

Thank you for your time and participation in the managed care townhall sessions. Approximately 1,000 people participated in a session. Below is an overview of the sessions and the feedback we heard from participants.

Townhall and Focus Group Feedback

Guidehouse is evaluating the New York State’s Office for People With Developmental Disabilities (OPWDD) service delivery system to provide recommendations regarding a potential transition to managed care or another service delivery system that could help OPWDD better support people with developmental disabilities. To understand how people are being supported now, Guidehouse held townhall discussions with providers and Care Coordination Organizations (CCOs) and with people with developmental disabilities, their family members and other natural supports. Table 1 highlights the sessions completed for Providers and CCOs and the number of participants that attended each session.

Table 1: Two sessions with Providers and CCOs

Sessions	# of Participants
September 26	139
September 28	137
Total	276

Table 2 provides an overview of common feedback received from participants during the six sessions with Providers and CCOs.

Table 2: Providers and CCOs Feedback

Current Supports and Services

Access to Services	<ul style="list-style-type: none"> • Questions about if a managed care system will improve access to services for people with developmental disabilities • Need to establish a convenient way to access OPWDD services and guide people through the process of eligibility
Self-Direction	<ul style="list-style-type: none"> • Delays in approval of self-directed services
Dental Care	<ul style="list-style-type: none"> • Concerns about access to dental care, long wait times and travel times for people with complex needs.
Access in Remote Areas	<ul style="list-style-type: none"> • Limited access to services in remote regions
Navigating Services	<ul style="list-style-type: none"> • Providers have a hard time navigating services.
Fully-Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD)	<ul style="list-style-type: none"> • There is a shortage of providers because provider systems are not participating in the pilot program.

Workforce

Finding and Retaining Staff	<ul style="list-style-type: none"> Concerns about the difficulty of finding and retaining staff
Training Among Staff	<ul style="list-style-type: none"> Need for providers to be trained properly and willing to provide services to people with developmental disabilities Requests that staff training be transferrable to other agencies
Staff Payment Rates	<ul style="list-style-type: none"> Insufficient Direct Support Professionals (DSP) payment rates Complex needs are not supported as part of provider rates. Concerns about how capping rates in a managed care system will not help the staffing crisis

Care Delivery Mode

Managed Care	<ul style="list-style-type: none"> Varying views on the implementation of managed care Open to considering managed care to address system gaps Concerns about Managed Care Organizations' administrative costs impacting provider payments Concerns about how Managed Care Organizations might not focus on people's needs for services. Agencies and people with developmental disabilities need to be prepared for another service delivery system because they already have difficulties with the current system. It is important that all stakeholders be willing to switch to a managed care system.
Provider-Led Models	<ul style="list-style-type: none"> Need to consider a provider-led model as these models allow for communication among care managers.
Flexible System	<ul style="list-style-type: none"> Need for a more flexible system that is outcome-based and eases movement across the system

Data and Communication Transparency

Data and Compliance	<ul style="list-style-type: none"> OPWDD needs to be more data driven. Managed Care Organizations should be more data and compliance driven. Important to understand metrics and data to improve capacity and quality of work
Data on Acuity Levels	<ul style="list-style-type: none"> Acuity levels do not always capture the actual needs of people with developmental disabilities.
Measuring Care Progress	<ul style="list-style-type: none"> Positive health outcomes are important, and there needs to be ways to measure progress towards these outcomes.
Communication and Transparency	<ul style="list-style-type: none"> Concerns over changes in regulations without good communication
Community Involvement	<ul style="list-style-type: none"> Lack of opportunities for community involvement for people with developmental disabilities. Include people with developmental disabilities in the conversations about data and policy decision-making processes.

Administrative Burden

Bureaucracy	<ul style="list-style-type: none"> Concerns about OPWDD's bureaucracy and administrative rules
Administrative Process	<ul style="list-style-type: none"> Mixed feedback on whether managed care will improve or reduce the current administrative processes <ul style="list-style-type: none"> Some stated that managed care can speed up processing and approval of certain services. Others felt that managed care will worsen already tedious administrative processes.

Appendix A – Provider and CCO Focus Group Questions

Below are the focus group questions used to guide conversations with providers and CCOs.

1. What barriers does your organization experience in serving individuals with IDD?
2. Which of these program elements are most important/least important to you?
 - a. Ability to take care of the people your organization cares for
 - b. How much providers are paid for the services they provide.
 - c. How easy it is for providers to do business (administrative burden)
 - d. Availability of support to providers to help coordinate care for the people their organization cares for
3. What do you think about managed care?
 - a. What opportunities do you think managed care can offer that the current service delivery system does not offer?
 - b. Do you have any concerns?
4. Do you think managed care has the potential to impact (positively or negatively) the following?
 - a. Managed LTSS
 - b. Person-centered care and integrated case management
 - c. Medical social services
 - d. Prevention and wellness programs
 - e. Education and outreach
 - f. Quality standards and programs
 - g. Reimbursement
 - h. Improved access
 - i. Retention of qualified providers
5. Is there anything else you want to tell us about your experience as a provider/CCO and the people your organization cares for?