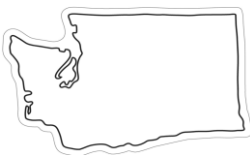




Washington State's Fee-For-Service Dual Eligible Demonstration Quarterly Report

November 30, 2023



This report provides a month-by-month look at dual Medicare-Medicaid beneficiaries' eligibility, enrollment, and engagement in Washington State's Duals Demonstration and Health Home program. A few key things to note:

- Health Homes was implemented in 14 counties in July 2013, 23 additional counties were added in October 2013, and the remaining 2 counties (King and Snohomish) joined in April 2017.
- Health Home dual beneficiaries are enrolled with one of eleven Health Home Fee-for-Service Lead Entities.
- Beneficiaries identified as "already aligned" with another Medicare shared savings program are not included among those deemed "demonstration eligible" for purposes of reporting and evaluation, though they remain eligible to receive Health Home services. **Note: the Overall Summary section now shows the clients who would have been demonstration eligible if not for an "already aligned" designation.**

The report was prepared by DSHS Research and Data Analysis Division in collaboration with Washington State's Health Care Authority.

Eligibility and Enrollment updated through September 2023

Engagement updated through June 2023

Health Home Team Review Date: November 28, 2023



DATA SOURCE: Washington State Health Care Authority, ProviderOne (Medicaid) database.



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Washington State's Fee-For-Service Dual Eligible Demonstration Quarterly Report

EXECUTIVE SUMMARY

Demonstration Eligibility Trends

- In the last year, eligibility for the demonstration has decreased to just below 16,000 dual eligible beneficiaries. However, a primary driver of this trend is clients who are identified as "already aligned" with a different CMS shared savings program. While these clients are still eligible to receive Health Home benefits, they are no longer included in the demonstration population for reporting purposes.
- The number of "already aligned" clients had been consistently low in the first nine years of the program, averaging just below 740 per month. The number of these clients has risen to above 6,000 in the last year.
- The number of duals enrolled in Medicare Advantage plans, particularly Duals Special Need Plans (D-SNPs) has increased over the last several years. This has also driven down the total number of demonstration eligible beneficiaries as these clients are excluded from Health Home eligibility more broadly.

Enrollment, and Engagement Trends

- 24% of demonstration eligible dual beneficiaries are not currently participating in the program, either because they could not be reached (8%) by a Lead (meeting the due diligence outreach process), or they chose to opt out (16%) after being offered Health Home services.
- A decrease in monthly opt-out totals, beginning in April 2021, was due to a new program policy of ending opt-out status and re-offering Health Home services for those who have remained Health Home eligible for over a year.
- As of June 2023, 38% of enrolled duals were engaged in the month while 51% of those enrolled had been engaged in June 2023 or during a previous month. Overall engagement has remained fairly steady throughout the life of the demonstration, even as eligibility and enrollment have fluctuated at times.

COVID-19

- The Health Homes program did not see drastic changes to Eligibility, Enrollment, or Engagement levels for Dual Demonstration eligible beneficiaries during the height of the COVID-19 pandemic. We attribute some of the stability to the actions taken by Health Home program staff to support Leads and Care Coordinators in maintaining engagement with beneficiaries, through remote trainings, additional resources, and allowing phone-based services.
- The program now allows telehealth services to be provided as an exception when driven by client preferences. Though, the initial Health Action Plan (HAP) Tier One service must still be conducted in-person.

1. Overall Summary

November 30, 2023

HIGHLIGHTS
NEW

15,862 total dual beneficiaries were eligible for the demonstration as of September 2023. Of those,

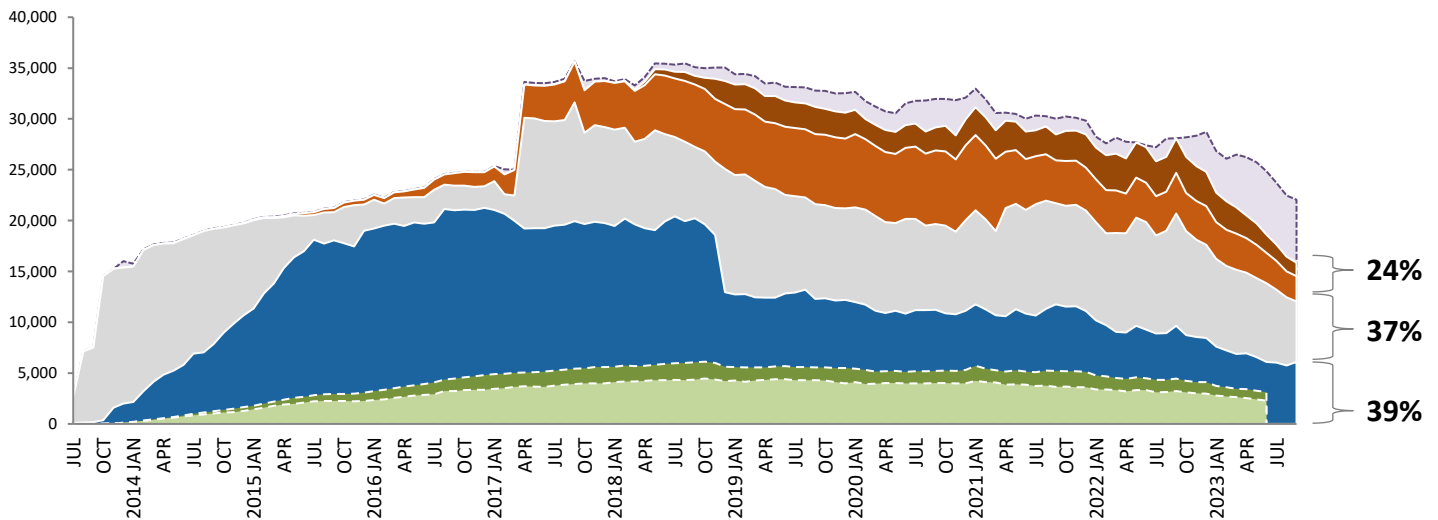
- **39%** are currently enrolled with a Health Home Lead Entity.
- **37%** are NOT currently enrolled, but will be as capacity allows.
- **24%** are not currently participating in the program, either because they could not be reached (8%) by a Lead (meeting the due diligence outreach process), or they chose to opt out (16%) after being offered Health Home services.

6,202 beneficiaries identified as "already aligned" with another Medicare shared savings program have been removed from **(-28%)** the demonstration eligible population, resulting in a **(-28%)** decrease.

