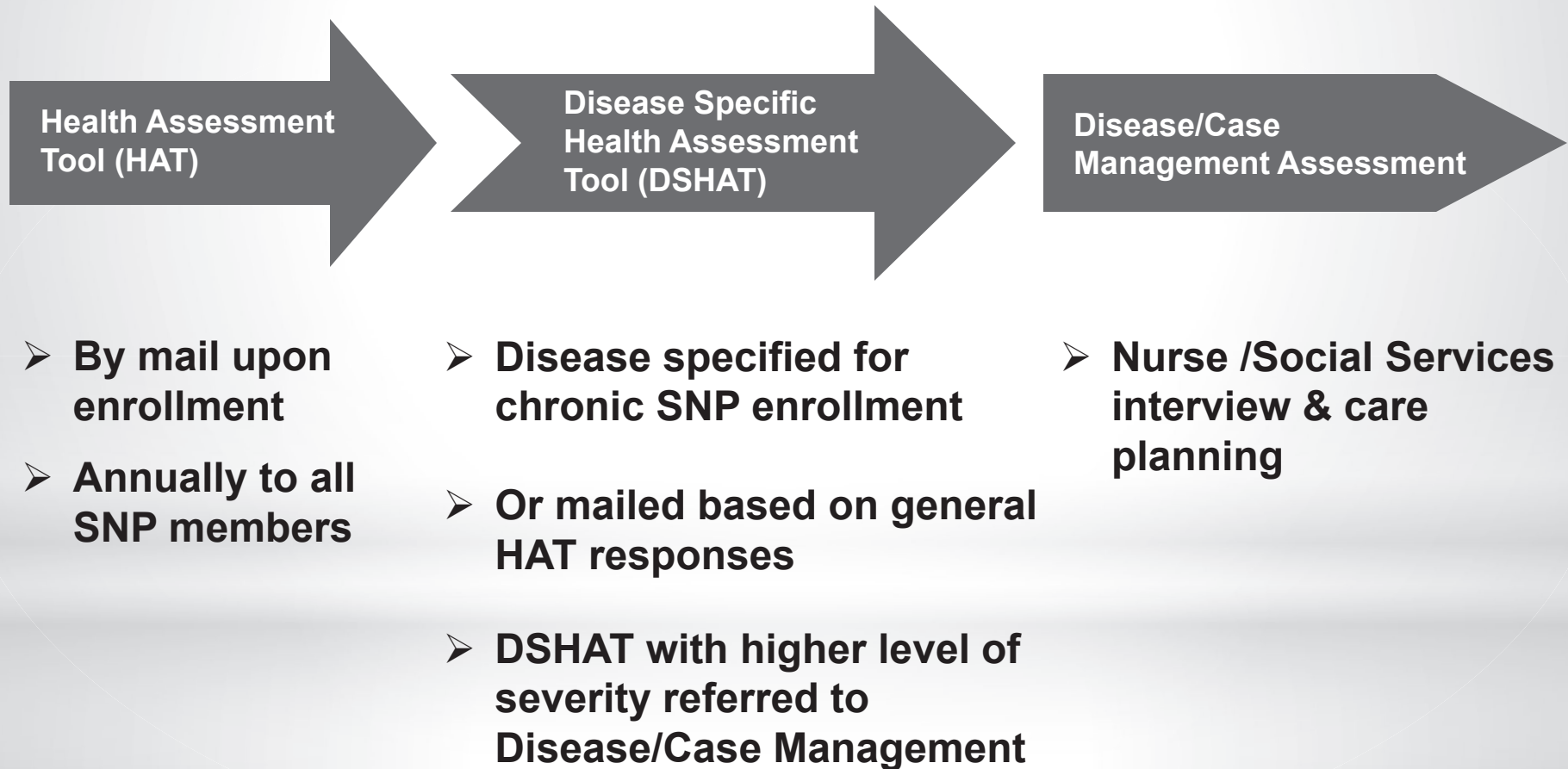
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# SNP Measurable Goals

- Improving access to essential services such as medical, mental health, and social services
- Improving access to preventive health services & affordable care
- Improving coordination of care through an identified point of contact (partnership & collaboration with PCPs)
- Improving seamless transitions of care across healthcare settings, providers, and health services
- Enhancing quality of care and quality of life including promotion of health equity through the removal of barriers from negative social determinants of health
- Ensuring appropriate utilization of services (reducing hospitalization & readmission rates)

# Health Risk Assessment

Annual Health Assessment sent to all SNP members:





# Individual Care Plans

All Care Plans use a problem, intervention, goal format. Clinical Practice Guidelines are cited in the Care Plans.

