

CCO-LTSS Partnerships MOU Template:

MOU Period: January 2025 through December 2026



Please submit your CCO's CCO-LTSS MOU(s) by March 31, 2025 through the CCO portal at via the Contract Deliverables portal located at <https://oha-cco.powerappsportals.us/>. This report content is subject to public posting and redaction. It will be shared without redaction with the Centers for Medicare and Medicaid Services (CMS) and with the Oregon Department of Human Services. Final MOUs will be posted at <https://www.oregon.gov/oha/hsd/ohp/pages/cco-ltss.aspx>

CCO Name Trillium Community Health Plan

OHA Contract #161766

Partner AAA/APD District (s) Names/Locations:

Senior & Disability Services

Lane Council of Governments 1015 Willamette Street

Eugene, Or. 97401

If more than one AAA/APD office in your CCO Geographic Region Please Circle or X Whichever Applies: Single Combined MOU X

Multiple MOUs: N/A

CCO – LTSS MOU Governance Structure & Accountability:

CCO Lead(s): Angela Hastings-Director, Care Management

Angela Hastings - Director, Care Management

APD/AAA Lead(s):

Stephanie Sheelar, LCOG Deputy Director, Marisa Andrews, Contracts Manager

<p>CCO will clearly articulate in this section:</p> <p>Trillium's governance structure captures the needs of its members receiving Medicaid funded Long-Term Services and Supports (LTSS) through members who provide representation through the Board of Directors, Community Advisory Council (CAC) and Prevention Workgroup. Trillium's affiliated DSNP and MA plans participate in the LTSS MOU work for FBDE. All affiliated plans are within the same electronic platform which supports seamless management of the membership with ease of monitoring and reporting.</p>	<p>APD/AAA will clearly articulate in this section:</p> <p>AAA has an Advocacy Council made up of Advisory Council members. The Advocacy Council will continue to advocate for Medicaid services, LTSS, and Care Coordination in collaboration with the CCOs. This will be accomplished through education and training which results in letters, meetings, and conversations with local, state, and federal legislatures regarding these topics.</p>
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CCO-LTSS APD/AAA MOU(s): See MOU Worksheets for additional detail on MOU expectations in each domain

MOU Service Area:				
Shared Accountability Goals with APD/AAA or ODDS: Domain Addressed	CCO Agreed to Processes & Activities	LTSS Agency Agreed to Processes & Activities	Process Monitoring & Measurement: Specific Identified Local Identified Measures of Success	Annual Report on Specific Statewide Measures of Success (provide data points*) — monthly & annual [REQUIRED data points at minimum}
DOMAIN 1: Prioritization of high needs members				

<p>DOMAIN 1 Goals: Prioritization of high needs members.</p> <p>CCO and APD/AAA will establish routine communication pathways to share information on mutual members that have been identified and prioritize as having high needs to support timely access to referral and resources.</p> <p>Improved communication will support in decreasing duplicative effort, while identifying opportunities “to go upstream” with prevention and implementation of care coordination activities that reduce unnecessary ER visits or hospitalizations</p>	<p>CCO conducts Health Risk Screenings (HRS) within 30 days of identifying a member with LTSS, or part of a prioritized population*, traditionally underserved **, or have a health condition or received a referral.</p> <p>(*older adult, hard of hearing, blind, or have other disabilities; complex or high health care needs, multiple or chronic conditions, SPMI, or receiving LTSS. ** @ risk for inpatient psychiatric hospitalization, receiving intensive mental health services, or transitioning from Oregon State Hospital)</p> <p>CCO will provide a list of members that could not be reached through all available means to APD/AAA for assistance on other contact information.</p> <p>CCO will provide monthly reporting that combines data from authorizations and claims for physical/behavioral/dental and other key shared initiatives (Hot Spotter) to APD.</p>	<p>APD/AAA will review list of unable to reach to determine if any other information is available for CCO outreach.</p> <p>AAA will provide monthly report of members – (Includes assessment scores, SPL, service plan, case worker, and other prioritization data) to CCO to be included in HotSpotter report</p> <p>AAA will report out on status of referrals received at monthly meeting</p>	<p>Monthly CCO and APD will review # of members identified as high needs with LTSS. Also will capture # of members per route identified (risk screening/reporting/referral) for opportunities.</p> <p>Monthly (twice a month) CCO and APD/AAA will review # of members referred to SDS/ODDS/MH agencies for new LTSS service assessments and # of members referred for service plan hour increase/change.</p>	<p># of members with LTSS that prioritization data was shared during each month/year</p> <p>Annual Average monthly # of members with LTSS for whom prioritization data was shared [monthly #/total in year]— calculated by OHA from data submitted.</p> <p># of CCO referrals to APD/AAA for new LTSS service assessments (for persons with unmet needs).</p> <p># of APD/AAA referrals to CCO for care coordination review</p> <p># of completed referrals for care coordination review [Monthly/Year Total]</p>
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DOMAIN 2: Interdisciplinary care teams