As of June 2023 there were a total of 6,102 Dual Beneficiaries enrolled with a Health Home Lead Entity. Of those,

- **51%** had received one or more Health Home services since their initial enrollment.
- **38%** had received a Health Home service during the month.

Overall Eligibility, Participation, Enrollment, and Engagement (July 2013 - Present)



Overall Eligibility, Participation, Enrollment, and Engagement Detail (previous 12 Months)

	Total Demo Eligible	Not Currently Participating				Not Currently Enrolled		Enrolled		Engaged				Not Demo Elig		
		COULD NOT BE REACHED ¹		OPT-OUT ¹		NOT ENROLLED ¹		ENROLLED ¹		ENGAGED IN MONTH ²		ENGAGED EVER ²		ALREADY ALIGNED ³		
	OCT	26,259	3,547	14%	3,738	14%	10,232	39%	8,742	33%	3,090	35%	4,243	49%	1,941	(-7%)
	NOV	25,343	3,410	13%	3,825	15%	9,555	38%	8,553	34%	3,003	35%	4,126	48%	3,006	(-11%)
	DEC	24,779	3,351	14%	3,827	15%	9,148	37%	8,453	34%	2,966	35%	4,109	49%	3,942	(-14%)
2023	JAN	22,759	2,920	13%	3,599	16%	8,639	38%	7,601	33%	2,775	37%	3,725	49%	4,089	(-15%)
	FEB	21,907	2,802	13%	3,564	16%	8,328	38%	7,213	33%	2,687	37%	3,599	50%	4,170	(-16%)
	MAR	21,284	2,567	12%	3,563	17%	8,260	39%	6,894	32%	2,624	38%	3,458	50%	5,215	(-20%)
	APR	20,511	2,238	11%	3,399	17%	7,923	39%	6,951	34%	2,525	36%	3,433	49%	5,714	(-22%)
	MAY	19,721	2,097	11%	3,285	17%	7,773	39%	6,566	33%	2,426	37%	3,275	50%	6,019	(-23%)
	JUN	18,619	1,778	10%	3,001	16%	7,738	42%	6,102	33%	2,291	38%	3,132	51%	6,221	(-25%)
	JUL	17,635	1,598	9%	2,829	16%	7,169	41%	6,039	34%	pending	-	pending	-	6,075	(-26%)
	AUG	16,443	1,434	9%	2,570	16%	6,691	41%	5,748	35%	pending	-	pending	-	6,010	(-27%)
	SEP	15,862	1,318	8%	2,505	16%	5,932	37%	6,107	39%	pending	-	pending	-	6,202	(-28%)

¹Percent of Total Demonstration Eligible dual beneficiaries provided. ²Percent of Total Demonstration Eligible and Enrolled dual beneficiaries provided.

³Percent Decrease in Demonstration Eligible Total.

NOTES

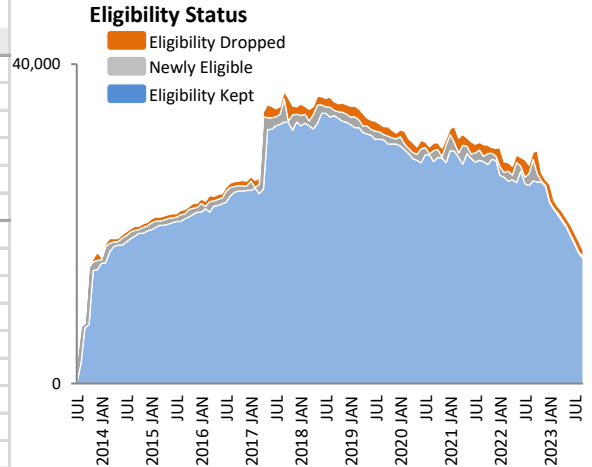
This report provides a month-by-month look at dual Medicare-Medicaid beneficiaries' eligibility, enrollment, and engagement in Washington State's Duals Demonstration and Health Home program. A few things to note:

- Health Home engagement is based on accepted encounters which can take 3 months to receive.
- The number of "already aligned" duals began to dramatically increase in late 2022 and is driving the sharp decline in total Demonstration Eligible Duals seen in the most recent months.

2. Additional Eligibility, Enrollment, and Engagement Details

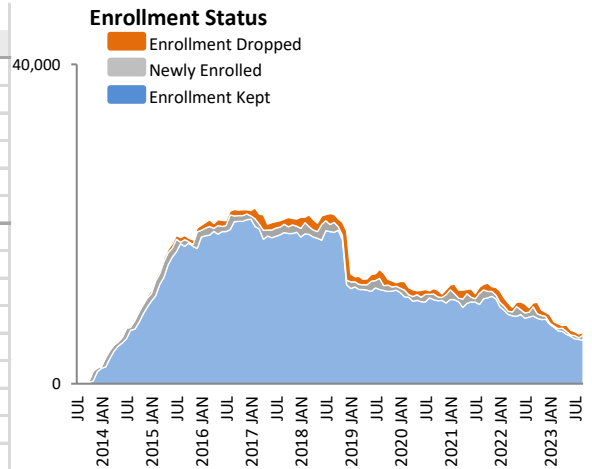
Health Home Dual Beneficiary Eligibility Status

	Eligible	Newly Eligible ¹		Eligibility Kept		Eligibility Dropped	
	NUMBER	NUMBER	PERCENT ²	NUMBER	PERCENT ²	NUMBER	PERCENT ³
JUL	25,824	795	3%	25,029	92%	2,195	8%
AUG	26,285	1,512	6%	24,773	96%	1,051	4%
SEP	28,087	2,694	10%	25,393	97%	892	3%
OCT	26,259	1,039	4%	25,220	90%	2,867	10%
NOV	25,343	99	0%	25,244	96%	1,015	4%
DEC	24,779	114	0%	24,665	97%	678	3%
2023 JAN	22,759	143	1%	22,616	91%	2,163	9%
FEB	21,907	138	1%	21,769	96%	990	4%
MAR	21,284	218	1%	21,066	96%	841	4%
APR	20,511	213	1%	20,298	95%	986	5%
MAY	19,721	161	1%	19,560	95%	951	5%
JUN	18,619	143	1%	18,476	94%	1,245	6%
JUL	17,635	207	1%	17,428	94%	1,191	6%
AUG	16,443	130	1%	16,313	93%	1,322	7%
SEP	15,862	196	1%	15,666	95%	777	5%



