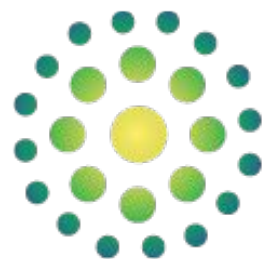




# Best Practices for Growth Webinar #3: Enrolling in PACE



# PACE 2.0

May 17, 2022

*Supported By: The John A. Hartford Foundation, West Health, and  
The Harry and Jeanette Weinberg Foundation*

*Support. Innovate. Lead.*

# Welcome!

# Welcome!



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# Raise hands and chat function

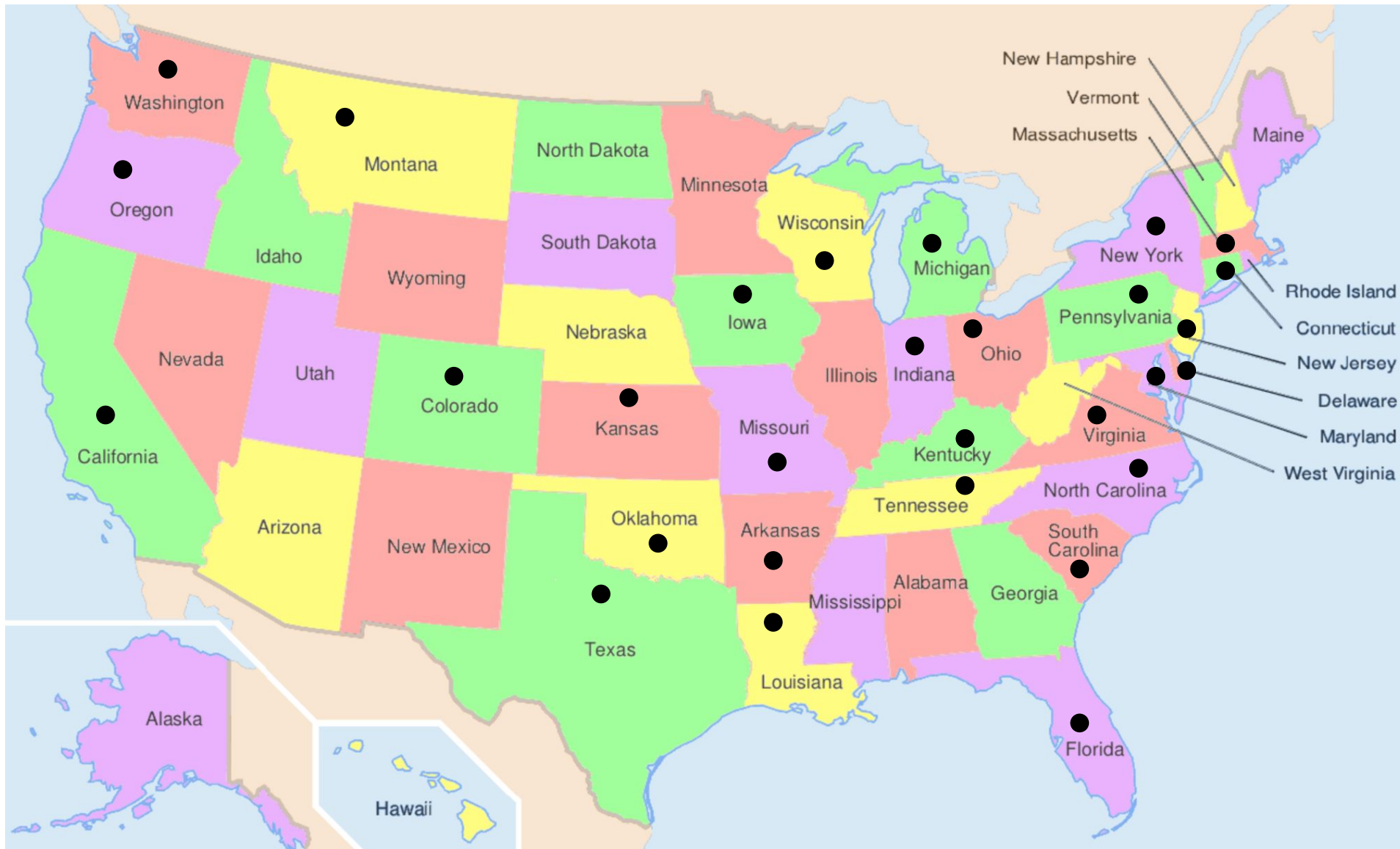
To raise your hand

- In the desktop application click on the “Participant” tab and then click on “Raise hand”
- in the Mobile application click on the “More” tab and then click on “Raise hand”

