

TEAMING UP FOR 2020



IMPLICATIONS AND OPPORTUNITIES FOR MEDICARE ADVANTAGE IN 2020



SOLERA

WELCOME



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TODAY'S OBJECTIVES

1. Gain a deeper understanding of the *new* Special Supplemental Benefits for the Chronically Ill (SSBCI)
2. Learn how Solera Health can make it easier to offer new SSBCI benefits for your Medicare Advantage members in 2020

WEBINAR AGENDA

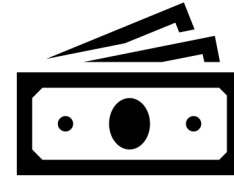
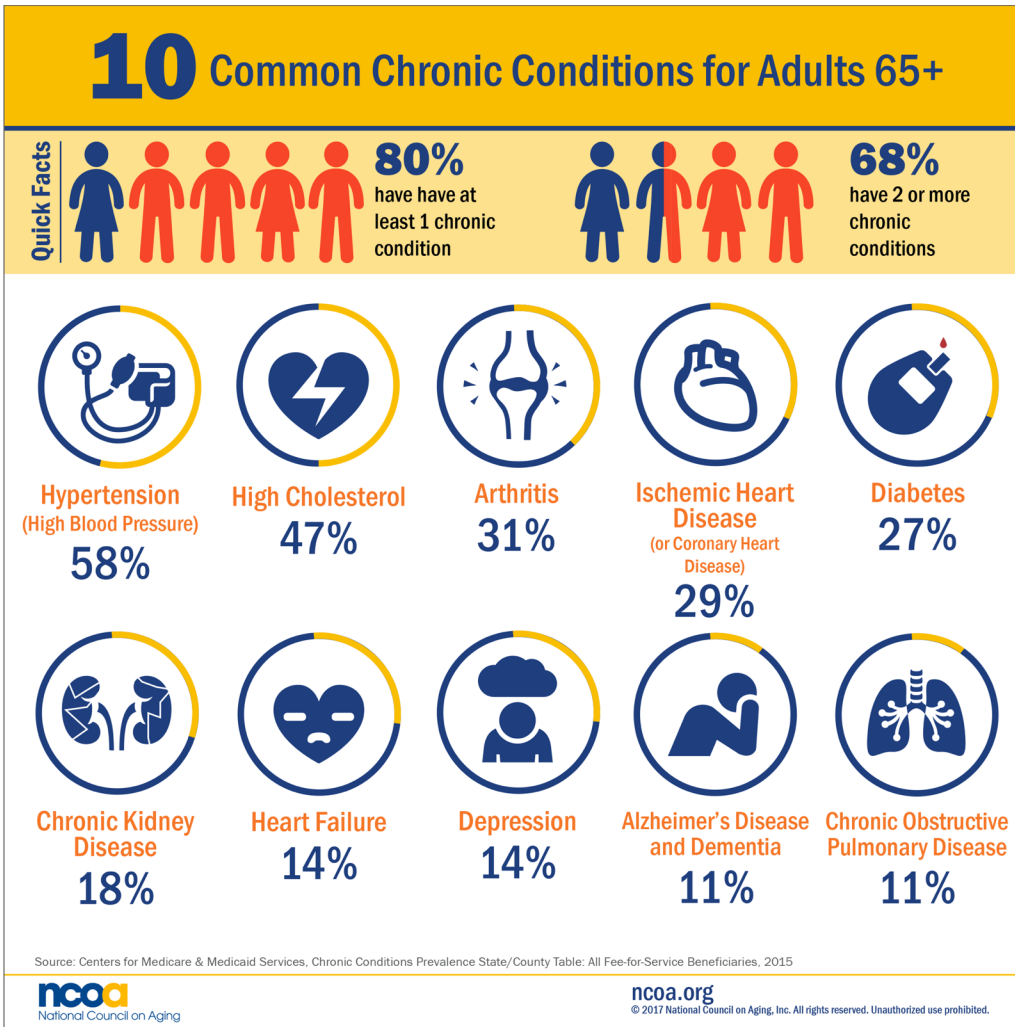
- Background
- 2020 Medicare Advantage draft call letter
 - Special Supplemental Benefits for the Chronically Ill (SSBCI)
- The Solera Health Network model
- SSBCI considerations for 2020
- Next steps