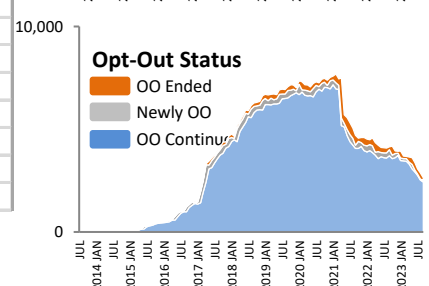
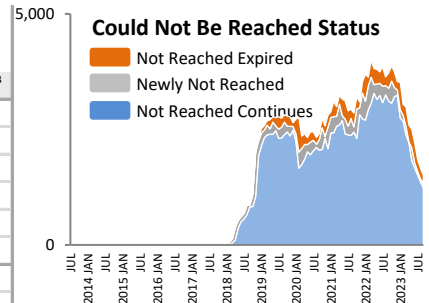
Health Home Dual Beneficiary Enrollment Status

	Enrolled	Newly Enrolled ¹		Enrollment Kept		Enrollment Dropped	
	NUMBER	NUMBER	PERCENT ²	NUMBER	PERCENT ²	NUMBER	PERCENT ³
JUL	8,894	718	8%	8,176	88%	1,085	12%
AUG	8,940	604	7%	8,336	94%	558	6%
SEP	9,635	1,162	12%	8,473	95%	467	5%
OCT	8,742	553	6%	8,189	85%	1,446	15%
NOV	8,553	506	6%	8,047	92%	695	8%
DEC	8,453	392	5%	8,061	94%	492	6%
2023 JAN	7,601	185	2%	7,416	88%	1,037	12%
FEB	7,213	161	2%	7,052	93%	549	7%
MAR	6,894	283	4%	6,611	92%	602	8%
APR	6,951	383	6%	6,568	95%	326	5%
MAY	6,566	393	6%	6,173	89%	778	11%
JUN	6,102	154	3%	5,948	91%	618	9%
JUL	6,039	414	7%	5,625	92%	477	8%
AUG	5,748	209	4%	5,539	92%	500	8%
SEP	6,107	698	11%	5,409	94%	339	6%



Health Home Dual Beneficiary Could Not Be Reached and Opt-Out Status

	Total Not Reached	Newly Could Not Be Reached ¹		Could Not Be Reached Expired ⁴		Total Opt-Out	Newly Opt-Out ¹		Opt-Out Ended ⁵	
	NUMBER	NUMBER	PERCENT ²	NUMBER	PERCENT ³	NUMBER	NUMBER	PERCENT ²	NUMBER	PERCENT ³
JUL	3,436	356	10%	414	12%	3,850	233	6%	249	6%
AUG	3,446	196	6%	186	5%	3,843	240	6%	247	6%
SEP	3,392	279	8%	333	10%	4,011	299	7%	131	3%
OCT	3,547	482	14%	327	10%	3,738	166	4%	439	11%
NOV	3,410	194	6%	331	9%	3,825	206	5%	119	3%
DEC	3,351	119	4%	178	5%	3,827	99	3%	97	3%
2023 JAN	2,920	174	6%	605	18%	3,599	120	3%	348	9%
FEB	2,802	123	4%	241	8%	3,564	102	3%	137	4%
MAR	2,567	182	7%	417	15%	3,563	118	3%	119	3%
APR	2,238	23	1%	352	14%	3,399	90	3%	254	7%
MAY	2,097	270	13%	411	18%	3,285	214	7%	328	10%
JUN	1,778	109	6%	428	20%	3,001	88	3%	372	11%
JUL	1,598	78	5%	258	15%	2,829	66	2%	238	8%
AUG	1,434	64	4%	228	14%	2,570	42	2%	301	11%
SEP	1,318	76	6%	192	13%	2,505	65	3%	130	5%



¹Includes beneficiaries who are eligible/enrolled/Opt-Out/Not Reached for the first time, or who returned as after a 1+ month gap.

²Denominator is the current month's Health Home eligible/enrolled/Opt-Out/Not Reached dual beneficiaries.

³Denominator is the previous month's Health Home eligible/enrolled/Opt-Out/Not Reached dual beneficiaries.

⁴Beneficiaries' "could not be reached" designation automatically expires after 15 months, after which, if they remain eligible, they will be re-assigned to a Lead.

⁵Beneficiaries previously remained "opted out" permanently unless they opt back in. As a new policy we are ending opt-out stated and re-offering services again after a certain period.

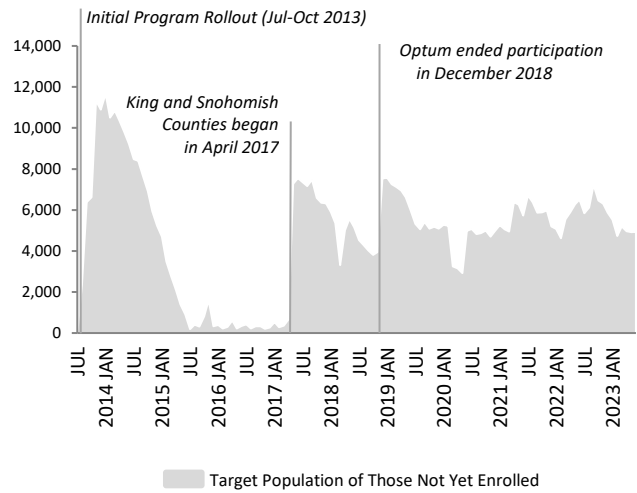
3. Identifying Target Population of Those Not Yet Enrolled

NOTES

- While a goal of the program is to increase enrollment and engagement, a particular subgroup of those not enrolled are the highest priority. This Target Population of Those Not Yet Enrolled excludes
 - Beneficiaries eligible for their first month (*a month enrollment lag is required to meet 30 day notification requirements*).
 - Beneficiaries with a PRISM Risk Score less than 1.5 (*an unofficial policy used to manage capacity*).
 - American Indian and Alaska Native Beneficiaries (*not passively enrolled per official policy*).
- Given the exclusions, the Target Population of Those Not Yet Enrolled had consistently decreased after each expansion noted in the plot below (initial program rollout, expansion to King/Snohomish Counties, end of Optum's participation in program). Over the last year, the number has plateaued around 6,000 beneficiaries.
- Prior to the January 2022 release of the report, Due Diligence clients had been included among the total of those not enrolled. They have now been removed (as are Opt-Out clients) since they are not available for enrollment while having Due Diligence status.