To use the chat function

- In the desktop application click on the “Chat” tab and type your message in the bottom right corner and press send; make sure you are sending to everyone
- In the mobile application, tap the screen to bring up the controls bar, tap on “Participants” at the bottom of the list, click on “Chat,” type your message, and press send

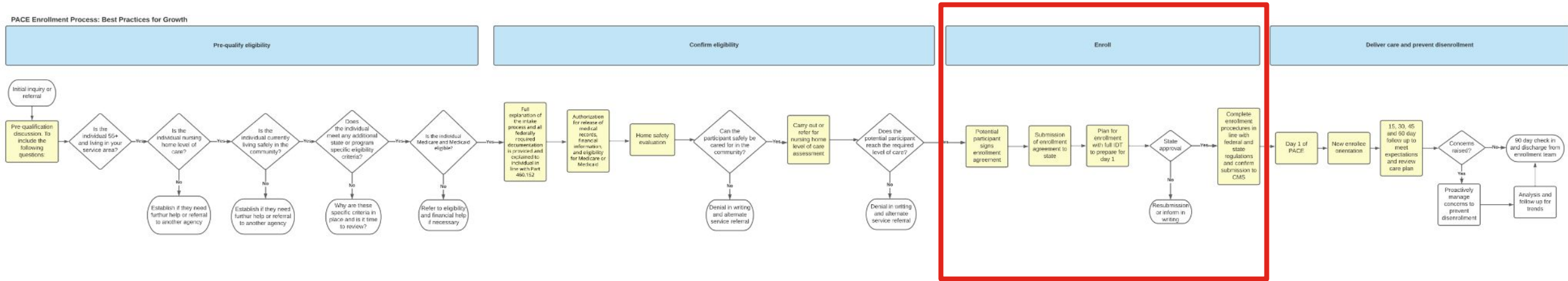
# Participants



# Agenda

- Welcome (5)
- Close out confirming eligibility (30)
- Enrolling in PACE overview (15)
- Process deep-dive: Application to your PACE organization (30)
- By next month (10)

# 12 Step Enrollment Process



# Learning objectives

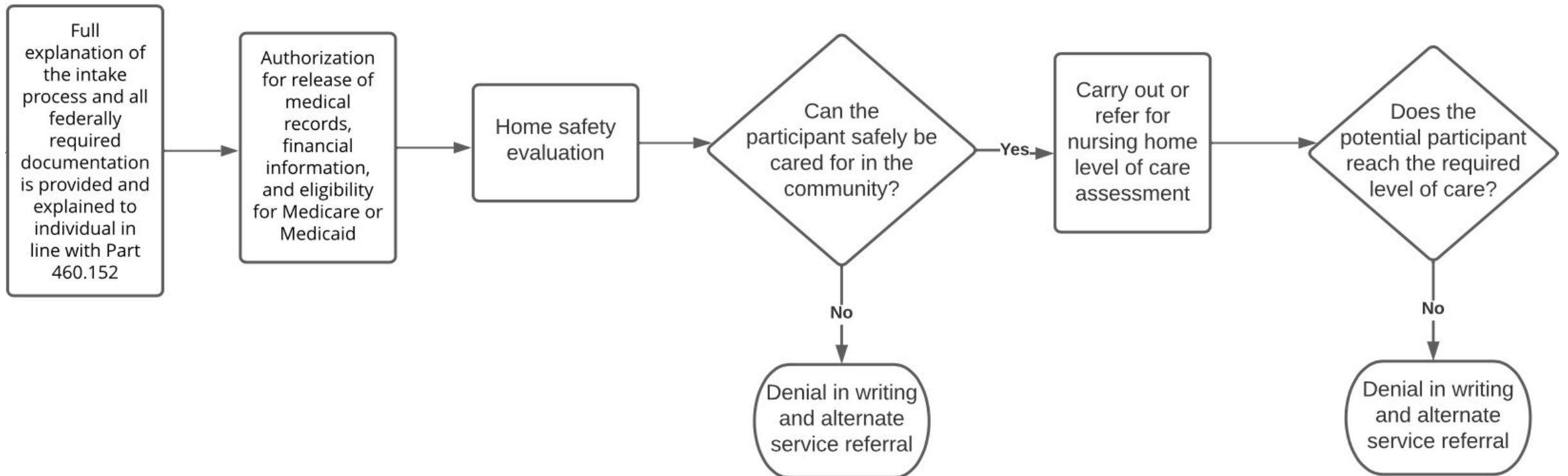
- Identify best practices for enrolling PACE participants
- Identify non-value added steps in your process for enrolling PACE participants
- Identify 1-2 changes to make to your current process to try with a prospective participant this month



