Partnerships and Collaboration: eQHealth, MN, and TN
SMP Collaboration Efforts with QIOs

PRESENTED BY:
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eQHealth Solutions Project Director of CMS & SMP
Why collaborate?

Partnerships

A partnership is an arrangement where parties agree to cooperate to advance their mutual interests.
Why collaborate?

Create synergy!!!!!

A synergistic relationship is a relationship where both parties achieve more together than they are able to as individuals.
Synergy

Reasons to focus on synergy

- Consume fewer resources
- Achieve higher quality and quantity outputs
- Create a better chance of realizing goals

Daryl Conner
Blogger and Author
Synergy

“Individuals play the game, but teams beat the odds.”

Navy Seals
Synergy

How to create synergy –

• Perquisite – willingness
• Interact and let ideas flow
• Appreciative understanding of what others bring to the table
• Integrate new ideas and move beyond the current thinking
• Implement using rapid cycle improvement
COMMITMENT
NEXT STEPS
Find your QIO
Quality Improvement Organization

• One of the largest federal programs dedicated to improving health quality for **Medicare beneficiaries**
• Integral part of the U.S. Department of Health and Human (HHS) Services' National Quality Strategy for providing better care at lower cost
• QIOs are required under Sections 1152-1154 of the Social Security Act
Types of QIOs

Beneficiary and Family Centered Care QIOs (BFCC-QIOs)
- Addresses quality of care concerns and appeals of discharge notices and immediate advocacy needs
- KEPRO and Livanta

Quality Innovation Network-QIOs (QIN-QIOs)
- Regional – 2 to 6 states
- Bring Medicare beneficiaries, providers, and communities together in data-driven initiatives
- Work crosses all inpatient and outpatient settings
How do I find my QIO?

www.qualitynet.org
How do I find my QIO?

A Quality Improvement Organization (QIO) consists of groups of doctors and health care experts to check on and improve the care given to people with Medicare. QIOs work under the direction of the Centers for Medicare & Medicaid Services (CMS) to make health care more patient-centered, safer, and coordinated.

- **Beneficiary and Family-Centered Care (BFCC) QIOs** - Handle beneficiary complaints, quality of care reviews, EMTALA, and other types of case reviews.
- **Quality Innovation Network (QIN) QIOs** - Work with health care providers and the community on data-driven projects to improve patient safety, reduce harm and improve clinical care at the local level.
How do I find my QIO?

BFCC-QIO Directory

Beneficiary and Family Centered Care (BFCC)-QIOs will manage all beneficiary complaints, quality of care reviews, ENTALA, and other types of case reviews to ensure consistency in the review process while taking into consideration local factors important to beneficiaries and their families. The BFCC-QIOs are listed below.

Area 1


BFCC QIO Area One

Agency Name: Livanta

Address: 9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701

Helpline Phone Number (complaints and appeals): (866) 815-5440 (toll-free) TDD:(866) 868-2289
Fax: (844) 420-6671

Area 2

States included: District of Columbia, Delaware, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia
How do I find my QIO?

Fax: (844) 420-6671

Area 2

States included: District of Columbia, Delaware, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia

KEPRO QIO

Agency Name: KEPRO

Address: 5201 W. Kennedy Blvd, Suite 900
Tampa, FL 33609

Helpline Phone Number (complaints and appeals): (844) 455-8708 (toll-free)

Fax: (844) 834-7129

Area 3

States included: Alabama, Arkansas, Colorado, Kentucky, Louisiana, Mississippi, Montana, North Dakota, New Mexico, Oklahoma, South Dakota, Tennessee, Texas, Utah, Wyoming
How do I find my QIO?

**Beneficiaries and Families**
- How to File a Quality of Care Complaint
- How to File an Appeal
- Immediate Advocacy
- Appoint a Representative
- FAQ
- Resources
- En Español
- Publications
- Check Your Discharge Appeal Case Status

**Healthcare Providers**
- Appeals
- Beneficiary Complaints
- Other Reviews
- FAQ
- Resources
- Physician Acknowledgement Statement
- QIO Liaison
- Memorandum of Agreement (MOA)
- Update Your Contact Information
- Become a Physician Reviewer

**Partners**
- Beneficiary Outreach
- FAQ
- Schedule a Speaker
- Quality Innovation Network (QIN) QIO
- Annual Reports
- Resources
- Person and Family Engagement
How do I find my QIO?