BRIEF BACKGROUND



WHAT ARE WE WORKING TO SOLVE

CHRONIC DISEASE IN OLDER ADULTS

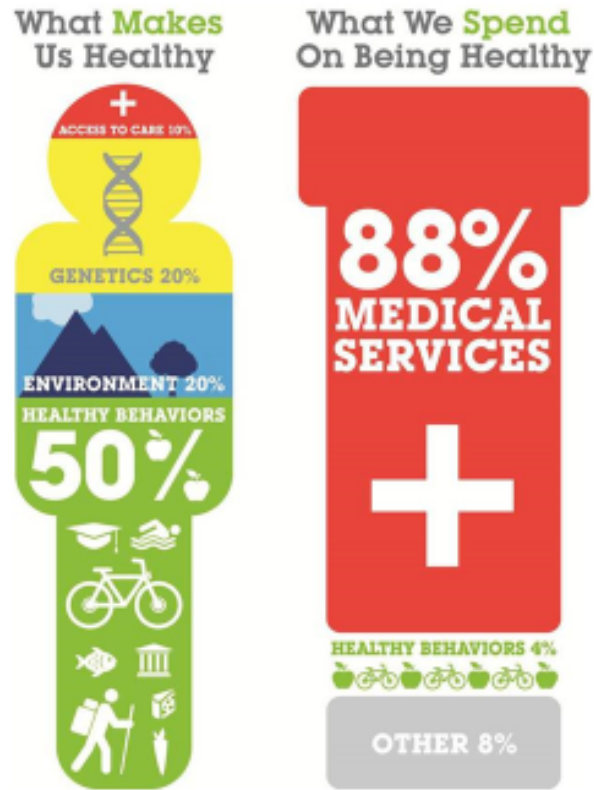


86% of health care spending spent on chronic conditions

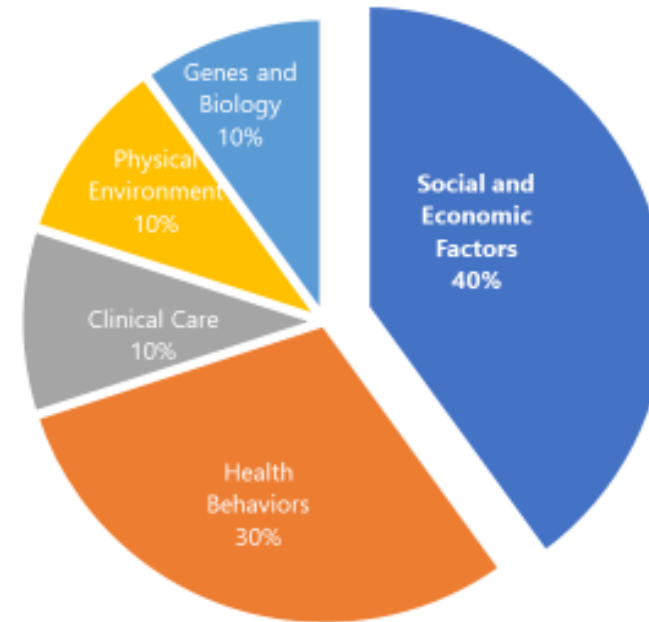
For older adults living with a chronic condition, **non-clinical factors** such as **food, social connections, physical activity and stability** strongly impact their quality of life and health related outcomes.