# Close out confirming eligibility

# Standard operating procedure

## Confirm eligibility



# If you have extra steps

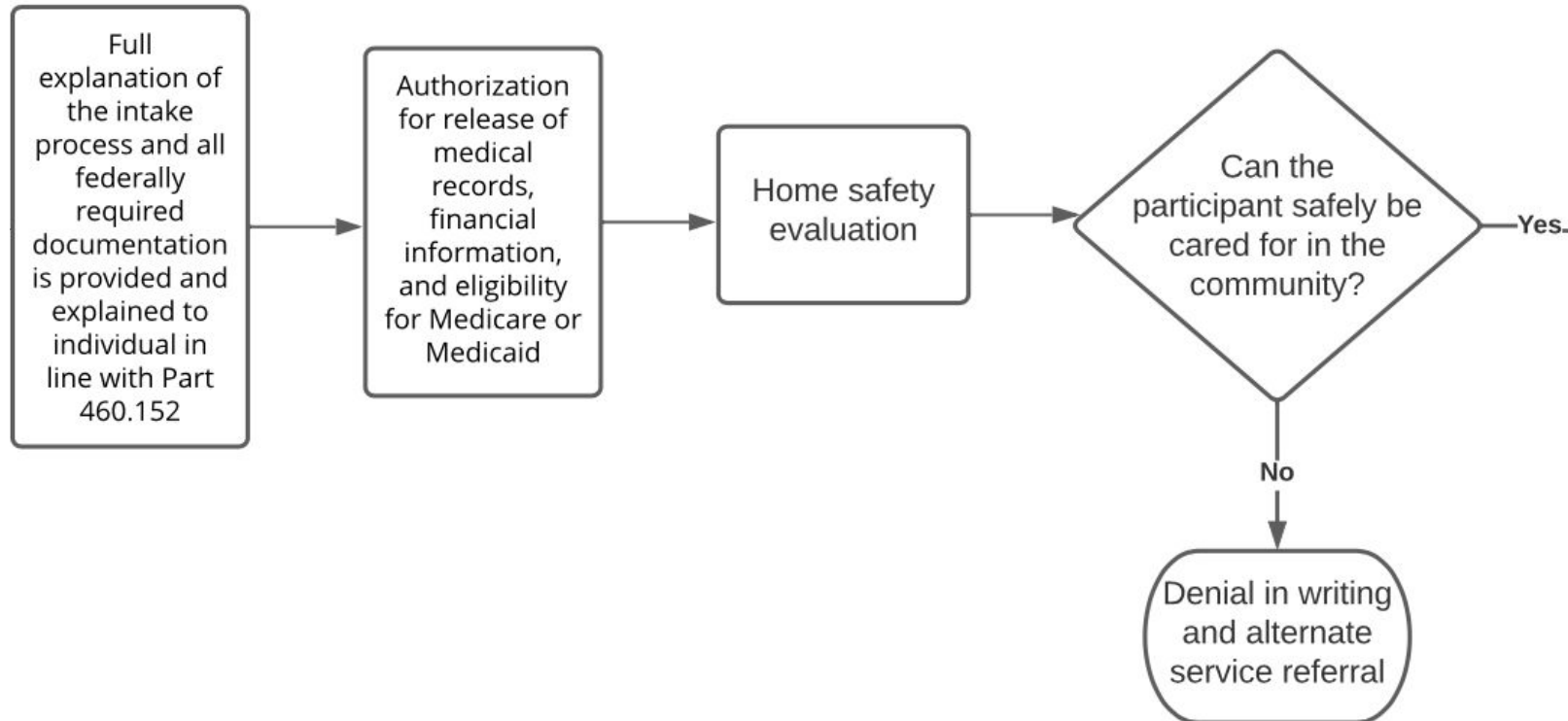
Who benefits from the step?

You?

State?

Participant?