Target Population of Those Not Yet Enrolled

	Demonstration Eligible			Target Population			Eligible, Not Yet Enrolled			Target Population		
	NUMBER	NUMBER	PERCENT	NUMBER	NUMBER	PERCENT	NUMBER	NUMBER	PERCENT	NUMBER	NUMBER	PERCENT
JUL	25,824	5,846	23%	9,644	5,846	61%						
AUG	26,285	6,113	23%	10,056	6,113	61%						
SEP	28,087	7,231	26%	11,049	7,231	65%						
OCT	26,259	6,471	25%	10,232	6,471	63%						
NOV	25,343	6,311	25%	9,555	6,311	66%						
DEC	24,779	5,870	24%	9,148	5,870	64%						
2023 JAN	22,759	5,535	24%	8,639	5,535	64%						
FEB	21,907	4,726	22%	8,328	4,726	57%						
MAR	21,284	5,197	24%	8,260	5,197	63%						
APR	20,511	4,962	24%	7,923	4,962	63%						
MAY	19,721	4,912	25%	7,773	4,912	63%						
JUN	18,619	4,938	27%	7,738	4,938	64%						
JUL	17,635	4,574	26%	7,169	4,574	64%						
AUG	16,443	4,063	25%	6,691	4,063	61%						
SEP	15,862	3,803	24%	5,932	3,803	64%						



Target Population of Those Not Yet Enrolled, by Residential County

Total Count of Target Population of Those Not Yet Enrolled, September 2023



Top 10 Counties

RANK	COUNTY	Count
1	KING	1,373
2	PIERCE	433
3	SPOKANE	235
4	KITSAP	215
5	GRAYS HARBOR	174
6	YAKIMA	164
7	THURSTON	140
8	SNOHOMISH	125
9	CLALLAM	124
10	BENTON	118

Target Population of Those Not Yet Enrolled as Percent of Demonstration Eligible Beneficiaries, September 2023



Top 10 Counties

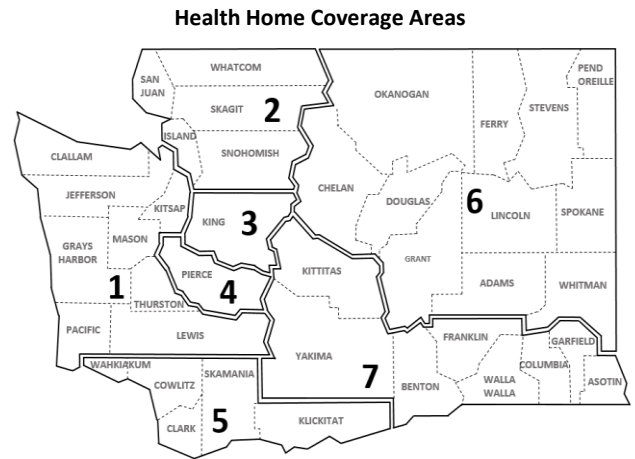
RANK	COUNTY	% OF ELIGIBLE
1	PACIFIC	53.8%
2	KITSAP	52.4%
3	KING	40.8%
4	CLALLAM	37.1%
5	LEWIS	35.9%
6	GRAYS HARBOR	29.6%
7	COLUMBIA	28.6%
8	PIERCE	28.3%
9	MASON	26.7%
10	THURSTON	26.4%

4. Lead Entity Detail

- NOTES**
- Health Home dual beneficiaries are enrolled with one of the twelve Health Home Lead Entities.
 - There are three types of Health Home Lead Entities.
 - Area Agencies on Aging (AAA)
 - Community-Based Organizations (CBO)
 - Managed Care Organizations (MCO)
 - Elevate Health ended participation in the Health Home program in May 2022. Their actively participating beneficiaries are being enrolled with Pierce County AAA and Care Coordinators kept intact, as much as possible.

Health Home Lead Entity Coverage Area Map for Dual Beneficiaries

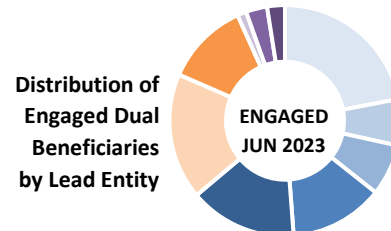
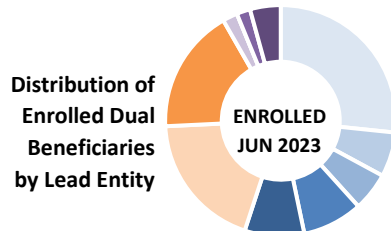
Type	Lead Entity	HH Start Date	HH Coverage Area							
			1	2	3	4	5	6	7	
AAA	Northwest Regional Council AAA	OCT 2013								
	Olympic AAA	FEB 2019								
	Pierce County AAA	DEC 2018								
	Southeast WA Aging and LTC AAA	JUL 2013								
	Southwest AAA	DEC 2018								
CBO	Community Choice	OCT 2013								
	Full Life Care	APR 2017								
MCO	Community Health Plan of Washington	JUL 2013								
	Coordinated Care	JAN 2018								
	Molina	JUL 2016								
	United Health Care Community Plan	JUL 2013								



