Preparing AAAs for Operational Readiness

Focus Area: Health Care Contracting and Integrated Care
Panelists

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Session Flow

01. Topic Overview and Framing
02. Audience Participation! (3x)
03. Panelists Respond (3x)
04. Your Questions
01 Topic Overview and Framing
Three Distinct Contracting Segments

Pre-Contract

All of the steps through a signed agreement.

Operational Readiness

Provider Credentialing, Processes, Procedures, Testing, and Data Security.

Execution

Doing the work: quality assurance and performance improvement.
02 Audience Participation!

03 Panelists Respond
Why do AAAs need to invest in data security?

01. Gov't and Foundation funders have tons of cash they want to invest in AAAs for IT systems, so take the money!

02. They don't need to. Spreadsheets and the system we use for OAA programs and services is just fine for healthcare contracting.

03. It's important for everyone in the agency to be able to see what everyone else is doing.

04. A well-designed data systems allows your agency to increase efficiencies, enhance quality, and continuously improve your value-proposition. If also ensures your agency can protect and securely share business-necessary data with your payer clients.
Many states have moved to managed Medicaid LTSS (MLTSS). What is the most important action(s) AAAs and state associations can take to prepare if your state is considering MLTSS?

01 Develop a robust education and advocacy campaign to ensure state policymakers understands the valuable role of AAAs and includes AAAs as an integral part of the state’s waiver.

02 Monitor performance and engage in quality improvement to ensure AAA metrics and outcomes are aligned with the state’s MLTSS goals.

03 Develop and implement a contracting readiness program to identify and address areas in need of improvement before the contract goes live.

04 Adopt the slogan “Sticks and stones may break our bones, but MLTSS can never hurt me!”
When analyzing operational readiness for healthcare contracting, which of the following is most important?

01. A robust agencywide Compliance program

02. A well-defined product/service portfolio and value proposition

03. A comprehensive staff, network (subcontractor), and board training program

04. A data mgmt., analysis, and sharing system and strategy
How does operational readiness change if you are planning on offering or delegating services to a network?

01. Nothing changes – all of these requirements look the same

02. Everything changes – ahhh!

03. IT, Privacy & Security are most critical

04. Corporate compliance and attestations are most critical
Operational Readiness is Critical to Success
04 Your Questions
Thank you