## Tier 1

- Applicable to all members in the SNP population
- Health Plan provides to PCP
- Based on general disease information or dual eligible status
- Supplemental English or Spanish Health Appraisal Profile provided to member based on HAT responses/preferred language for self-management & health tracking

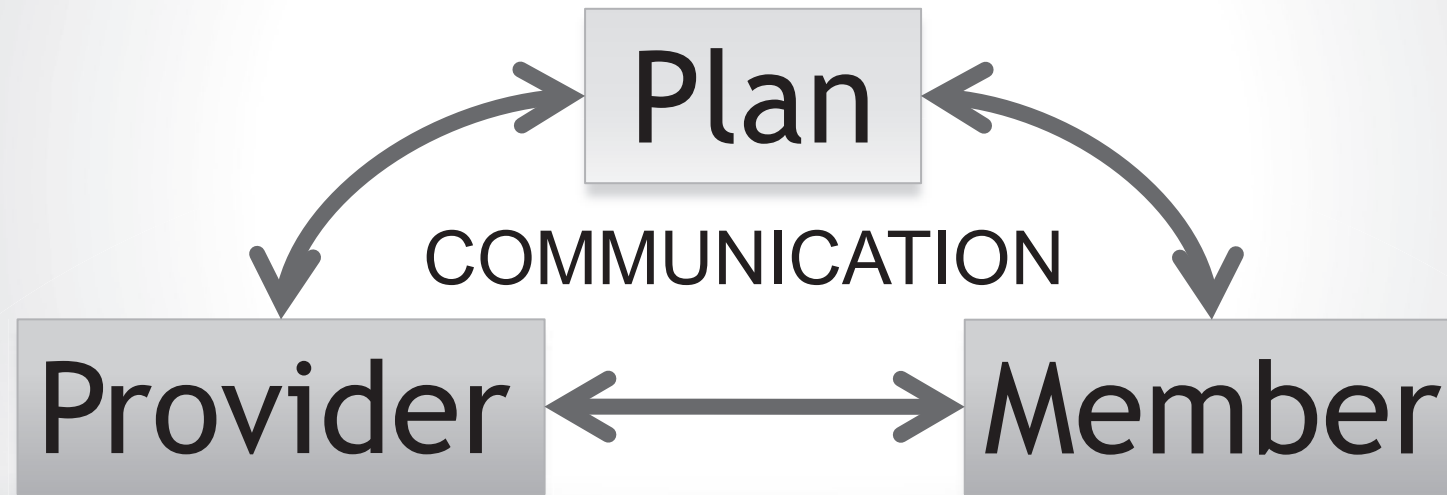
## Tier 2

- Developed from DSHAT responses specific to member (claims and pharmacy data included)
- Health Plan provides to PCP
- More specific with member response

## Tier 3

- Results from extensive Nurse and/or Social Service Case/Disease Management assessment
- Generates member-specific care plan
- Health Plan provides to PCP
- Jointly developed and updated throughout the Case and Disease Management process

# Communication Network



## Communication Avenues:

- Health Plan web-based Provider Portal
- Provider manual
- Member-specific written care plans
- Faxes and email communication from the Plan
- Face-to-face utilizing Provider Relations Reps.
- Provider phone line
- Web-based meetings and conference calls
- Call in line for provider inquiries
- Participation in standing/ad hoc committee meetings

## Communication Avenues:

- Health Plan website
- Health Plan member portal
- Educational information and SNP member newsletters
- Member services phone lines
- Emails and calls with care team members
- Written care plans
- Call in line for member inquiries, complaints, & grievances
- Access to toll-free communication
- Direct access to SNP Case/Disease Management through a toll-free phone number with TTY/TDD
- Conference call communication

Additional Communication Avenues/Health Plan Services: Regulatory Agencies, CMS, Community based services, IDCT

# SNP Educational Mailings - Freedom

**Freedom Rings**  
MEMBER NEWSLETTER

**FREEDOM HEALTH**  
WINTER 2021

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**STAYING HEALTHY!**  
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**FLU SHOT REMINDER**  
page 12

**AND MORE!**

Do More Online With Our  
**MEMBER PORTAL**  
See page 3

4  
out of 5 Stars for 2021  
Awarded by Medicare for  
Quality and Performance

**FREEDOM HEALTH**


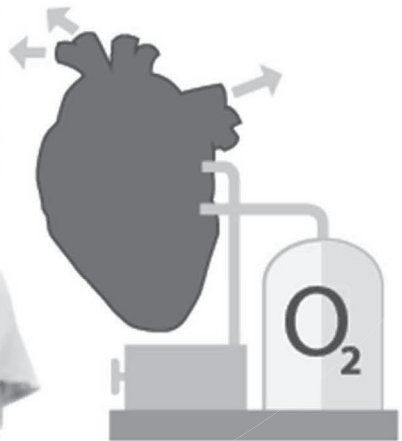
## What Your Heart Tells You...

**A Short Guide to Heart Failure**  
*"Only do what your heart tells you." - Princess Diana*

Heart failure can slowly sneak up on you or it can happen quickly. In either case, your heart will tell you something is wrong, speaking through symptoms such as tiredness, weakness, and shortness of breath. Your heart may be sending you a message if you must use extra pillows to help you breathe at night or you wake up gasping for breath. Swollen legs and feet or a dry cough are other signals from your heart that you need to seek help.

### What's Going On?

The heart is a pump, sending oxygen-rich blood out to the rest of the body. When the pump isn't working well, blood can congest your lungs, making breathing difficult, or blood may back up in your veins, causing your feet and legs to swell. Do you have coronary artery disease, an enlarged heart, heart valve problems, high blood pressure or lung disease? Any of these can make you more likely to develop heart failure.



# Final Comments

- SNP online annual training (Comprehensive MOC)
- Clinical Practice Guidelines
  - ❖ [https://www.freedomhealth.com/about/utilization\\_and\\_quality/clinical\\_health\\_guidelines](https://www.freedomhealth.com/about/utilization_and_quality/clinical_health_guidelines)
- Reference materials on Plan website
  - ❖ Newsletters and educational materials
  - ❖ Care Plan samples