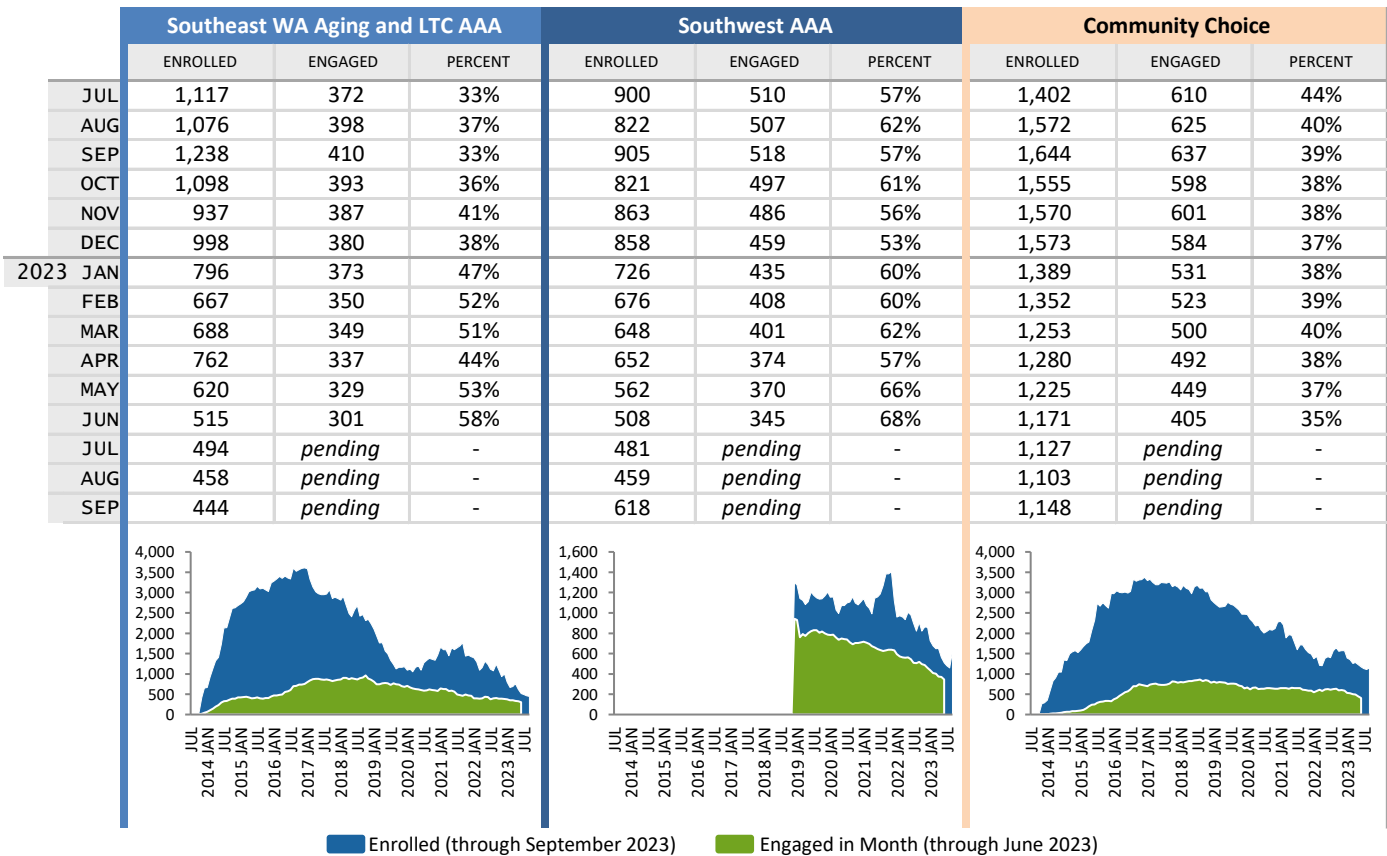
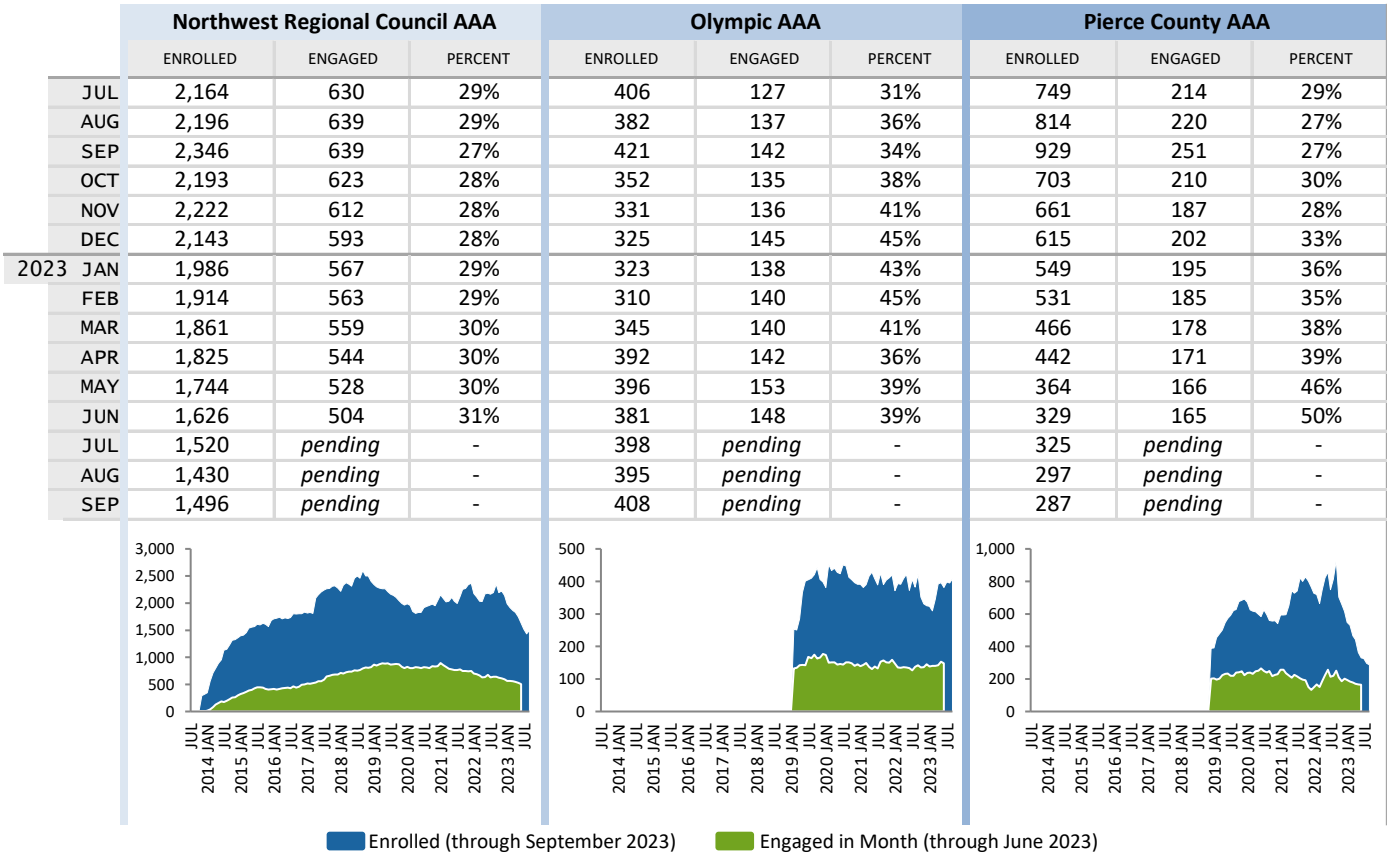
Health Home Dual Beneficiary Enrollment and Engagement Summary by Lead Entity