Outreach Specialists' Contact Information

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Sylvia Gaddis  
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FL

Lesa Allen-Gaither, MHA
How do I find my QIO?

QIO Directories

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- **Beneficiary and Family-Centered Care (BFCC) QIOs** - Handle beneficiary complaints, quality of care, EMTALA, and other types of case reviews
- **Quality Innovation Network (QIN) QIOs** - Work with health care providers and the community on evidence-driven projects to improve patient safety, reduce harm and improve clinical care at the local level
How do I find my QIO?

Quality Innovation Network (QIN) Directory

Quality Innovation Networks (QIN)-QIOs will be responsible for working with providers and the community on multiple data-driven quality initiatives to improve patient safety, reduce harm, engage patients and families, and improve clinical care at their local and regional levels. The new QIN-QIOs and the states they cover are listed below.

Alliant-Georgia Medical Care Foundation
Georgia, North Carolina
1455 Lincoln Parkway, Suite 800
Atlanta, GA 30346
(678) 527-3000
www.gmcf.org

Atlantic Quality Improvement Network
District of Columbia, New York, South Carolina
1979 Marcus Avenue
Lake Success, NY 11042-1072
(516) 326-7767
www.lpro.org

atom Alliance
Alabama, Indiana, Kentucky, Mississippi, Tennessee
3340 Players Club Parkway, Suite 300
Memphis, TN 38125
(800) 528-2655
www.atomAlliance.org

Great Plains Quality Innovation Network
Kansas, North Dakota, Nebraska, South Dakota
1230 O Street, Suite 120
Lincoln, NE 68508
(844) 877-0464
Beneficiary and Family Centered Care QIOs (BFCC-QIOs)

- Referrals of suspected fraud cases
- Share event calendars and collaboration by providing one another's material
- Increased exposure without increased expense
- KEPRO outreach specialists will attend functions that SMPs and SHIPS do not have on the calendar
The KEPRO outreach specialist assigned to LA and MS submitted the story to KEPRO executives for inclusion in the report which states:

OUTREACH AND COLLABORATION WITH BENEFICIARIES
…a unique resource sharing partnership developed with eQHealth Solutions, the only multi-state Administration for Community Living contractor fulfilling the Senior Medicare Patrol (SMP) scope of work activities.

…eQHealth Solutions volunteers and staffers added KEPRO’s beneficiary protection educational resources to their communications.

…KEPRO staff in Area 3 was able to include SMP information in their BFCC-QIO outreach presentation materials to members of three Louisiana provider associations.

…Estimations are that through the SMP partnership, KEPRO was able to reach more than 300,000 beneficiaries in Louisiana.

Quality Innovation Network-Quality Improvement Organization (QIN-QIOs)

Focus

– Helping the Centers for Medicare & Medicaid Services (CMS) achieve its three-part aim

- Better Health for the Population
- Better Care for Individuals
- Lower Cost Through Improvement
Opportunities

- Diabetic Education
- Adult Immunizations
QIO Diabetic Education

- Medicare beneficiaries attend 6 classes
- Provide a pen and brochure
- Read brochure while they are waiting for their initial assessment with the educator
- LA QIO provided more than 600 brochures to Medicare Beneficiaries
- FL QIO - invites us to speak at 21 education series
Collectively we have provided SMP and QIO material to more than 1200 beneficiaries at events, summits, workshops and expos.
COMMITMENT
Create synergy!!!!
2017 SMP/SHIP National Conference
JULY 10–13, 2017 AUSTIN, TX

The MinnesotaHelp Network™

Building a One Stop Shop through Partnerships
History

• 1994: Launch of Senior LinkAge Line®
• 2003: 1 of 8 states to receive 1st ADRC Grant
• Virtual model built off existing partnerships
• Uses a no wrong door approach
MinnesotaHelp Network™

- Telephone Assistance
  - Senior LinkAge Line® (1-800-333-2433)
  - Disability Linkage Line® (1-866-333-2466)
  - Veterans Linkage Line™ (1-888-Linkvet)

- Face-to-Face Assistance
  - Through county MNCHOICES
  - Outreach Sites
  - Access Points

- Online Assistance
  - www.MinnesotaHelp.info
    - Live Chat and Resource database
  - www.DB101.org

- Print
  - Before a Move: Consider Your Options
  - Health Care Choices
  - Planning Ahead
  - Returning Home booklet
No Wrong Door Approach