UP TO 60% OF ONE'S HEALTH IS INFLUENCE BY NON-CLINICAL FACTORS

DESPITE THEIR IMPACT ON HEALTH, SDOH HAVE LARGELY BEEN THOUGHT OF AS THE RESPONSIBILITY OF SOCIAL SERVICES, PUBLIC HEALTH AND INDIVIDUALS



Determinants of Health



2020 MEDICARE ADVANTAGE DRAFT CALL LETTER



SPECIAL SUPPLEMENTAL BENEFITS FOR THE CHRONICALLY ILL (SSBCI)

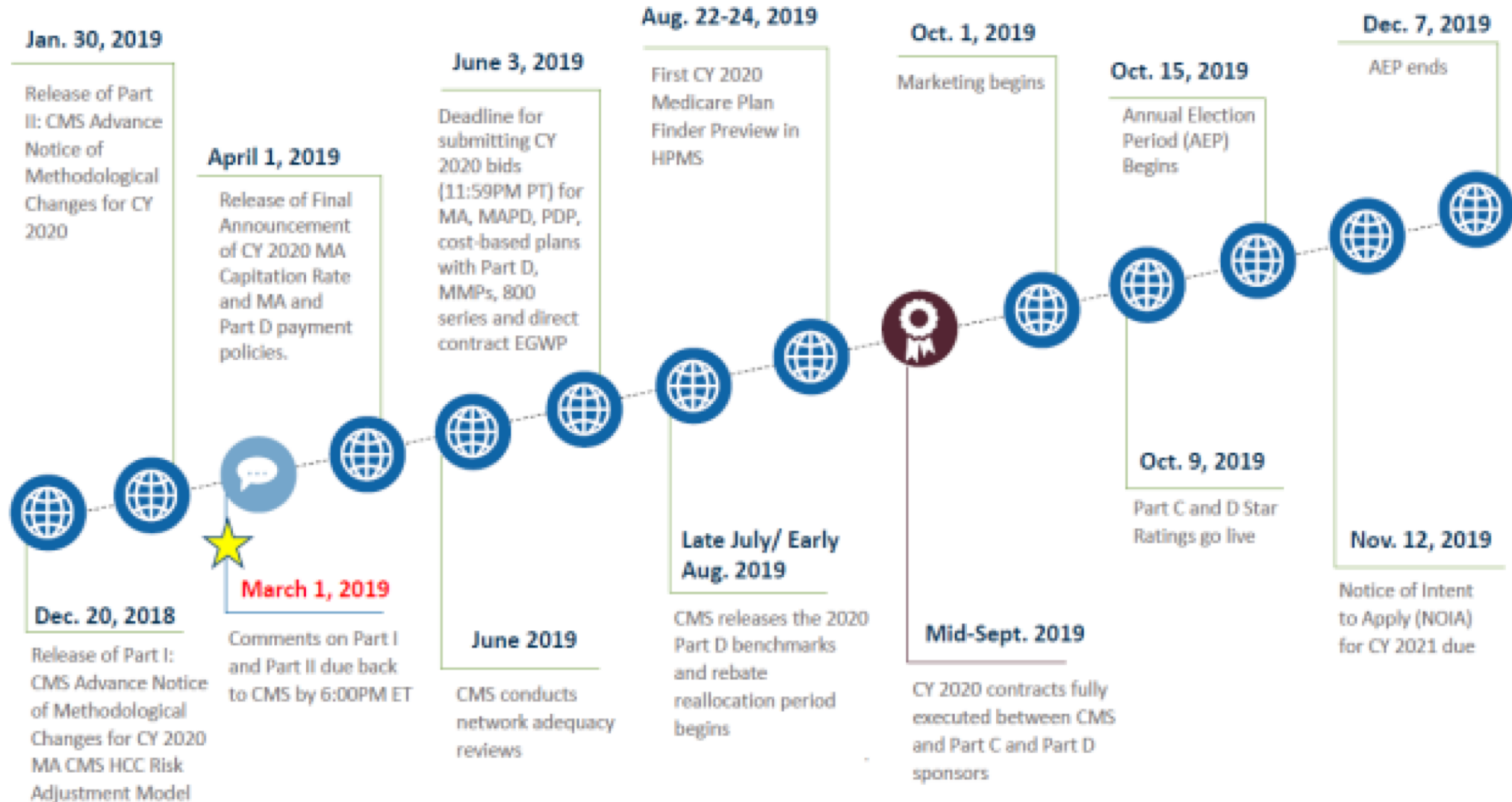
PREPARING FOR 2020




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KEY DATES FOR MEDICARE ADVANTAGE PLANS IN 2019

