

Improving Quality for Medicaid Members Needing Long-Term Services and Supports: A Proposed Framework

In partnership with its independent National Advisory Board (NAB), UnitedHealthcare has developed a quality measurement framework for assessing the quality and impact of Medicaid managed services delivered to people who are in need of long-term services and supports (MLTSS). The framework has been endorsed by the National Association of States United for Aging and Disabilities, the National Council on Aging, LeadingAge and other recognized national leaders in aging and disability.

Measures are categorized into five key domains: access; health status/medical care; living independently/choice and decision-making; service/care coordination; and community integration.

In creating the framework, the NAB drew on measures from multiple sources.

Access

Element/Metric	Source
Proportion of people who have access to information about services in their preferred language	National Core Indicators - Aging and Disabilities (NCI-AD) Survey, Q11
Proportion of people who can get an appointment with their doctor when needed	NCI-AD Survey, Q70, Q71
Proportion of individuals who indicate that they worked with someone to develop their service plan	Home and Community-based Services (HCBS) Experience Survey
Proportion of individuals who indicate that their service plan includes things that are important to them	HCBS Experience Survey
Proportion of people who indicate that their staff know what's in their service plan, including what is important to them	HCBS Experience Survey
Member has culturally and linguistically-appropriate access to MLTSS services and providers in-network	State Performance Measures
Managed Care Organization (MCO) MLTSS providers are credentialed in a timely manner	State Performance Measures
Adequate number of active providers to ensure consumer choice	State Performance Measures
MCO MLTSS providers are re-credentialed in a timely manner such that consistency and continuity of services are maintained	State Performance Measures

Health Status/Medical Care

Element/Metric	Source
Number of MLTSS HCBS members who received follow-up with a mental health professional within 24 hours, seven days, or 30 days of hospitalization for mental illness, depending on level of incident. Follow-up includes tele-health, face-to-face, or phone call, depending on the needs of the individual.	State Performance Measures
MLTSS members transitioned from nursing facility (NF) to the community at any point during the preceding quarter who returned to the NF within 90 days, aligned with CMS' Impact Measures once released	Centers for Medicare & Medicaid Services (CMS) Impact Measures
Number of MLTSS HCBS members transitioned from the community to NF for greater than 90 days following an acute stay	Money Follows the Person Program
Percentage of MLTSS members who transitioned from NF to the community	State Performance Measures
Plan of care reassessments for MLTSS/HCBS members conducted within 30 days of annual level of care redetermination	State Performance Measures
Proportion of HCBS members receiving only primary care attendant (PCA) services out of all possible MLTSS services available to them	State Performance Measures
Proportion of HCBS members receiving only medical day services out of all possible MLTSS services available to them	State Performance Measures
Proportion of HCBS members receiving both PCA and medical day services out of all possible MLTSS services available to them	State Performance Measures
Nursing facility level of care assessment by MCO within 30 days of referral	State Performance Measures
Timeliness of NF level of care re-determinations	State Performance Measures
Plans of care amended based upon change of member condition, which will be triggered by claims data information or flagged by caregivers. If urgent, amendment will occur within 72 hours; non-urgent amendments made within 15 days.	State Performance Measures
New NF admissions for MLTSS members, excluding those in a fee-for-service arrangement living in a NF immediately prior to new admission	State Performance Measures

Living Independently/Choice and Decision-Making

Element/Metric	Source
Ensure that staff is respectful and does not physically/verbally harm the consumer	Experience of Care Survey, Q54, Q57, Q60
Services provided by the direct caregiver are consistent with the individual's wishes and are culturally and linguistically competent	Experience of Care Survey, Q54, Q57, Q60
Proportion of people who have adequate support to perform activities of daily living	National Core Indicators - Aging and Disabilities (NCI-AD) Survey, Q18
Proportion of people whose fear of falling is managed	NCI-AD Survey, Q33, Q34

Living Independently/Choice and Decision-Making (cont.)

Element/Metric	Source
Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)	NCI-AD Survey, Q52, Q30
Plans of care developed pursuant to forthcoming CMS principle on “person-centered care” with a follow-up in three months	CMS Regulations
Interim plan of care completed in less than 30 days	State Performance Measures
Percentage of individuals who are provided an option to self-direct their HCBS services	State Medicare-Medicaid Integration Demonstration Measures
Percentage of individuals who self-direct their HCBS services	State Medicare-Medicaid Integration Demonstration Measures
Plans of care established within 30 days of enrollment into MLTSS/HCBS	State Performance Measures
Proportion of people who understand the purpose of their medications	NCI-AD Survey, Q79, Q80
Proportion of individuals who indicate that their paid staff turn over too often	NCI-AD Survey
Number of reports from anyone on inappropriate behavior of staff including abuse, neglect, and exploitation	State Supported Living Center Measures
Members offered an informed choice between institutional and HCBS settings with documented assessment	State Performance Measures
Percentage of people with developmental or physical disabilities or with significant mental health treatment needs that maintain competitive and integrated employment over a personally significant period of time	State Performance Measures
Proportion of people who have adequate transportation	NCI-AD Survey, Q51, Q51

Service/Care Coordination

Element/Metric	Source
Proportion of people with an emergency plan in place	National Core Indicators - Aging and Disabilities (NCI-AD) Survey, Q13
Proportion of people who can get in touch with their case manager when needed	NCI-AD Survey, Q13
Proportion of people who know who to call with a complaint, concern, or question about their services	NCI-AD Survey, Q14, Q15
Proportion of people discharged from a hospital or long-term care (LTC) facility who state they have adequate supports and services arranged for a successful transition home	NCI-AD Survey, Q74
Proportion of people making a transition from hospital or LTC facility who had adequate follow up	NCI-AD Survey, Q75

Service/Care Coordination (cont.)

Element/Metric	Source
Proportion of people who needed health screenings and vaccinations in a timely manner	NCI-AD Survey, Q76
Proportion of people who know how to manage their chronic conditions	NCI-AD Survey, Q78
Proportion of people who receive the services they need	NCI-AD Survey, Q82, Q83
Proportion of people whose case manager talks to them about any needs that are not being met	NCI-AD Survey, Q84
Number of MLTSS HCBS members who received culturally and linguistically appropriate, face-to-face follow up with a mental health professional within 30 days of hospitalization for selected diagnoses of mental illness	State Performance Measures
Number of MLTSS NF members who received face-to-face follow up with a mental health professional within seven days of hospitalization for selected diagnoses of mental illness	State Performance Measures
Number of MLTSS NF members who received face-to-face follow up with a mental health professional within 30 days of hospitalization for selected diagnoses of mental illness	State Performance Measures
Timeliness of critical incident written reporting within two business days	State Performance Measures
Investigation of complaints, appeals, grievances completed within 30 days with updates provided to the member on the status	State Performance Measures
MLTSS members transitioned from NF to community in a timely manner	State Performance Measures

Community Integration

Element/Metric	Source
Proportion of individuals who report they can see or talk with family as often as they want	National Core Indicators - Aging and Disabilities (NCI-AD) Survey, Q7
Proportion of individuals who report feeling lonely (or feel like they don't have anyone to talk to)	NCI-AD Survey, Q67



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