CONSUMER

- Single Family home, active, volunteering engaged! SHIP
- Acute Health Episodes, needing a little help at home (LTCO)
- Start receiving home care, stressed caregiver (TITLE IIIE)
- Starting to be pressured to move by children (LTCO)
- Moving – possibly to assisted living (LTCO)
- At least one nursing stay and possibly beginning end of life – hospice (PAS)

2017 SMP/SHIP National Conference
Over Time

- 1993 – Officially becomes the SHIP
- 1998 – Officially becomes the SMP
- 1999 – State Prescription Drug Program
- 2003 – MinnesotaHelp.info Online Database
- 2004 – Medicare Discount Card
- 2006 – Part D Begins
- 2008 – LTC Options Counseling Expansion
- 2010 – Return to Community (RTC) Launches
Over Time

• 2011 – One Stop Shop Launches
• 2013 – Pre-Admission Screening and RTC Expansion
• 2017 – Additional expansion of RTC and LTC Options Counseling
How Far We Have Come

• Increased statewide uniformity and branding
• One statewide number
• Advanced VoIP technology
• Robust data collection
• Quality assurance efforts
• In-depth, on-going assistance and follow-up
• Over 60 partner organizations
Senior LinkAge Line® by the Numbers

People Served by Senior LinkAge Line®

123,868

10,000 people

Source: Data from Senior LinkAge Line®, 2017

2017 SMP/SHIP National Conference
Senior LinkAge Line® by the Numbers
Senior LinkAge Line® by the Numbers

2016 Health Insurance Counseling for Seniors

334 Senior LinkAge Line® volunteers statewide

376 community events about Medicare

During Medicare Open Enrollment (October 15–December 7)

47 MINUTES Average session length

1.23 MINUTES Average call time for 10,769 consumers

Number of Medicare sessions
2016 47,548
2015 45,164
5% increase
Average age 70

MSP/SHIP National Conference 2017
No Wrong Door Approach

- Senior LinkAge Line
- Disability Linkage Line
- Veterans Linkage Line
- County: LTCC, MNChoices, Eligibility
- Other Partners
- CVSOS

2017 SMP/SHIP National Conference
Counties are very important in Minnesota!

• County administered system
• Each has
  – Adult mental health unit
  – County veterans services officers
  – Financial eligibility unit
  – County public health or long term care unit
• Often times provide fee-for-service case management
Our Goal for County Communication

• Goal: jointly service consumers with seamless assistance
• Senior LinkAge Line® does not do eligibility determination
• Counties do not do Medicare or care transitions for private pay
Example of Communication Tool
Other Partners

• Transportation providers
• State agencies
• Volunteer centers
• Nursing facilities
• Hospitals
• Clinics
Quality Assurance

1. Number of Contacts Over Time

2. Percent Who Would Recommend the Senior LinkAge Line® to Others

3. How Clients Heard About SLL

4. Consumers SLL Assists with Appeals or Grievances

5. Usage

6. Average Age of Caregiver-All Services

7. Volunteers Per Quarter

8. Average Assist

9. Types of Assistance Provided

10. Average Speed of Answer

11. Average Handle Time (AHT) and Session Length (WL)

12. Online Referrals by Type

13. Number of Completed Followups by SLL Staff

14. Number of People Who Chose Long Term Care Options Counseling

15. CLS Assisted Discharges Due to SLL Referral (RTC)

16. Discharge Location from Nursing Home (RTC)

17. Of CLS Assisted Consumers Statewide in CY 2014

2% Returned to a Nursing Facility After Discharge (RTC)

18. Consumers Satisfied with Living Situation

19. Target and Non-Target Transitions by Calendar Quarter (RTC)

20. Mean E-Score for CLS Assisted Community Discharges by Quarter (RTC)

2017 SMP/SHIP National Conference
Contacts

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Senior LinkAge Line® Policy Analyst
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2017 2017 SMP/SHIP National Conference
JULY 10–13, 2017  AUSTIN, TX

TN SHIP Innovative Call Center: Partnering with Corrections

Shannon R. Jones, MPH
Sidney Schuttrow, MPA
Do You Envision This?

CRIMINAL RECORD

ORANGE is the new BLACK

2017 SMP/SHIP National Conference
Video

https://spaces.hightail.com/space/TQPvk/files/fi-4044d473-b20a-4c7a-bd08-c1a08c01f830/fv-2e3ebd6f-d2d7-4d11-b010-6120480c4f89/TRICOR%202016%20FINAL.mov
TRICOR

• Mission is to prepare offenders for success after release
• Purpose is to provide occupational, soft and life skills, training and re-entry services.
• Offers highly skilled workforce to employers
• Call Center- trained for effective communication and marketing skills
Why TN SHIP Considered This Option?

