

Beyond the Basics

Advancing High-Quality Self-Direction in a Managed Care Context



Overview

Enrollment Data

Disenrollment

Program Management Data

Comparing Self Direction to other
program elements

Insights and Opportunities



Enrollment- Basic

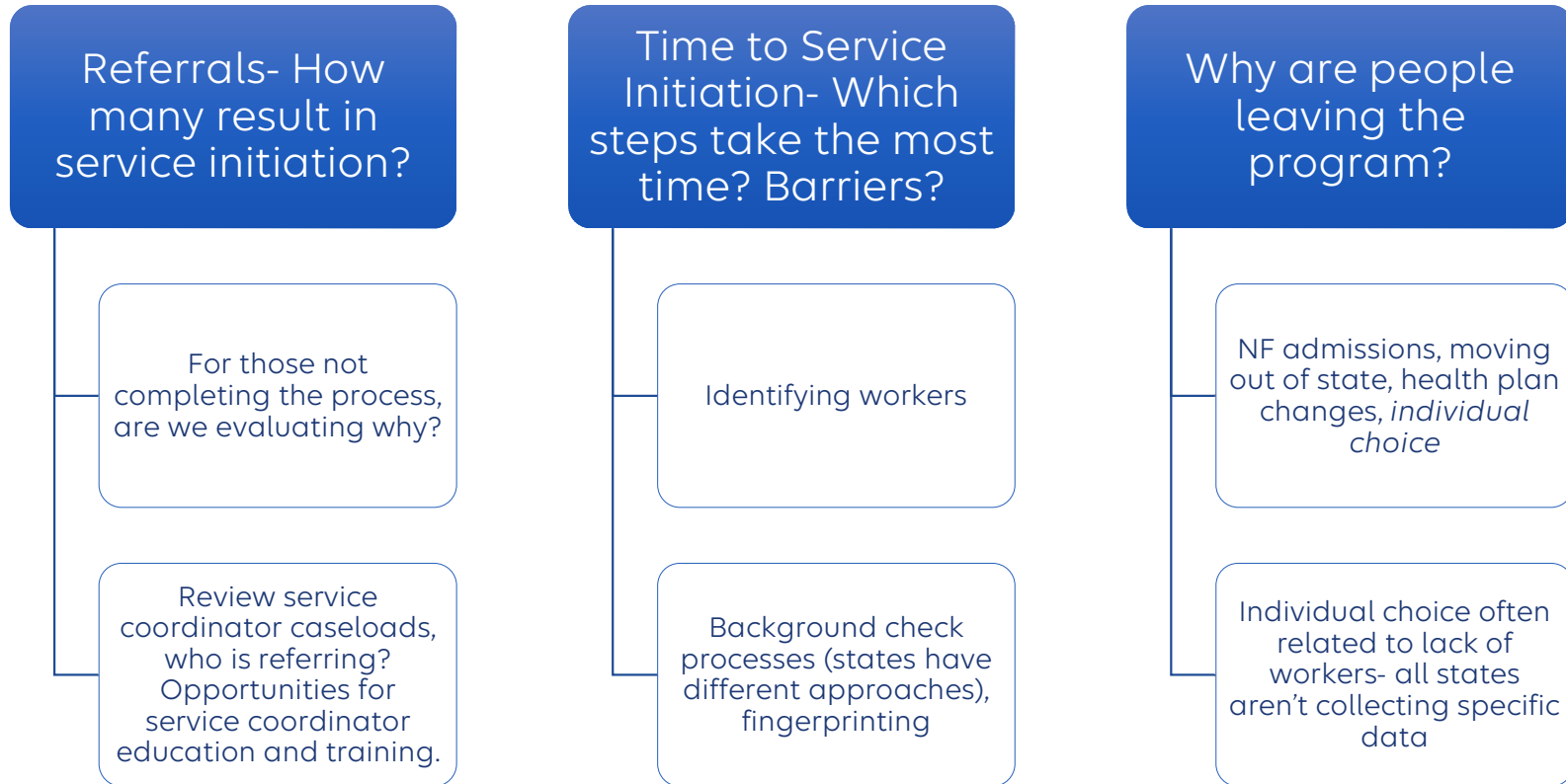
How many individuals across the state are currently participating in self-directed programs

What % of those eligible are using SD services across the state

How many health plan members are electing SD

What % of the plan eligible population is electing SD

Enrollment- Beyond



Enrollment Data – What is good?

New Enrollment to SD

48% in 2020

69% in 2021

68% in 2022



An Elevance Health study over three years showed that 62% of those referred completed the onboarding steps and began services from 2020-2022.

Disenrollment

It is important to understand why individuals choose to leave self direction programs in order to improve their experience, the experience of others and inform our future work.

Insights and Opportunities:

- Changes to state reports create challenges for year over year comparison.
- Disenrollment due to individual request was primarily due to lack of having a worker.
- “Other” was often also related to lack of a worker or someone to serve as the EOR.
- Dedicating time to a regular review (such as monthly/quarterly) of disenrollment can provide insight into how we can support members to continue using self direction programs.
- *Insights for disenrollment may be gathered from service coordinators because this level of detail is not captured in state reports.

Program Management Data

Self Direction Election Data

Service Utilization & EVV

Collaboration with FMS on Reporting

SD compared to traditional agency

Wrap Up

Evaluation and review of data and other program information provides valuable insight into opportunities for program management and enhancement.

- Identification of gaps and barriers
- Opportunities to share with state partners
- Enhance internal processes
- Measure results to determine effectiveness of strategies

Insights & Opportunities

- Program Growth
- Health Plan contribution to the program growth
- Service Coordination caseloads
- Service utilization
- Initiation of Services
- Quality Insights
- Enhanced Reporting and Training
- Collaboration with FMS