Figure 12: Key Dates for 2020 MA Plans



KEY ELEMENTS OF THE 2020 DRAFT CALL LETTER (COMMENTS DUE 3/1/19)

Payment Policy	Other Policy Updates
Medicare Advantage (MA) Rates	Supplemental Benefits for the Chronically III (SSBCI) 
Employer Group Waiver Plan Payment	Medicare Advantage-- Star Rating, Cost Sharing, RFI Pharmacy
Risk Adjustment Model & Encounter Data	Part D

Link to CMS call letter: <https://www.cms.gov/Medicare/Health-Plans/MedicareAdvtgSpecRateStats/Announcements-and-Documents.html>

KEY CHANGES IN THE NEW SPECIAL SUPPLEMENTAL BENEFITS FOR THE CHRONICALLY ILL (SSBCI)

For 2020 BBA expands flexibilities with the intent of better managing the care for individuals with complex needs.

NEW SPECIAL SUPPLEMENTAL BENEFITS FOR THE CHRONICALLY ILL (SSBCI)

1. MA plans offer benefits that are **not primarily-health related**
2. Benefits must have a reasonable expectation of **improving or maintaining health or overall function**
3. Plans **target benefits** to enrollees based on condition **or** other factors (like SDoH)



Specific examples (may include):

Home delivered meals, food, produce
Non-medical transportation



Cannot Include:

Capital or structural improvements to the home that would increase its taxable value

KEY CHANGES IN THE NEW SPECIAL SUPPLEMENTAL BENEFITS FOR THE CHRONICALLY ILL (SSBCI)

PROPOSED ELIGIBILITY FOR SSBCI

1. One or more comorbid and medically **complex conditions** that are life threatening or significantly limits the overall health or function of the enrollee;
2. High risk of **hospitalization** or other adverse health outcomes
3. Requires intensive **care coordination**

Call Letter open for public comment until March 1

CMS seeking feedback on specific eligibility criteria including:

1. If other factors (like financial need) should be considered
2. If plans should have flexibility to determine if a chronic condition meets statutory standard (below)
3. If alternative approaches should be considered

To submit comments/questions: To submit comments or questions electronically, go to www.regulations.gov, enter the docket number "CMS-2018-0154" in the "search" field, and follow the instructions for "submitting a comment."

SOLERA HEALTH MODEL



LEVERAGING SOLERA'S MODEL TO OFFER SUPPLEMENTAL BENEFITS IN 2020



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HUNDREDS OF COMMUNITY AND DIGITAL PROVIDERS CAN HELP ADDRESS MEMBERS' NON MEDICAL NEEDS



*Current or prospect Solera Providers ,not exhaustive or definitive

NEW BENEFITS AND FLEXIBILITIES REQUIRE AN END TO END SOLUTION

We can help turn these new flexibilities into into real benefits for your members.
We know that point solutions are narrow, and a referral directory is insufficient.

	 SOLERA	RESOURCE AGGREGATOR	POINT SOLUTION	COMMUNITY BASED PROVIDER
Local in person- community providers	X	X		X
Digital Providers	X	X	X	
Curated network (performance based)	X			
Outcomes based payment	X			
Clearinghouse function	X			

CHALLENGE: HERCULEAN EFFORT TO TO CREATE AND MANAGE A NON-MEDICAL PROVIDER NETWORK THAT FITS THE NEW SSBCI GUIDELINES

1

Choosing is hard

- Hundreds of programs to evaluate
- Programs vary widely in style, focus, outcomes
- Community organizations not often included in RFPs

2

Engagement is hard

- Reaching consumers is a challenge
- Consumers value quality, choice and service
- Consumers trust their doctors more than health plan