• Losing an estimated 300 calls per month
• Funds distributed to AAA’s and other agencies
• Needed an innovative way to meet Performance Measures
• Could this partnership possibly help these women be successful once they were released?
The Details

• Call Center positions are highly coveted
• Security protocols are in place
• System used allows for SHIP data entry at the time of the call
• 3 Call Center Agents working 36 hours per week; two supervisors & a floater
• Annual cost of $43,646
The Training

• 5 days of intensive initial training (30 hours)
• Traditional volunteer training
• Increased case scenarios, role playing, and interactive activity
• Quarterly update trainings (more often if needed)
• Daily communication available
• All information electronic
• 9 agents currently trained
## Daily Spreadsheet Sample

<table>
<thead>
<tr>
<th>Date</th>
<th>First Name</th>
<th>Last Name</th>
<th>Phone</th>
<th>Age</th>
<th>Zip</th>
<th>County</th>
<th>Race</th>
<th>Income (above/below)</th>
<th>Reason for Call/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/6/2017</td>
<td></td>
<td></td>
<td></td>
<td>74</td>
<td>38112</td>
<td>Shelby</td>
<td>African American</td>
<td>Below</td>
<td>Is needing assistance applying for MSP/LIS. family size 1, gross income 1,376.29</td>
</tr>
<tr>
<td>6/6/2017</td>
<td></td>
<td></td>
<td></td>
<td>75</td>
<td>38138</td>
<td>Shelby</td>
<td>Caucasian</td>
<td>Above</td>
<td>She needs to choose a Part D plan and a supplemental plan</td>
</tr>
<tr>
<td>6/6/2017</td>
<td></td>
<td></td>
<td></td>
<td>64</td>
<td>38111</td>
<td>Shelby</td>
<td>White</td>
<td>Below</td>
<td>Medicare starts August 1. Needs to apply for MSP, income is $893 gross, single</td>
</tr>
<tr>
<td>6/6/2017</td>
<td></td>
<td></td>
<td></td>
<td>65</td>
<td>38107</td>
<td>Shelby</td>
<td>African American</td>
<td>Below</td>
<td>Qualifies for QMB and needs to apply</td>
</tr>
</tbody>
</table>
## The Numbers

**Start Date August 11, 2016**

<table>
<thead>
<tr>
<th></th>
<th>8/1/15-3/31/16</th>
<th>8/1/16-3/31/17</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>State</strong></td>
<td>57,265</td>
<td>80,017</td>
<td>22,752</td>
</tr>
<tr>
<td><strong>TRICOR</strong></td>
<td>0</td>
<td>15,852</td>
<td>15,852</td>
</tr>
</tbody>
</table>

| Referrals to SHIP Staff/Volunteers | 10,647 |
| TRICOR resolved calls            | 5,205  |
| 2nd contact by SHIP Staff/Volunteers* | 9,582  |

**Total TRICOR assisted contacts** | 20,229 |

* - We estimate 10% of all referrals were not able to reached for a 2\textsuperscript{nd} contact  
** - Total referrals plus TRICOR assisted contacts to make total
Challenges

• Overcoming personal bias and perception
• Staff buy-in
• Learning Curve for agents
• Agent notes on referrals
• Clients interpretation of call center counseling
• Getting new materials to the agents quickly and efficiently
Powerful Impact Statements

• Not only has this job opened up a lot more options for employment but it has helped me to feel really good about myself. I love knowing that I’m helping people every day. ----Christa C.

• It’s helped expand my knowledge in health care. It builds self-esteem while helping others. ----Teresa H.

• I love SHIP. Working for SHIP is such a rewarding experience, to be able to come to work each day knowing that I’m going to help someone that truly needs someone on their side. ----Jennifer H.
Staff Impact Statements

• For us, the conception of TRICOR was a blessing. Having someone there to answer and screen the calls, means that I can eliminate the calls that are not Medicare related. This has saved time, that I can use towards planning and building our program. – Sheila S.

• The call center has helped me to be able to know what to expect from the calls on the call list and how to prepare my day accordingly. – Joanne L.

• The ladies have done such a fabulous job at answering the calls and writing summaries for us to have a clear idea of the clients’ needs. I believe it has increased call volume and helped to catch many calls we might have potentially been missing. – Kelsey H.
Contact Information

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