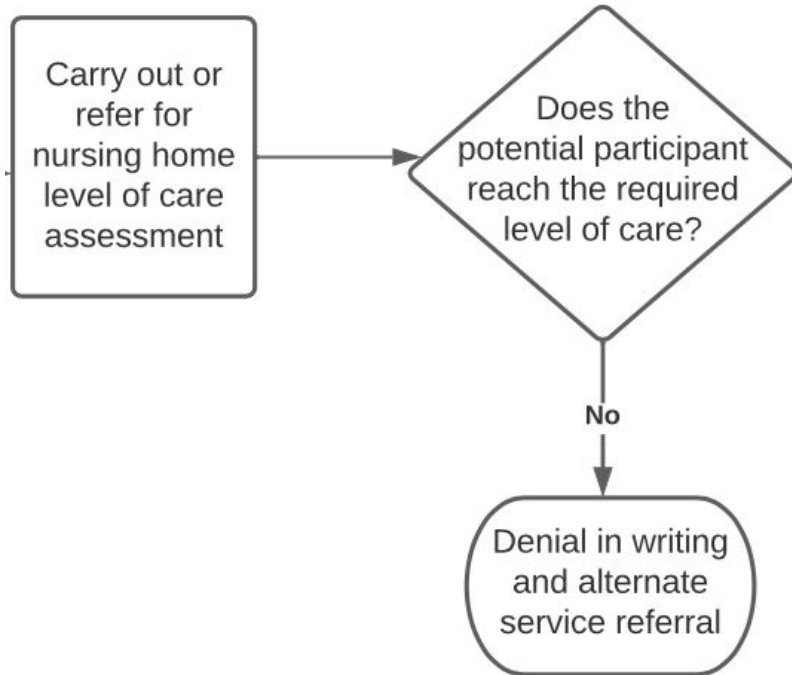
# One Home Visit: Standard Operating Procedure



## POLL

- Did you find any extra steps in your home visit process?

# Level of Care Assessment: Standard Operating Procedure



## POLL

- Did you find any extra steps in your level of care assessment process?

# State nuances

## Pennsylvania

Q: Are POs required to do care planning before enrollment?

A: Pennsylvania uses the same financial eligibility and clinical eligibility process across all of our long-term care programs. The only additional eligibility requirements for PACE would be the geographic service areas and the LIFE POs safe to serve assessment.

## New York

Q: Are POs required to do care planning before enrollment?

A: There is an assessment done by state contractor to establish nursing home level of care. The plan will have access to this assessment prior to enrollment in addition to any informal assessment they may have done in their contacts with the potential enrollment. After enrollment, the plan would then do their own assessment and formalize a care plan.

# More questions?

Contact Liz Parry

Senior Director of State Policy, NPA

[lizp@npaonline.org](mailto:lizp@npaonline.org)

# State Poll

Would it be helpful to meet with other organizations participating in this webinar series who live in your state?



# What questions did you encounter?

# Common pushback

“This doesn’t apply to us.”