Type	Lead Entity	Enrollment Summary June 2023			Engagement Summary June 2023			
		ENROLLED	% OF TOTAL ENROLLED BY LEAD	RANK	ENGAGED	% OF ENROLLED ENGAGED IN MONTH	% OF TOTAL ENGAGED BY LEAD	RANK
AAA	Northwest Regional Council AAA	1,626	27%	1	504	31%	22%	1
	Olympic AAA	381	6%	6	148	39%	6%	7
	Pierce County AAA	329	5%	7	165	50%	7%	6
	Southeast WA Aging and LTC AAA	515	8%	4	301	58%	13%	4
	Southwest AAA	508	8%	5	345	68%	15%	3
CBO	Community Choice	1,171	19%	2	405	35%	18%	2
	Full Life Care	1,067	17%	3	269	25%	12%	5
MCO	Community Health Plan of Washington	127	2%	9	29	23%	1%	10
	Coordinated Care ¹	0	-	-	-	-	-	-
	Molina	116	2%	10	68	59%	3%	8
	United Health Care Community Plan	262	4%	8	57	22%	2%	9

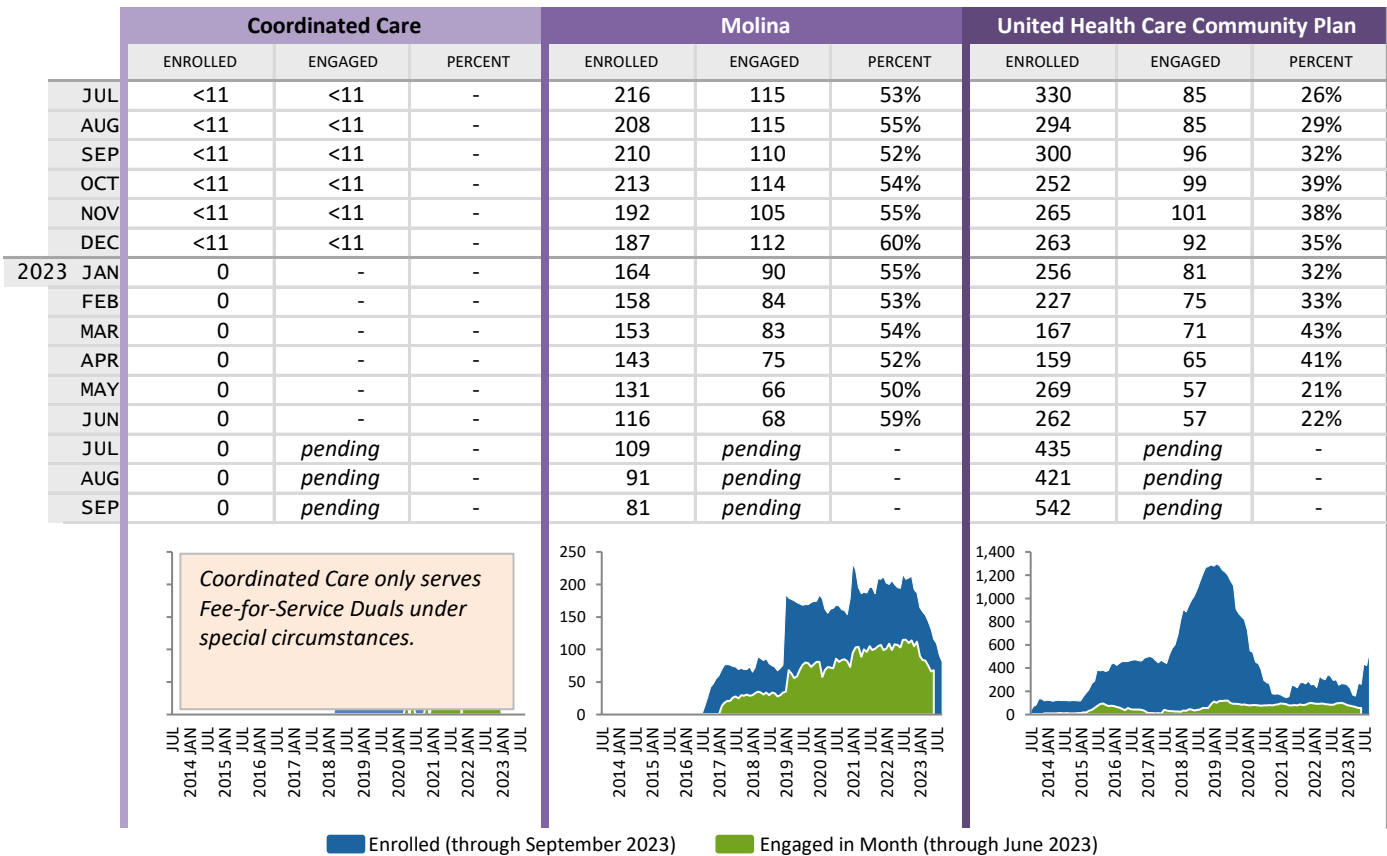
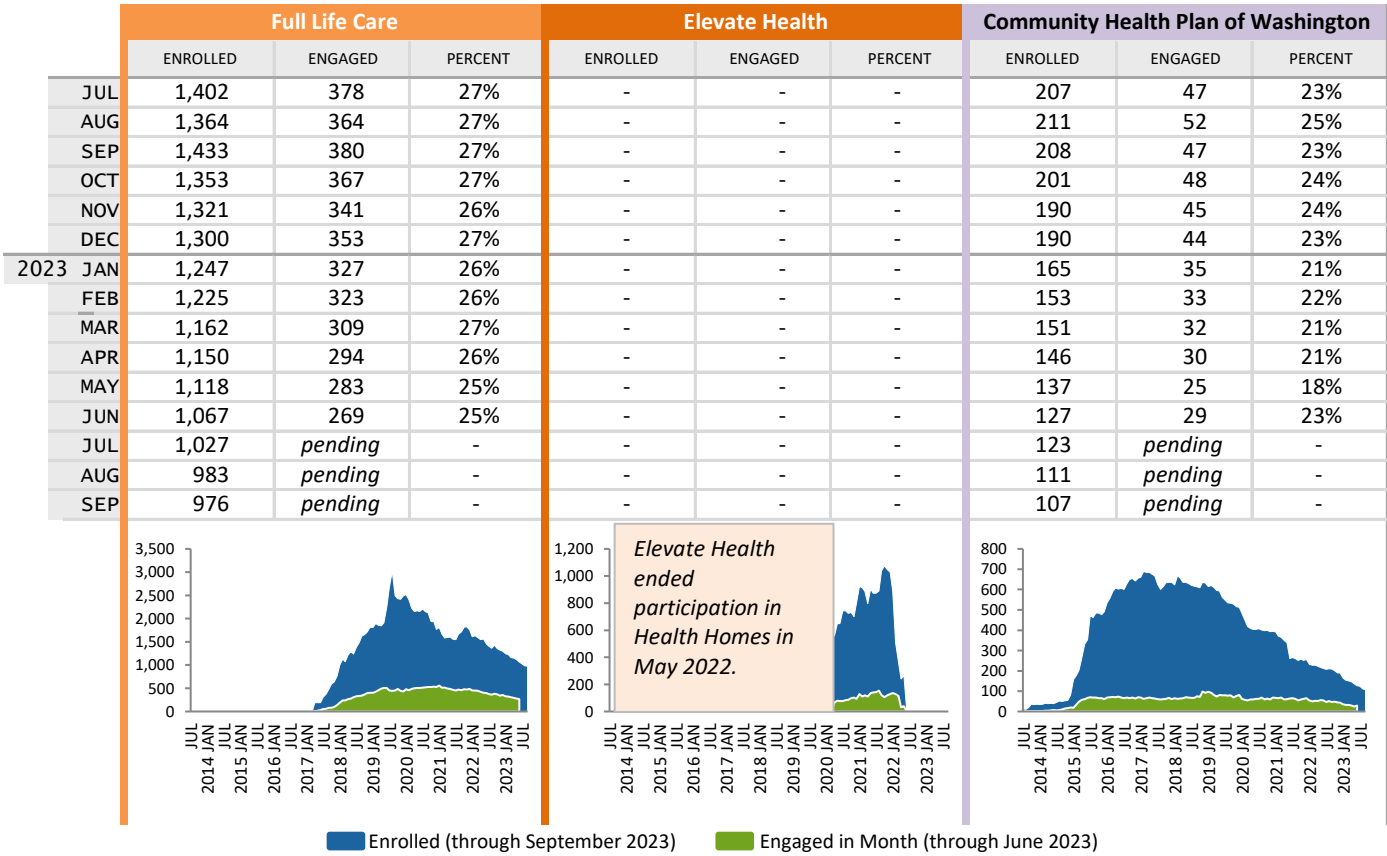
¹Coordinated Care only serves Fee-for-Service Duals under special circumstances.



