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FY 2021 Medically Dependent Children Program Utilization Review

September 22, 2021

FY 2021 MDCP Utilization Review

- Review Process
- Preliminary FY 2021 Review Information
- Comparison to FY 2020



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Review Process

- The Long-Term Services and Supports (LTSS) Utilization Review team conducts desk reviews of Managed Care Organization (MCO) assessment and service planning documentation and conducts interviews with members to ensure:
 - MCO conducts assessment-driven service planning;
 - Member receives all needed services; and
 - MCO adheres to additional contract requirements around assessment for and coordination and provision of LTSS.



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Review Outcomes

- Statistically valid random sample of 339 STAR Kids members at the level of the MCO.
 - Reviewed individuals with reduced physical function (Resource Utilization Groups [RUGs] PA1, PA2, PB1)
 - Also reviewed most frequent RUG categories for FY20 referrals.
- 80% benchmark for compliance
 - Benchmarks will increase starting with FY22 reviews by 5% each year until 95% is reached in 2024.
- Overall average across MCOs and all measures: 93.11%.



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Review Outcomes

Standard 1: Assessment Completion: 92.52% (FY 20: 99.61%)

- MCO must complete assessment and all contractually required forms (Individual Service Plan [ISP] tracking tool & narrative).
- Performance measure 1.3 – Number of members for whom Form 2605, STAR Kids Screening Assessment Instrument (SK-SAI), MDCP Review Signature, completed: 77.58% (new measure).



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Review Outcomes

Standard 2 – Assessment Driven Service Planning: 94.12% (FY 20: 80.5%)

- MCOs must address needs identified in required assessments, service planning documents and other MCO documentation:
 - PM 2.1 - Justification for at least one MDCCP service for initial assessments: 86.21% (FY 20: 75.51%).
 - PM 2.2 - Justification for at least one MDCCP service for reassessments: 90% (FY 20: 77.97%).
 - PM 2.3 - Members whose identified needs were addressed on service planning documents: 100% (FY20: 62.62%)



Review Outcomes

Standard 3A - Timeliness of Assessments: 96.78% (FY20: 95.27%)

- MCOs must meet timeliness requirements for initial assessments and re-assessments for MDCP, including STAR Kids Screening and Assessment Instrument (SK-SAI) completion and ISP submission.



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Review Outcomes

Standard 3B – Follow-Up: 73.14% (FY 20: 67.95%)

- **PM 3B.1** - MCOs must contact member to follow up no later than four weeks of the start of ISP: 66.96%(FY 20 was 61.64%).
- **PM 3B.2** - Members received monthly phone calls unless otherwise requested: 80.53% (FY20: 74.26%).
- **PM 3B.3** – Number of reassessment members with at least four face to face visits: 71.94% (new measure).



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Review Outcomes

Standard 4A – Service Delivery Patterns

- Referral findings across MCOs can reveal patterns in MCO support of member needs for Access to Care and Health and Safety: 93.5% (FY20: 82.5%).

Standard 4B – Provision of Attendant and Other Services

- **PM 4B.1** - MDCCP services delivered per member's service plan: 99.15% (FY20: 98.76%).
- **PM 4B.2** - Members who had a need for Community First Choice (CFC) services and received them: 98.7% (FY20: 89.29%).



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Review Outcomes

Standard 5 – Member Experience (FY20: 99.02%)

- Home Visits/Member Interviews conducted in person or by telephone asking series of questions
 - **PM 5.1** - Offered choice of waiver services: 100% (FY20: 98.93%).
 - **PM 5.2** - Offered choice of providers: 99.68% (FY20: 99.17%).
 - **PM 5.3** - Knew how to contact MCO Service Coordinator: 99.36% (FY20: 98.82%).



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Review Outcomes

Standard 5 – Member Experience (FY20: 99.02%)

- Home Visits/Member Interviews conducted in person or by telephone through asking series of questions (cont.)
 - **PM 5.4** - Notified when Service Coordinator changes: 96.85% (FY20: 99.17%)
 - **PM 5.5** - Asked about their preferences: 100% (FY20 was 99.29%)
 - **PM 5.6** – Members helping develop ISP: 100% (new)



Review Outcomes

Standard 6 – Member Experience: Quality of Life (new).*

- **PM 6.1** – Report little to no difficulty receiving needed services
 - 71.75% easy/very easy
 - 8% difficult/very difficult
 - 12% neutral

*Percentage does not total 100% - 8% of sample not interviewed.



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Review Outcomes

Standard 6 – Member Experience – Quality of Life (new) – % do not total 100% because 8% of sample were not interviewed (cont.)

- **Performance Measure (PM) 6.2** – Report services changed when their needs changed
 - 46.97% yes
 - 4.32% no
 - 2.88% unsure
 - 37.75% needs did not change



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Review Outcomes

Standard 6 – Member Experience – Quality of Life

- **PM 6.3** – Feel that services have made a positive difference in their lives
 - 89.34% yes
 - .58% no
 - 2.02% unsure
- **PM 6.4** – Agree that service plan reflects their needs
 - 86.17% yes
 - 3.46% no
 - 2.31% unsure



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Member Interviews

Members interviewed – 311

- All completed by telephone
- FY22 will have capability of completing via remote audiovisual means

Members not interviewed – 28

- Deceased – 2
- Declined – 8
- Unable to reach/unavailable – 18



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Questions?



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Thank you

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