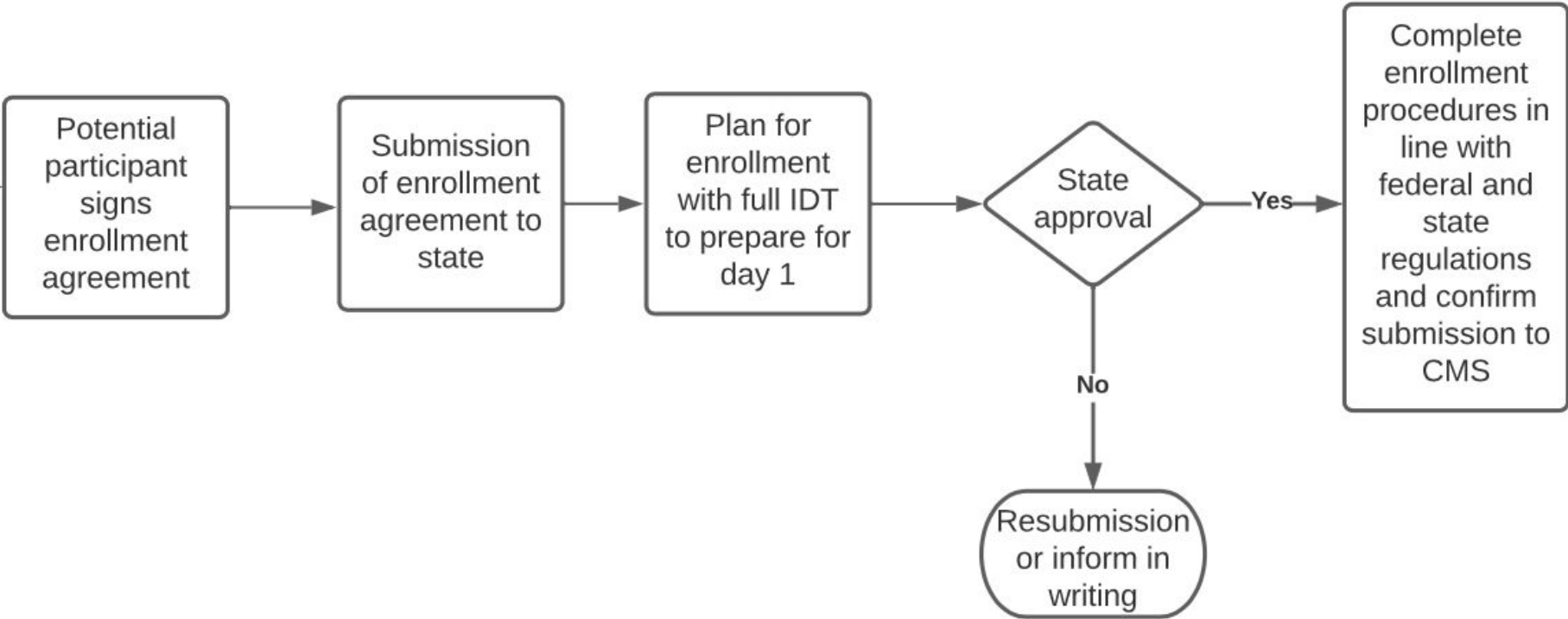
“We don’t have the staff capacity.”

“We already do that.”

