

Contract Levers

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Contract Levers

Requirement to Coordinate With Other Agencies

Care Management Requirement

NCQA Multicultural Healthcare Distinction or Health Equity Accreditation Requirement

Contract Compliance Oversight

Incentives, Withholds, and Reporting Requirements

Requirement to Coordinate with Other Agencies

- HMOs must **coordinate** with **other agencies and service providers**
 - Contract requirements to have MOUs or agreements with other agencies to coordinate health and social services for members
 - Example: HMO must assign staff to serve as a liaison between HMO and homelessness assistance coalitions

Care Management Requirement

- HMO must **establish partnerships** and maintain effective working relationships with **key social service and community-based agencies**
 - Allows care management staff to ensure that the social determinants of health (e.g., housing instability, low health literacy, chronic stress, traumatic life events, and other social factors) are identified and addressed
- **Reviewed annually** as part of HMO oversight and includes members' beliefs and culturally and linguistically appropriate services

NCQA Multicultural Healthcare Distinction or Health Equity Accreditation

- **BadgerCare Plus and Medicaid SSI HMOs must achieve NCQA Multicultural Healthcare Distinction or Health Equity accreditation**
 - As part of accreditation, HMOs **must improve collection of social and cultural data**
 - HMOs must be accredited by December 31, 2023
 - HMOs are required to demonstrate progress toward accreditation through submission of quarterly reports

Other Contract Levers

- **Contract Compliance Oversight: DMS** oversees that HMOs follow contract requirements
- **Incentives, Withholds, and Reporting Requirements** are all contract requirements

Discussion

- How might the Division of Medicaid Services utilize **these levers** to address Social Determinants of Health/Drivers of Health?
- What measures indicate that the Medicaid program is achieving the objective?