Health Home Dual Beneficiary Enrollment and Engagement by Lead Entity



Health Home Dual Beneficiary Enrollment and Engagement by Lead Entity (cont.)



5. Government Accountability Office (GAO) Measure Tracking and Results

- NOTES**
- The tracking grid below reflects the status of the GAO Measure Collection Lists returned by each Health Home Lead.
 - The Measure Results reflect GAO Measure 4 as calculated on the Final GAO Results Lists distributed to the Health Home Leads.
 - For Demonstration Year 5 (the period of November 2017 through October 2018), the state was deemed to pass the quality performance goal as all Health Home Leads reported their GAO measure. For Demonstration Year 6, the benchmark for GAO Measures was either 63%/44% for Assessment Completed/Care Plan Completed (not met), or a 21%/20% improvement from the previous year (met).

Health Home Lead Entity GAO Measure Collection List Tracking

Type	Lead Entity	Demonstration Year 9						Demonstration Year 10						
		MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
AAA	Northwest Regional Council AAA													
	Olympic AAA													
	Pierce County AAA													
	Southeast WA Aging and LTC AAA													
	Southwest AAA													
CBO	Community Choice													
	Full Life Care													
MCO	Community Health Plan of Washington													
	Coordinated Care													
	Molina													
	United Health Care Community Plan													

N/A - No Collection List sent to HH Lead Entity (no new enrollees/not yet created)
 Collection List Completed and Returned
 Collection List Not Yet Returned

Health Home Lead Entity GAO Measure Results (Demonstration Year 5, 6, 7, and Partial Year 8 Results)

GAO Measure 4: The percentage of Demonstration eligible Medicare-Medicaid enrollees who are willing to participate and could be reached, or who had fewer than 3 documented outreach attempts within 90 days, who had a health action plan completed within 90 days of initial enrollment.

