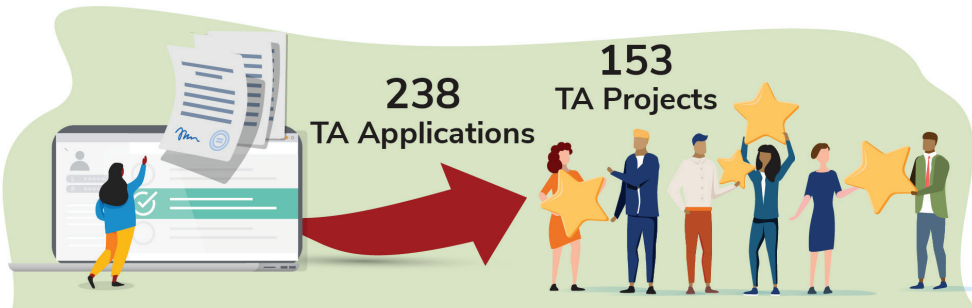


MA DSRIP TA at Work: TA Project Highlights

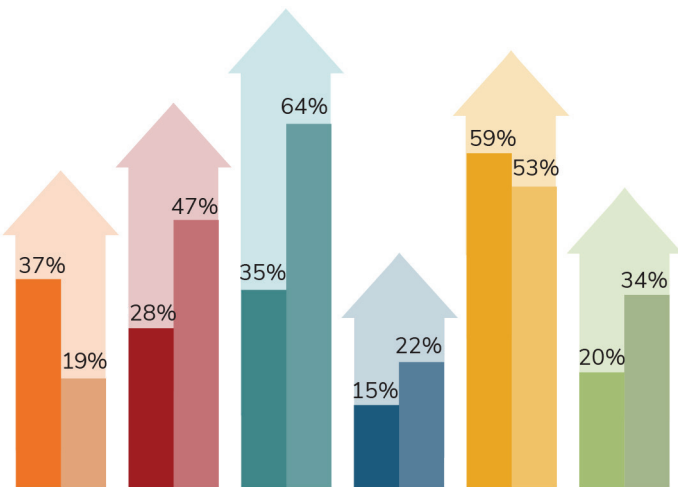
Number of Applications to Number of Projects Since Start of TA Program in September 2018*



The number of TA applications includes 11 from ACOs for 4 joint TA projects and 86 from CPs for 13 joint TA projects. Joint TA projects have multiple ACOs and CPs that come together for a single TA project.

How are ACOs and CPs thinking about TA resources to build strong, effective organizations?

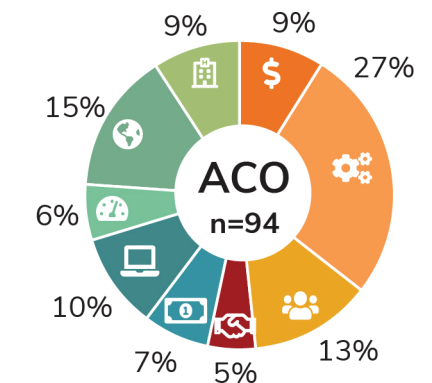
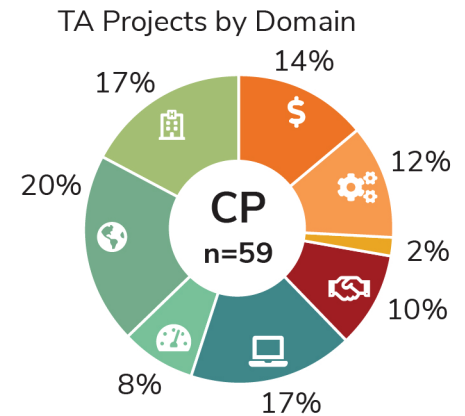
Competency Areas outline the key spaces within which ACOs and CPs must continually develop their capabilities to improve MassHealth member experience and health outcomes while lowering total cost of care. A single TA project may build ACO or CP capabilities within multiple Competency Areas.



The darker bar represents the proportion of ACO TA applications that seek to advance a particular Competency Area; the lighter bar represents this for CP TA applications.

- Respect, understand, and engage MassHealth members
- Honor, enlist, and develop provider and care team insights and capabilities
- Access, apply, and exchange data across all entities involved in MassHealth member wellness and care
- Develop and implement financial models that promote provider and staff buy-in and advance the achievement of quality benchmarks, appropriate utilization of care, and long-term organizational sustainability
- Provide coordinated care and/or complex care management that is highly responsive to MassHealth member needs and preferences
- Actively develop and maintain a foundation of, and disseminate up-to-date knowledge in all areas relevant to building and running a high performing, sustainable MassHealth ACO or CP

Counts of projects by domain by ACO or CP*









- \$ Actuarial and Financial
- ⚙️ Care Coordination/Integration
- 👥 Community-Based Care and Social Determinants of Health
- 🤝 Consumer Engagement
- 💰 Flexible Services
- 💻 Health Information Exchange/Health Information Technology
- 📊 Performance Improvement
- 🌍 Population Health Management
- 🏢 Workforce

*Data through September 30, 2020

Improvements, Solutions, and Products

Through their TA projects, ACOs and CPs:

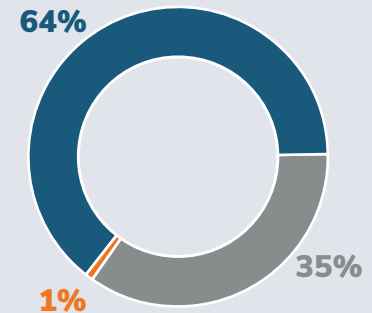
-  Adopted best practices and improvements to centralize outreach and care transition efforts to better support MassHealth members.
-  Increased efficiency and effectiveness of managing data collection and processing requirements, and care management flow tracking.
-  Trained staff on the eligibility redetermination process, and created call scripts and internal workflows for renewal paperwork.
-  Developed policies, procedures and workflows for care coordination and integration of patients with behavioral health conditions.
-  Increased staff knowledge on financial and operational requirements of each MassHealth ACO Model and their impact on the system's long term sustainability in the program.
-  Confirmed all existing housing programs, eligibility requirements, and access points in the service area and developed a housing resource guide.




“The TA Vendor’s support has been very valuable in fostering the cultural competency and communication capacities of our field team and in strengthening overall program effectiveness.”

– MassHealth CP



ACOs and CPs rated their TA Vendor experience as*:



-  Very productive and valuable
-  Somewhat productive and valuable
-  Not Productive and valuable

“Working together with the TA Vendor, we are able to better understand our patients’ social determinants of health (SDOH) needs in the context of the ACO Program. These activities stand to significantly improve our ACO’s targeting of SDOH-focused resources and supports, and increase the probability that we can successfully engage patients”

–MassHealth ACO



To learn more about the MA DSRIP TA Program, visit the [TA Marketplace](#).

*Data through September 30, 2020