<p>DOMAIN 2 Goals:</p> <p>Interdisciplinary care teams</p> <p>CCO and APD/AAA will establish and maintain on-going interdisciplinary care teams, consisting of representation from CCO, APD/AAA/ODDS/MH, PCP, LTSS, Specialist and other agencies/service providers working with the member. The interdisciplinary care teams will coordinate care and develop individualized care plans for identified high needs, mutual members. Identify processes and resources to support best practices to build care plans and integrated approaches for member supports</p>	<p>CCO will request Interdisciplinary Care Team (IDT) meetings when identified as needed. CCO will monitor for changes of condition, transitions of care and other opportunities for care plan updates.</p> <p>CCO will work with the member in identification of their preferred Interdisciplinary Care Team members. This should include member, member rep, primary care, specialists, and APD/AAA/ODDS/MH and community agencies working with the member.</p> <p>CCO will coordinate formal invitation and set up to the meeting. Capture of attendees/notes/CP update.</p> <p>CCO will encourage and support member engagement in the care planning process to ensure member preference and success of plan.</p> <p>CCO will ensure review of preventive screenings, early intervention, management of chronic conditions and wellness</p>	<p>APD/AAA will participate in interdisciplinary care team meetings to support their member.</p> <p>AAA will request ICT meetings when identified as needed, especially during LTSS transitions of care. (i.e. ICF to AFH, RCF to in home)</p>	<p>Bi-monthly - CCO and APD/AAA will meet to review # of members with LTSS due for IDT meeting, and review for opportunities to reduce duplication of actions and services.</p>	<p># of members with LTSS that are addressed/staffed via IDT meetings monthly.</p> <p>% of months where IDT care conference meetings with CCO and APD/AAA occurred at least twice per month.</p> <p>total annual IDT meetings completed by CCO-APD/AAA teams.</p> <p>% of times consumers participate/attend the care conference (IDT) by month/year.</p> <p>% of consumers that are care conferenced/total number of CCO members with LTSS (percentage of LTSS recipients served by CCO).</p>
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	are addressed as indicated at each care plan meeting.			
DOMAIN 3: Development and sharing of individualized care plans				
DOMAIN 3 Goals: Development and sharing of individualized care plans CCO and APD/AAA are both required to ensure person centered care planning processes are in place to address member's needs. The expectation is to reduce duplication of services, assessments and improving member experience and outcomes through more integrated approaches to care planning while maintaining member's self-defined quality of life, choice, control, and self - determination.	CCO will provide support in determination of underutilization of routine medications or services through reporting. (i.e. no fills on chronic condition meds or lag fills on diabetes supplies) When underutilization is noted, TCHP CM will outreach practitioner to coordinate discussion. CCO will review and update the ICP at least annually for members, or when condition/need requires. CCO will support member's access to specialist through coordination assistance, if needed.	AAA will provide consumer preference from CA/PS to ensure alignment with care plan.	Bi-monthly - CCO and APD/AAA will meet to review # of care plans that document member preferences and goals. # of CCO ICPs updated every 90 days for relevant parties.	% of CCO individualized person-centered care coordination plans for CCO members with LTSS that incorporate/document member preferences and goals. % of CCO person-centered care plans for members with LTSS that are updated at least every 90 days/quarterly and shared with all relevant parties.
DOMAIN 4: Transitional care practices/Care Setting Transitions				
DOMAIN 4: Transitional care practices Goals CCO and AAA will develop coordinated transitional care practices that incorporate timely information-sharing when	CCO monitors for transitions of care through Collective reporting for inpatient and emergency room. Members are outreached and assessed with each transition to ensure current and new needs are	AAA will communicate and collaborate on transitions of care identified within LTSS/Home and Community Based Care supporting least restrictive consumer choice. This is managed through a Transition and Diversion team and/or case	Bi-monthly -CCO and APD/AAA will meet to review % of discharges communicated from APD/AAA prior to CCO discharge/transition. % of transitions where discharge orders were arranged before	% transitions where CCO communicated about discharge planning with APD/AAA office prior to discharge/transition? % transitions where discharge orders (DME, medications,

