



Managed Care For Dual Eligibles

A Step In the Right Direction?

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Access

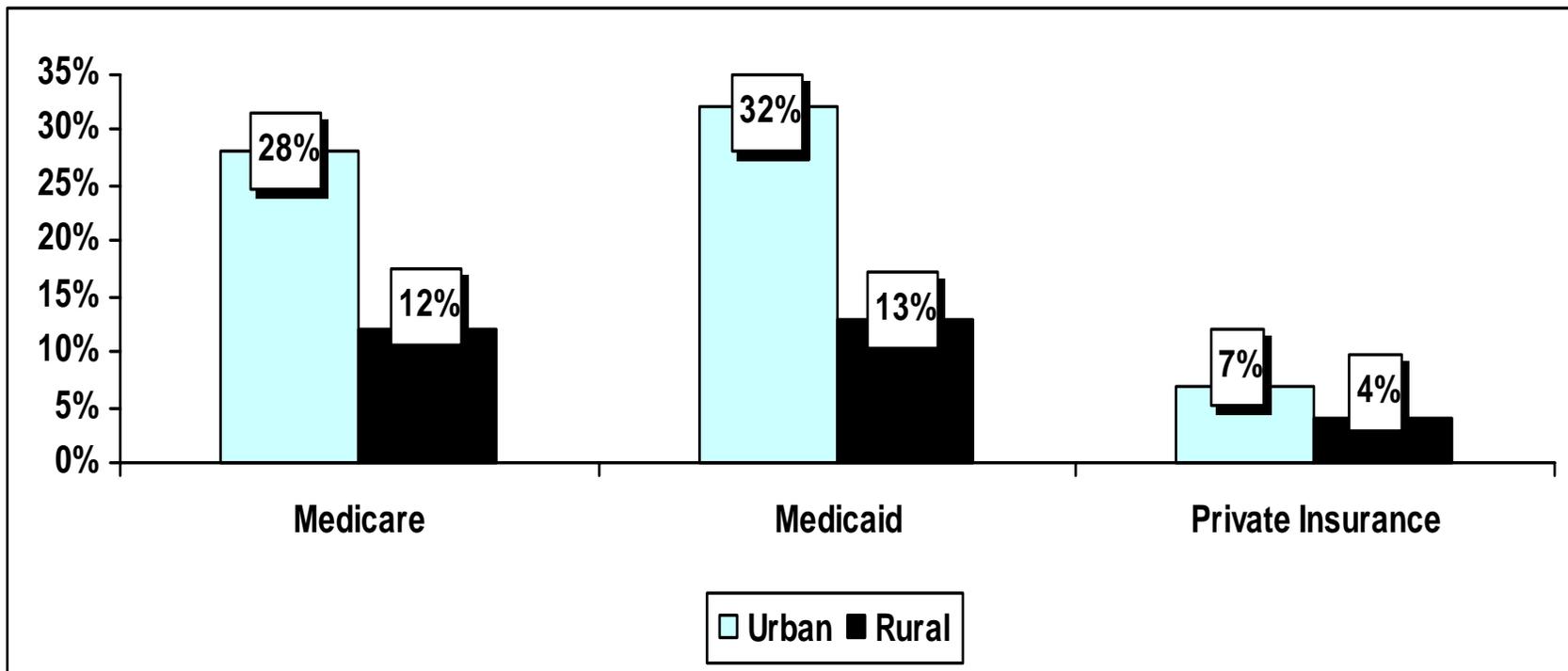
Right care
Right setting
Right time

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Access to Quality Care Providers

- **Offer attractive care provider reimbursement**
- **Ensure adequate provider networks**
- **Base provider selection on quality not willingness to accept low reimbursement rates**

Rural and Urban Idaho Primary Care Physicians Accepting No New Patients by Type of Insurance



Source: AARP Idaho report, *The Doctor is Out: An in-depth look at why some physicians' doors are closed to new patients in Idaho*. February 2010. *This study designated urban as a community with 20,000 residents or more and rural with fewer than 20,000 residents based upon data from the July 1, 2009, Population Division, U.S. Census Report. Because of close proximity to urban centers, responses from Kuna, Hayden, Chubbuck, Eagle and Garden City were included in urban population calculations.

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Simplification

- **Uniform billing**
- **One appeals process**
- **Assess levels of consumer and family understanding**
- **Fraud prevention**

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Cost and Utilization Base Lines

- Establish base lines for people transitioned into the program
- Monitor that utilization of health care is not inappropriately reduced

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Ensuring Quality Care

- **Conduct Participant Exit Interviews and Assessments**
- **Support Independent Advisory Boards**
- **Require Managed Care Organizations become accredited by the National Committee for Quality Assurance (NCQA).**

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Ensuring Quality Care From Providers

- **Construct provider networks based on available, objective quality data**
- **Offer financial incentives and disincentives based on rates of renewed enrollment**
- **Pay for performance**

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Outreach and Education

Choice Counseling

Make the benefits obvious to the consumer

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Coordination

- **Universal assessment**
- **One-size-does-not-fit-all**
- **Self-directed care**
- **Support an Independent Review Entity**

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Local Community Engagement

- **Engage the community and stakeholders early and often**
- **Proactively address the concerns and needs of individual stakeholder groups**
- **Create a culture of transparency and collaboration**