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# Care Coordination/ICC Learning Collaborative

December 15, 2022

The session will begin shortly.



# Learning Collaborative (LC) Format

12-month, virtual learning community and forum to support CC/ICC

- Sessions are **not** being recorded
  - Open, candid communication – but please no PHI
  - Session materials will be posted to the [OHA Transformation Center-Care Coordination](#) page after each meeting
- Input is welcome:
  - [Thomas.Cogswell@dhsoha.state.or.us](mailto:Thomas.Cogswell@dhsoha.state.or.us) (OHA Transformation Center)
  - [Dsimnitt.dsc@gmail.com](mailto:Dsimnitt.dsc@gmail.com) (LC Facilitator)

# Zoom Logistics

Throughout this learning collaborative, please:

- Use your webcam whenever possible
- Mute your microphone unless you are speaking
- Use the 'raise hand' function to share information verbally or ask a question (*found in the "Reactions" section at the bottom right of the Zoom screen*)
- Share information, questions and comments in the chat
- If you are having technical Zoom issues, send a chat message directly to Tom Cogswell
- Participate! Collaborate! Engage!

# Today's Session

## Goals

- Create enduring CC/ICC communities of practice
- Summarize previous session topic areas
- Prioritize outstanding questions and needs around CC/ICC
- Identify next steps and strategies for future collaboration around CC/ICC

## Agenda

- Review/Revisit Previous Session Presentations and Takeaways
- Breakout Groups
  - Top takeaways from CC/ICC Learning Collaborative series
  - Outstanding CC/ICC questions and needs
  - Strategies for continued collaboration among CCO Care Coordination Teams
- Wrap-up and Feedback

# 2022 Care Coordination / Intensive Care Coordination Learning Collaborative Series

Session	Topics
January	Learning Collaborative Interest Survey / Themes from CCO Care Coordination Report
February	Intensive Care Coordination Workflow Model & Alignment with OARs / Community Engagement Teams & Working with Unhoused Members
March	Complex Case Management / Complex Residential Transitions
April	CC/ICC Oregon Administrative Rules & CCO Contracts
May	Oregon Traditional Health Worker Program
June	Family Preservation Demonstration Project / Pediatric Transitions
July	Collective Platform / Care Coordination Activities Report / Children's Health Complexity Data
August	CCO and PCPCH Care Coordination
September	CC/ICC Oregon Administrative Rules
October	I/DD, APD Long-Term Services & Supports System of Care
November	Fidelity Wraparound, Care Coordination for FFS Population
December	Learning Collaborative Series Wrap-Up

# LC Session Categories of Discussion



Rules and Regulations



CCO Practices, Innovations, and Ideas for Member/Population Management



Related, Coordinating, and Collaborating Programs

# LC Session Categories of Discussion

## Rules and Regulations

### January

- Discussion about requirements and developing/articulating questions for OHA

### March

- Requirements around complex residential transitions (e.g., Oregon State Hospital, incarceration, etc.)

### April

- Review of CCO CC/ICC questions and OHA answers
- Detailed discussion about barriers to implementing some OAR/CCO Contract requirements as written
- Framing up priorities and strategies for rule/requirement updates

### May

- Requirements and expectations for working with Traditional Health Workers

### July

- Care Coordination Activities Report updates and expectations

### September

- Discussion on plans and timelines for CC/ICC OAR rulemaking

# LC Session Categories of Discussion

## CCO Practices, Innovations, and Ideas for Member/ Population Management

### February

- Business operations policies and flowcharts to implement programs according to state requirements
- Medical sheltering program and redesign of ICC teams to best meet member needs

### May

- Where THWs are currently working, successes of the program, and future opportunities

### July

- Collective Platform data management and reporting

### August

- Collaboration between CCO CC/ICC program and Patient-Centered Primary Care Homes (PCPCH)



# LC Session Categories of Discussion

Related,  
Coordinating,  
and  
Collaborating  
Programs

## February

- Coordination with community housing and hospitals on unhoused members

## March

- OHA resources for complex case management and OSH discharge planning

## June

- Family Preservation Demonstration Project (ODHS)
- Transitions to adult services for individuals with medical complexity (OCCYSHN)

## July

- Children's Health Complexity Data

## August

- Case/patient management within Patient-Centered Primary Care Homes (PCPCH)

## October

- Long-Term Services and Supports – Care Coordination/Case Management with Oregon's Intellectual and Developmental Disabilities (I/DD) and Aging and People with Disabilities (APD) Programs

