



Tips & Secrets for MCO Contracting:
A Voices for Independence Case Study to Demonstrate Success

Shona Eakin, CEO
Carrie Bach, MCO Operations Director
Fady Sahhar, President of XtraGlobex, Inc.

Empowering People with Disabilities



Managed Care



Empowering People with Disabilities



Managed Care

- Acceptance
- How do we survive?
 - Planning
 - Knowing your team

Empowering People with Disabilities



Planning

- Know your business
- Identify your strengths
- Invest-- Don't be afraid to spend money

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road, Erie, PA 16506
(814) 874-0064

Planning

- Develop and understand your process
- Know what it costs to do business

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road, Erie, PA 16506
(814) 874-0064

Know Your Team

- Designate a single point of contact
- Put the right people in the right places

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road, Erie, PA 16506
(814) 874-0064

Know Your Team

- Figure out how to say “yes”
- Be “easy to do business with”



Empowering People with Disabilities

Voices for Independence
 1432 Wilkins Road Erie, PA 16506
 (814) 874-0064

Getting Your Team Ready

Change Management ALWAYS starts at the top!

4 Key Components:

- Staff Buy-in
- Quality Management
- Process Adjustments
- Technology Needs

Empowering People with Disabilities

Voices for Independence
 1432 Wilkins Road Erie, PA 16506
 (814) 874-0064

Getting Your Team Ready

Staff Buy-in

- Talk about CHC frequently with staff
- Focus on education and encouragement

Empowering People with Disabilities

Voices for Independence
 1432 Wilkins Road Erie, PA 16506
 (814) 874-0064

Getting Your Team Ready

Quality Management

- Start early so it isn't a new concept to staff
- Identify your organization's weaknesses prior to MCO engagement
- Align with MCO QM measures

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Getting Your Team Ready

Process Adjustments

- Be open to try new things
- Old doesn't always mean it is good
- Sometimes old DOES mean it is good-- try new processes, but be ready to jump in and save the day!

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Getting Your Team Ready

Technology Needs

- What is required by MCOs?
- What makes the job more efficient and/or profitable?

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Getting the MCO Contract

- Identify the MCO Contract Team
- Identify the type of contract needed
 - Standard CHC Agreement
 - Sponsorship
 - Pilot Project

ONE POINT OF CONTACT FOR YOUR ORGANIZATION!

Empowering People with Disabilities



Getting the MCO Contract

Identify the type of payment structure desired

- Fee for Service
- Value-Based Payment
- PMPM

Some types of programs and/or payment structures will require you to write a proposal.

ONE POINT OF CONTACT FOR YOUR ORGANIZATION!

Empowering People with Disabilities



Getting the MCO Contract



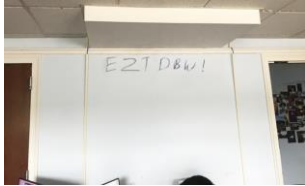
ONE POINT OF CONTACT FOR YOUR ORGANIZATION!

Empowering People with Disabilities



Keeping the MCO Contract

Follow through + Quality +
Communication = EZTDBW!



Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Keeping the MCO Contract

How do you move your organization
from provider to partner?

TRUST

- Give trust to get trust
- Takes time
- Builds relationships

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Case Study

How Voices for Independence utilized
these steps with the Nursing Home
Transition Program

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Case Study

Process Mapping – created in 2016-2017

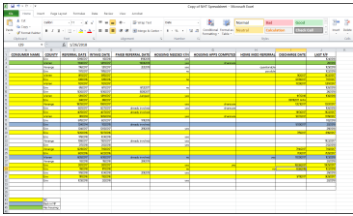


Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Case Study

Tracking

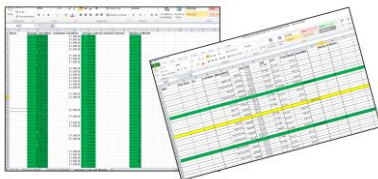


Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Case Study

Analyze Costs



Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Case Study

Develop Proposal



Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Case Study

Negotiate Contract

- Continue providing service even if still negotiating, unless MCO has communicated that you should stop
- Communicate and coordinate service with MCO if still negotiating

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Case Study

- Compare current case data with the MCOs to help correct inconsistencies as a result of data migration
- Identify direct line staff and build relationships to work through the process

Empowering People with Disabilities

Voices for Independence
1432 Wilkins Road Erie, PA 16506
(814) 874-0064

Case Study

Adjust Process Maps

- This can and WILL happen several times
- Make sure to communicate the adjustments to your staff

Empowering People with Disabilities

Voices for Independence
 1432 Wilkins Road Erie, PA 16506
 (814) 874-0064

Case Study

Communications

- Work with the MCOs to create a communication process
- Set up weekly or bi-weekly calls to review cases
- Identify errors and/or omissions and correct them

Empowering People with Disabilities

Voices for Independence
 1432 Wilkins Road Erie, PA 16506
 (814) 874-0064

Case Study

Course Correction

- Identify what can be corrected by your organization and/or MCO and be willing to make said corrections
- Identify the universal issues and advocate for a system that works

Empowering People with Disabilities

Voices for Independence
 1432 Wilkins Road Erie, PA 16506
 (814) 874-0064

Case Study



Empowering People with Disabilities

Voices for Independence
 1432 Wilkins Road, Erie, PA 16506
 (814) 874-0064

Case Study

Mistakes will happen at all levels.

It is OK!

You are not helpless-- Managed Care is not happening **to** your organization.

YOU ARE A PART OF IT.

Empowering People with Disabilities

Voices for Independence
 1432 Wilkins Road, Erie, PA 16506
 (814) 874-0064

Tips & Secrets for MCO Contracting:

A Voices for Independence Case Study to Demonstrate Success

- Shona Eakin, CEO
seakin@vficil.org
- Carrie Bach, MCO Operations Director
cbach@vficil.org
- Fady Sahhar, President of XtraGlobex, Inc.
fady.sahhar@xtraglobex.com

VFI: (814) 874-0064 | XtraGlobex: (856) 397-5040

Empowering People with Disabilities

Voices for Independence
 1432 Wilkins Road, Erie, PA 16506
 (814) 874-0064