3

Contracting is hard

- Plans typically pay doctors not programs
- Community based organizations not designed for regulatory environment
- Security and compliance needs are high
- Prefer medical claims, but contracting constraints

4

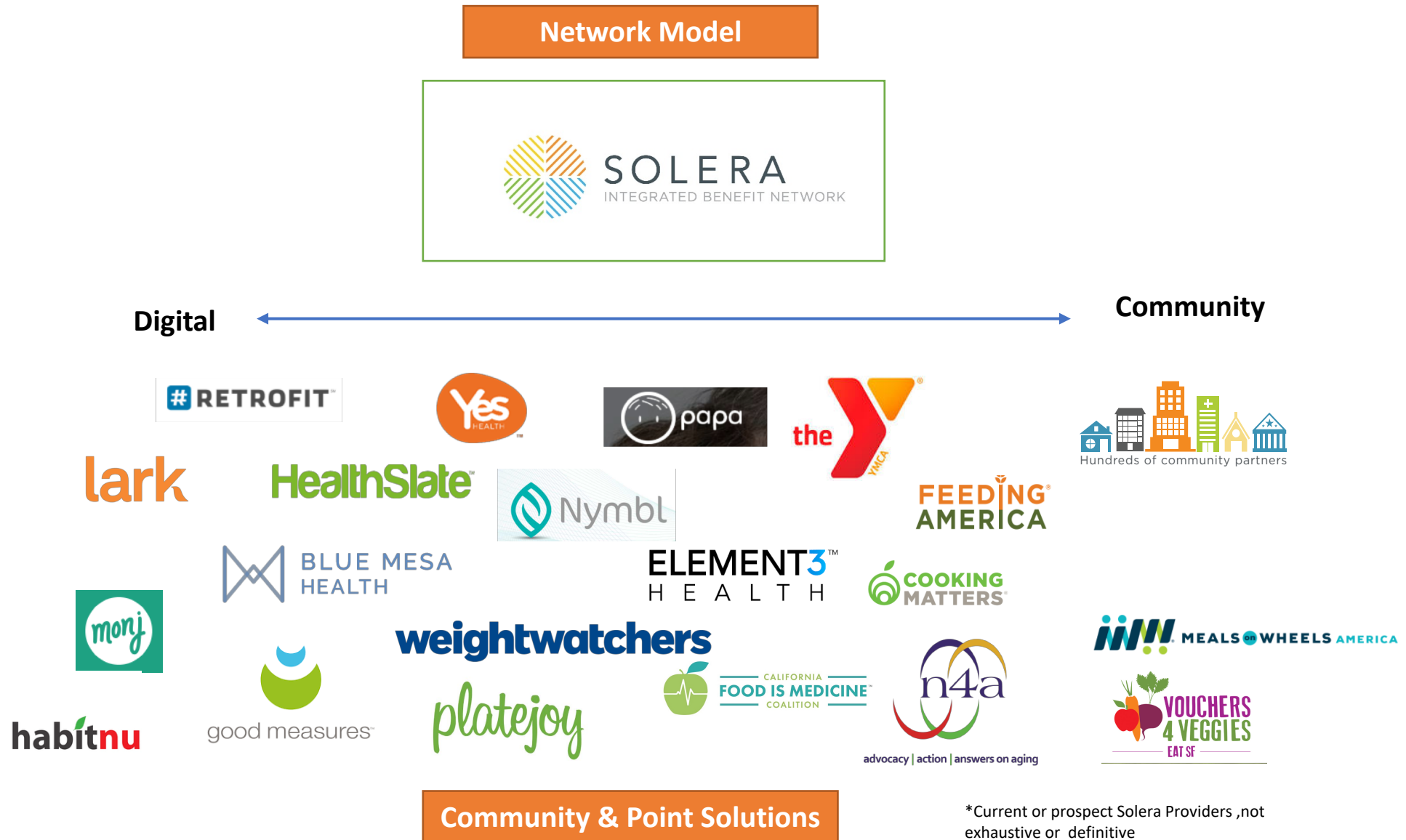
Outcomes are hard

- PMPM doesn't always align incentives
- Tough to evaluate results across providers
- Social needs can change quickly and impact results