<p>transitions occur, minimal cross-system duplication of effort, and effective deployment of care coordination and connection to behavioral, psycho-social or social determinant of health resources at any time members experience a transition in their care setting. Identify resources to support evidence-based care transition best practices. Transitions include when member's need or wish to change settings of care, service levels, or have an event that changes health status or result in unexpected hospitalizations or emergency room visits.</p>	<p>quickly addressed. CCO will collaborate on APD/AAA transitions of care to support timely coordination of DME, medications and transportation before discharge date. CCO will monitor members that are relocating to another CCO region and collaborate with local APD/AAA on a warm hand off to the receiving APD/AAA agency. CCO will support member in navigating the social systems with referral to community health workers within the CCO to assist with housing, food insecurity, and other social determinant of health needs.</p>	<p>managers who review and update through assessment. They will reach out weekly to CCO staff to communicate consumers preparing for transition to ensure that discharge orders are in place. AAA will assist in warm hand off to a receiving AAA agency.</p>	<p>discharge and did not delay discharge. % CCO region to CCO region transfers that were communicated to the appropriate receiving APD/AAA agency.</p> <p>CCO and APD/AAA will hold debrief meetings when transitions demonstrated opportunities for quality improvement . (i.e. medications, equipment, Home Health, caregiver)</p>	<p>transportation) were arranged prior to discharge/did not delay discharge?</p> <p>% CCO region to CCO region transfers that communication was made to appropriate APD/AAA office(s)?</p> <p># of Debrief meetings held quarterly to post-conference transitions where transitions wasn't smooth (improvement process approach)? [Q1, Q2, Q3, Q4].</p>
DOMAIN 5: Collaborative Communication tools and processes				
<p>DOMAIN 5: Collaborative Communication tools and processes Goals</p> <p>The CCO and AAA MOU will support two-way collaborative communication through agreed upon modalities at times of key events, changes in health status, service priority levels, or changes in location of LTSS service</p>	<p>CCO monitors hospital event and skilled nursing facility notification through Collective. CCO will ensure communication of transition to primary care provider and APD/AAA agencies to collaborate in the reducing hospitalizations, support transitions and to trigger reassessment of needs, if a change of condition.</p>	<p>AAA Transition and Diversion team monitor hospital event and skilled nursing facility notifications through Collective and will notify CCO on members noted as having a change of condition or change to their service plan.</p>	<p>Monthly CCO and AAA will review # of hospital and skilled nursing event notifications from Collective or other means that involved APD/AAA for consultation or were recognized as a referral potential for a new LTSS assessment. # of members who return to hospital within 30 days (IP or ED).</p> <p># LTSS members who trigger for</p>	<p># of CCO Collective Platform HEN notifications monthly result in follow-up or consultation with AAA teams for members with LTSS or new in-need of LTSS assessments.</p> <p># of CCO Collective Platform SNF notifications monthly that result in follow-up or consultation with AAA teams for members with</p>

delivery, or other transitions in member's need or level of care.	CCO has implemented a clinical review process to assess the quality and appropriateness of care furnished to members using LTSS with the goal to share the audit results with the APD/AAA agencies based on findings in order to enhance collaboration and improve identifiable care gaps.	<ul style="list-style-type: none"> • All Cause Readmission • Avoidable emergency department utilization • Emergency department utilization among members with mental illness • Screening for depression and follow up. • Alcohol and Drug Misuse: SBIRT • Poor control A1c • Diabetes short term complication admission rates • COPD or asthma in older adults admission rate • Congestive health failure admission rate • Asthma in younger adults admission rate 	<p>LTSS or new in-need of LTSS assessments.</p> <p>MOU includes written process documents (prioritization, IDT, care planning, transitions) that clearly designate leads from each agency for ensuring communication for roles and responsibilities for key activities and is shared and updated as needed (such as when lead contacts change).</p>
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OPTIONAL DOMAIN A: Linking to Supportive Resources

OPTIONAL DOMAIN A: Linking to Supportive Resources Goals CCO and AAA will support two way exchange of processes and access to supportive resources to support member success in achieving health and quality of life goals.	CCO will share available resources and tools for social determinants of health (SDOH) or population health efforts. CCO will collaborate on AAA linking consumers to additional supportive resources to support a holistic and robust coordination approach	AAA will share what types of resources may be available to support members through DHS (ADRC, SNAP, Counseling on Long-term Care options, Older American's Act services, etc.) AAA will share process by which additional LTSS supports can be authorized (transportation, safety devices, funds for specific items,	Quarterly CCO and AAA will review # of referrals made to DHS (ADRC, SNAP, Counseling on Long-term Care options, Older American's Act services, etc.) for additional resources. Quarterly CCO and AAA will review # of referrals made to internal CHW team on shared	
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	<p>CCO will share information on how it supports THWs in its network and has internal Community Health Workers to assist with SDOH and Health Equity needs through accessing resources for shared members.</p> <p>CCO will share information on how to access Health Related Services – Flex Services for members who have needs that are not covered by other means and support the member's plan.</p>	<p>special needs, K Plan ancillary services)</p>	<p>LTSS members and types of referrals .</p> <p>Bi-monthly CCO and AAA will review # of Flex fund Services and health Related Social Needs (HRSN) requests that are submitted for shared LTSS members.</p>	
OPTIONAL DOMAIN B: Health Promotion and Prevention				
OPTIONAL DOMAIN B: Safeguards for Members Goals				
OPTIONAL DOMAIN C: Safeguards for Members				
OPTIONAL DOMAIN C: Cross- System Learning Goals				

SIGNATURES: Include Name, Job Title, Agency, Signature, Date

Signatures of All MOU parties (APD/AAA and CCO) should be included and signed prior to March 31, 2025. OHA/DHS review will occur after CCO submits the MOU. Neither OHA or DHS will require review or co-signature to the MOU.

Sarah K. B

Sarah Brewer, Plan President & CEO, Trillium Community Health Plan, 3/21/2025

CCO Authorized Signature, Name, Job Title, CCO Name, Date

APD Field Office Authorized Signature, Name, Job Title, APD Field Office Name, Date

Stephanie Sheelar, LCOG Deputy Director, Senior & Disability Services LCOG

Stephanie Sheelar
03/12/2025

AAA Office Authorized Signature, Name, Job Title, AAA Office Name, Date