## November

- Fidelity Wraparound
- Care Coordination for Oregon Health Plan Fee-For-Service (FFS) population (Kepro)

# UPDATE: CCO CC/ICC OARs and Care Coordination Activities Report

Veronica Guerra, MPA

CCO Quality Assurance and Contract Oversight Manager

Oregon Health Authority

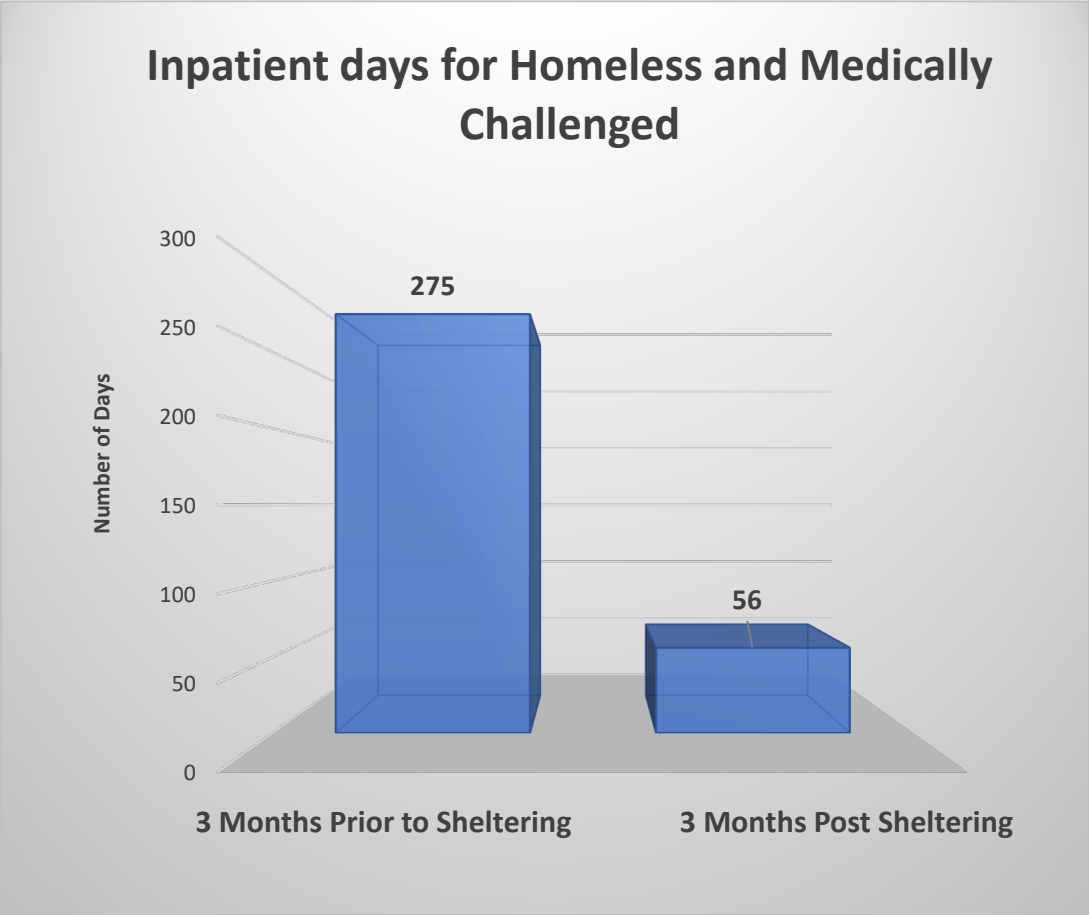
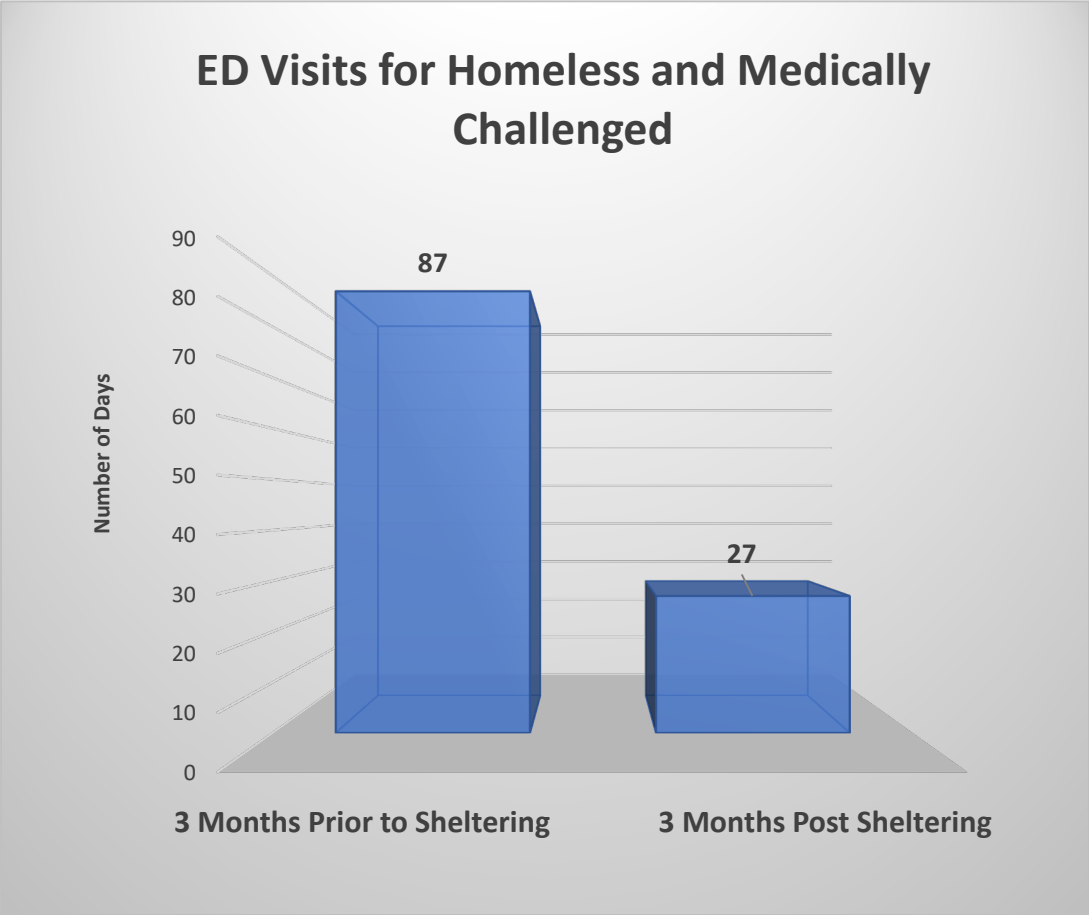
# UPDATE: Advanced Health – Medical Sheltering