The YMCA of the USA's Evidence-Based Healthy Living Programs



SOLERA CURATES AND MANAGES A NETWORK OF COMMUNITY AND DIGITAL PROVIDERS



SOLERA ADDRESSES SEVERAL PAIN POINTS TO MAKE OFFERING NEW SUPPLEMENTAL BENEFITS SEAMLESS



Health Plan Experience

- Single contract **reduces administrative burden** and costs
- **Curated network** of high-performing providers **reaches diverse membership**
- **Matching drives outcomes** and satisfaction
- Clearinghouse function **simplifies outcomes-based payments**



Network Provider Experience

- **Simplified access** to payors representing millions of members
- **Qualified referrals** result in higher engagement and outcomes
- **Integrated technology platform** supports HIPAA compliant program management, participant data capture and reporting
- **Painless payment** submitted by Solera on network providers' behalf when individuals achieve milestones
- **Aligned incentives** supports program success.



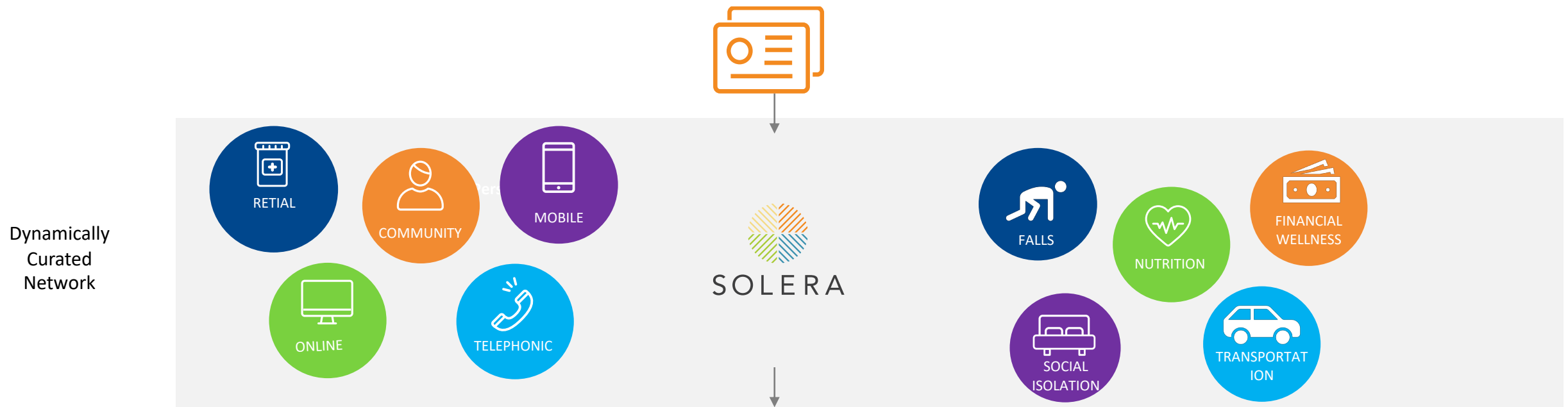
Consumer Experience

- **Simple to find and enroll** in high-value community and digital services
- **Personalized matching** to “best fit” network provider
- Ability to **verify insurance coverage**
- Ability to **switch among network providers**
- **Personalized proven path** and recommendations
- **Telephonic support (multilingual, TTY)**

SOLERA MAKES IT EASY TO TARGET BENEFITS THAT ARE **NOT- PRIMARILY HEALTH RELATED**, AND HAVE **REASONABLE EXPECTATION OF IMPROVING HEALTH OR FUNCTION**

ONE CONTRACT SUPPORTS BROAD MEMBER CHOICE

Members access a diverse set of evidence based programs and interventions, with outcomes based payment



WITH ONE PLATFORM

Members are matched to the **best fit** program provider from a **variety of solutions and delivery options** (community, online, smart phone)