*Are you getting the results you want?*

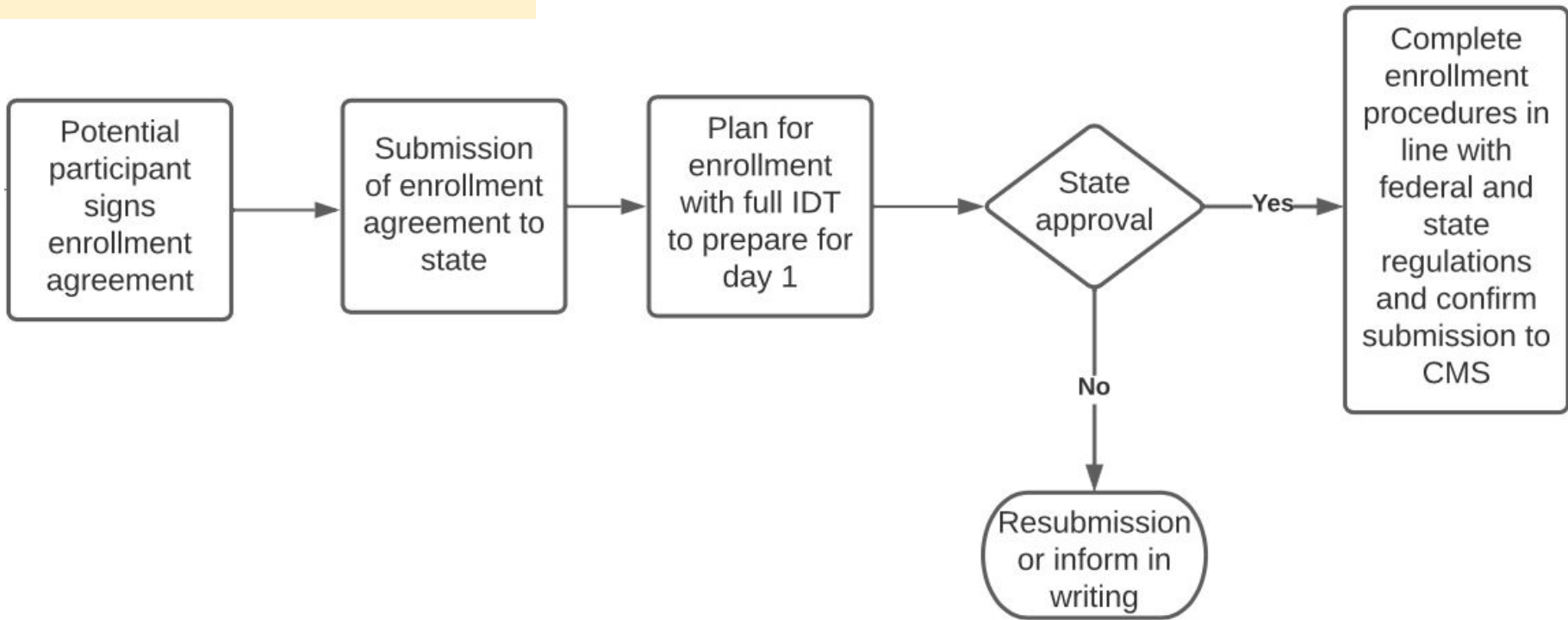
# Enrolling in PACE Overview

# Enroll

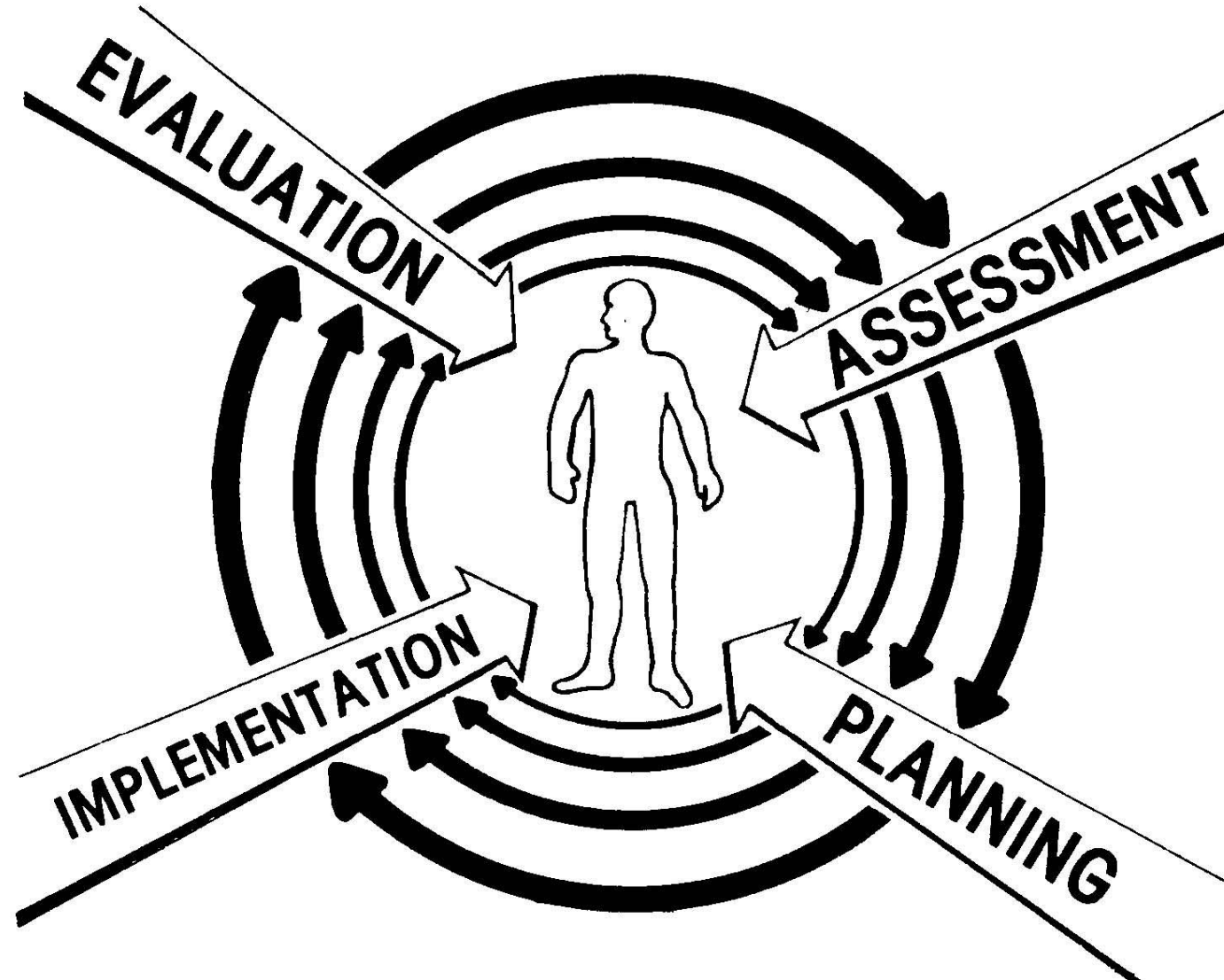


# Enroll

What's in your control?  
What's not in your control?  
What's more in your control than you think?



