



HSAG Consulting Work with Direction Home LLC

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HSAG Contract – Background

- 2021 Project Work:
 - Huge new interest nationally in paying for social services, especially in Medicaid and Medicare since social determinants have the biggest impact on health outcomes
 - ACL goal to strengthen CBOs and prepare them for contracting with MCOs and other health payers
 - Initiated process to identify resources needed for Direction Home LLC to oversee new statewide contracts with MCOs
 - Developed a survey and AAA workgroup to evaluate Direction Home resource needs:
 - Staffing, Program Implementation, and IT Infrastructure were identified as operational areas with gaps

HSAG Contract – 2022 Strategic Planning

- Facilitated a Strategic Planning Session with all AAAs in March
- External Threats and Opportunities (PEST):
 - Political: could lose strategic relationships with changing administrations, need to do a better job of telling our story (outcomes), opportunity to align with state priorities and demand
 - Economic: workforce challenges, not enough business diversification with existing contracts, new competition, opportunity for innovative use of resources (family caregivers, clinical staff)
 - Socio-Cultural: workforce challenges are impacting reputation, not doing enough to get credit for pandemic work and expertise, need to define role in post-pandemic world/rebrand
 - Technology: limited funding for technology, lack of access to program data, multiple systems and inefficiencies, opportunity to increase telehealth services and other tech solutions for helping consumers

Workstream 1 – MCO Contracting

- Background
 - Medicaid MCO Requirements
 - Centene/Anthem discussions
 - MMO/Medicare contract opportunities
 - Caregiver Support Program
 - Evaluating additional opportunities
 - Staffing, scalability considerations
- Key Activities - Transitional Care Program:
 - Determine Proposed Rates
 - Draft MCO proposal template
 - Determine implementation plan

Workstream 2 – Network Centralization

- Key Activities:
 - Determine functional areas critical to statewide contract oversight (e.g., Contracting, Compliance, Reporting)
 - Evaluate existing job descriptions for consistency
 - Identify internal expertise for assistance
 - Identify options for funding key positions
 - Observations from strategic planning session

Workstream 3 – IT Infrastructure

- Key Activities:
 - Structured Interviews
 - Data collection on IT systems at each site
 - Determine best solution for network needs
 - Identify potential efficiencies and resource sharing
 - Assist with evaluating vendor options
 - Cost and Benefit Analysis