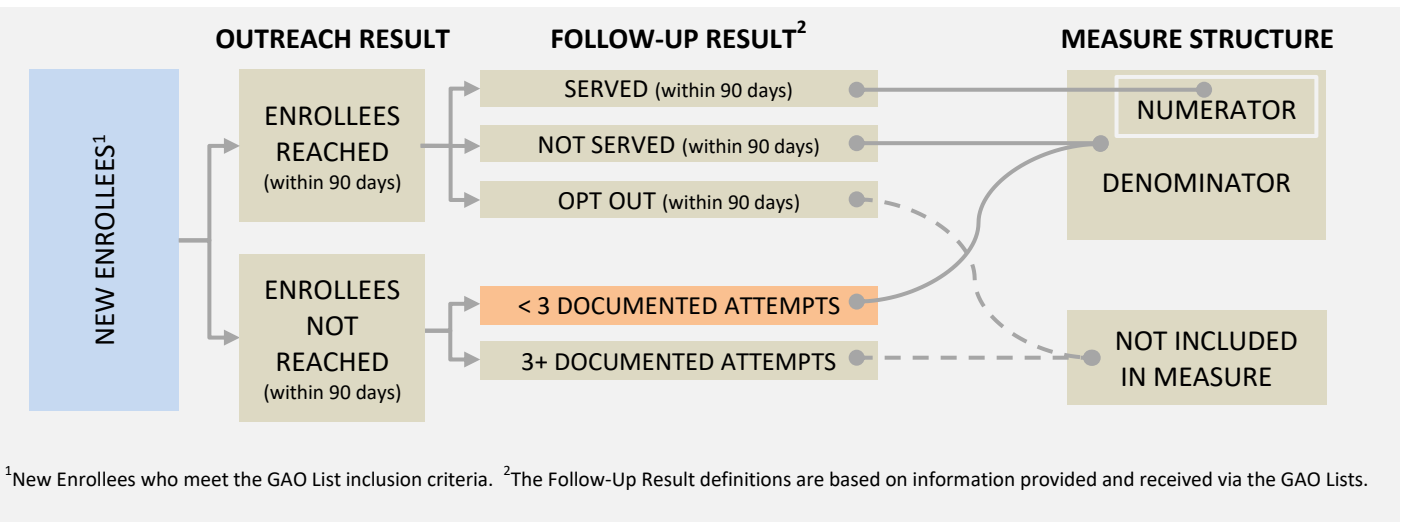
Type	Lead Entity	Demonstration Year 5 (Nov 2017 - Oct 2018)			Demonstration Year 6 (Nov 2018 - Oct 2019)			Demonstration Year 7 (Nov 2019 - Oct 2020)			Demonstration Year 8 (Nov 2020 - Oct 2021)		
		NUM	DEN	RATE	NUM	DEN	RATE	NUM	DEN	RATE	NUM	DEN	RATE
AAA	Northwest Regional Council AAA	126	622	20.3%	140	347	40.3%	113	213	53.1%	68	117	58.1%
	Olympic AAA	-	-	-	<11	65	-	14	42	33.3%	12	41	29.3%
	Pierce County AAA	-	-	-	27	91	29.7%	19	48	39.6%	15	33	45.5%
	Southeast WA Aging and LTC AAA	180	525	34.3%	76	118	64.4%	21	77	27.3%	12	12	100.0%
	Southwest AAA	-	-	-	99	134	73.9%	55	104	52.9%	32	63	50.8%
CBO	Community Choice	141	543	26.0%	52	356	14.6%	34	103	33.0%	19	115	16.5%
	Full Life Care	227	1,047	21.7%	180	507	35.5%	97	164	59.1%	56	280	20.0%
	Elevate Health (ended May 2022)	-	-	-	0	107	0.0%	13	102	12.7%	21	177	11.9%
	Optum (ended participation in Dec 18)	119	1,658	7.2%	-	-	-	-	-	-	-	-	-
MCO	Community Health Plan of Washington	<11	69	-	0	<11	0.0%	0	<11	0.0%	0	<11	0.0%
	Coordinated Care	0	0	-	0	0	-	0	0	-	0	0	-
	Molina	0	<11	0.0%	<11	<11	-	0	<11	0.0%	<11	<11	-
	United Health Care Community Plan	33	489	6.7%	<11	100	-	0	<11	0.0%	<11	23	-
TOTAL		832	4,957	16.8%	589	1,830	32.2%	366	856	42.8%	239	865	27.6%

Health Home Lead Entity Outreach and GAO Measure Improvement

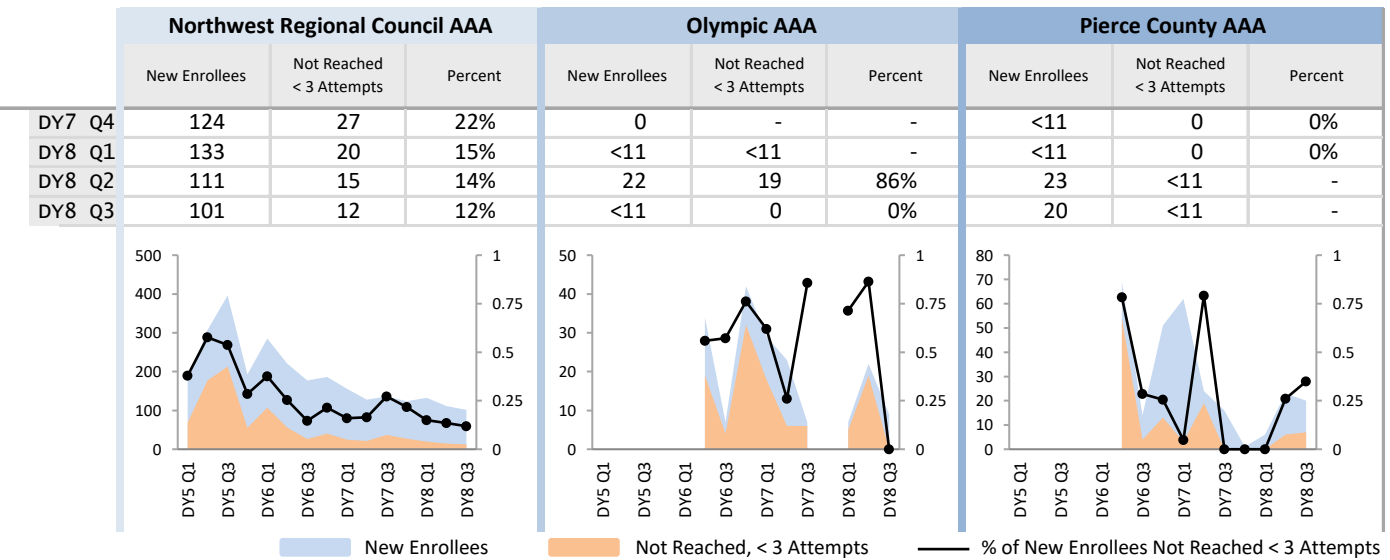
NOTES

- This portion of the GAO Measure section explores the subset of new enrollees who could not be reached with fewer than 3 documented attempts (based on information obtained via the GAO tracking lists). We are highlighting this subset because reducing the number of clients in this group is a meaningful way to improve outreach and a straightforward way to improve the GAO measure results.
- As seen in the Outreach Scenarios diagram below, the new enrollees not reached with fewer than 3 attempts are treated the same as new enrollees who are reached but not served within 90 days, for the purposes of the GAO Measure. That is, they are included in the denominator, but not in the numerator. If additional contact attempts are made and the client is reached, but not served within 90 days, the GAO Measure will remain the same.
- In all other scenarios the GAO Measure will increase. Either the client will be added to the numerator (if they are reached and served within 90 days), or the client will be removed from the denominator if they were reached and opted out within 90 days, or if they could not be contacted with 3+ documented attempts).
- The lead-specific tables and charts below show the number of new enrollees and the number (and percent) of those new enrollees who could not be reached with fewer than 3 attempts. It is the goal of the program to minimize this group.

OUTREACH SCENARIOS



Health Home Lead Entity Outreach Detail



Health Home Lead Entity Outreach Detail (cont.)