Ross Acker, MS, LPC

Director of Care Coordination

Advanced Health

# Advanced Health Medical Sheltering Update



# UPDATE: Advanced Health – Medical Sheltering

[Medical Sheltering Video](#)

# UPDATE: CC/ICC Data

## Updates

- Collective updated the IET Metric Cohort that can be requested by their clients directly. This can help support the work in Initiating Engagement in Treatment for those that have an SUD Event. From Collective Community:
  - Standardized IET (Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment) quality cohort is triggered off logic and value sets that follow the HEDIS technical specification.
  - For more info, reach out to your Customer Success Manager or [support@collectivemedicaltech.com](mailto:support@collectivemedicaltech.com).
- Children's Health Complexity (CHC) Data
  - No changes to CHC at this time; CCO CHC files arriving by end of December – reports to follow
  - Inquiries to: [HealthComplexity.Program@dhsosha.state.or.us](mailto:HealthComplexity.Program@dhsosha.state.or.us)

## Discussion

- Other data successes or needs since our previous discussion in July?

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## Care Coordination/ICC Learning Collaborative

*We are currently taking a short break.  
We will resume the session soon.*



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Oregon  
Health  
Authority

# Zoom Breakout Rooms

## Breakout Groups:

- Select spokesperson/notetaker to share out key discussion points with full LC group
- Identify:
  - Top takeaways from CC/ICC Learning Collaborative series
  - Outstanding CC/ICC questions and needs
  - Strategies for continued collaboration among CCO Care Coordination Teams



# Zoom Breakout Rooms

Breakout Group Report Out:

- Top takeaways from CC/ICC Learning Collaborative series
- Outstanding CC/ICC questions and needs
- Strategies for continued collaboration among CCO Care Coordination Teams

# THANK YOU FOR A GREAT LC SERIES!

Please provide feedback on the CC/ICC LC series and ideas for future care coordination engagement here:

<https://www.surveymonkey.com/r/RLRX786>