# Plan for enrollment with full IDT



# Preparation for day one of service

- What do they have?
- What do they need?
- What needs replaced, supplier change?
- What is your process for ensuring nothing is missed?
  - Is the process person dependant?
  - Could someone new do it?
  - Could it be improved?



# Enrollment Cut-Off by State

» **Green:** Rolling enrollment/accept once of individuals on any date, with coverage starting the first of the month.

» **Yellow:** Enrollment cut-off date late in the month (after the 15th), with coverage starting the first of the month.

» **Red:** Enrollment cut-off date early in the month (prior to the 15th), with coverage starting the first of the month.

	New Program Growth	Current Program Growth	Program Census Growth	Level of Care (LOC) Assessments	Conflict-Free Options Counseling	Enrollment Cut-Off	Rate-Setting Process	State Licensure
AL	Yellow	Red	Red	Green	Red	Yellow	Yellow	Green
AR'	Green	Green	Green	Yellow	Green	Yellow	Yellow	Yellow
CA	Green	Green	Green	Yellow	Green	Green	Green	2
CO	Green	Green	Green	Yellow	Green	Green	Green	Yellow
DE	Green	Green	Green	Green	Red	Yellow	Green	Green
FL	Yellow	Yellow	Red	Yellow	Yellow	Yellow	Yellow	Yellow
IN	Green	Green	Green	Green	Yellow	Green	Yellow	Green
IA	Green	Green	Green	3	Green	Yellow	Green	Green
KS	Yellow	Green	Green	Green	Yellow	Yellow	Yellow	Green
LA	Yellow	Yellow	Yellow	Green	Red	Yellow	Red	Yellow
MD	Yellow	Yellow	Yellow	Green	Green	Green	Green	4
MA	Red	Green	Green	Green	Yellow	Yellow	Green	Green
MI	Yellow	Yellow	Yellow	Green	Red	Yellow	Yellow	Green
NE	Green	Green	Green	Green	Red	Green	Green	Red
NJ	Yellow	Green	Green	Green	Yellow	Yellow	Green	Green
NM	Red	Yellow	Yellow	Green	Green	Green	Yellow	Yellow
NY	Green	Green	Green	Yellow	Green	Yellow	Green	Red
NC	Yellow	5	Yellow	Green	6	Yellow	Green	7
ND	Yellow	Yellow	Yellow	Green	White	Yellow	Yellow	Green
OH	Red	Red	Yellow	Green	White	Green	Yellow	Green
OK	Green	Yellow	Green	Green	Yellow	Green	Yellow	Red
OR	Green	Green	Green	Yellow	Yellow	Yellow	Green	Green
PA	Yellow	Yellow	Yellow	Green	8	Yellow	Yellow	Green
RI	Green	Green	Green	Yellow	Green	Yellow	Yellow	Red
SC	Yellow	Green	Green	Green	Green	Yellow	Green	Yellow
TN	Red	Red	Red	Green	White	Green	Green	Yellow
TX	Yellow	Yellow	Yellow	Green	Green	Red	Green	Yellow
VA	Green	Green	Green	Yellow	Green	Green	Green	Green
WA	Green	Green	Green	Yellow	Yellow	Yellow	Yellow	Yellow
WI	Green	Green	Green	Green	Green	Green	Yellow	9





# Timing within the month (Texas only)

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	1 State cut off	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
		3 day pre-eligibility and confirming eligibility process				
20	21	22 Care Planning with IDT	23	24 Day one prep	25	26
27	28	29	30	31	1	2



Day 1 of PACE (2 months)

# Timing within the month (states with late enrollment cut-off)

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	1	2	3	4	5
			3 day pre-eligibility and confirming eligibility process			
6	7	8	9	10	11	12
13	14	15	16	17	18	19
		State cut off				
20	21	22	23	24	25	26
		Care Planning with IDT		Day one prep		
27	28	29	30	31	1	2
					Day 1 of PACE	



# Timing within the month rolling enrollment

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

3 day pre-eligibility and confirming eligibility process

Care Planning with IDT

Day one prep

Day 1 of PACE

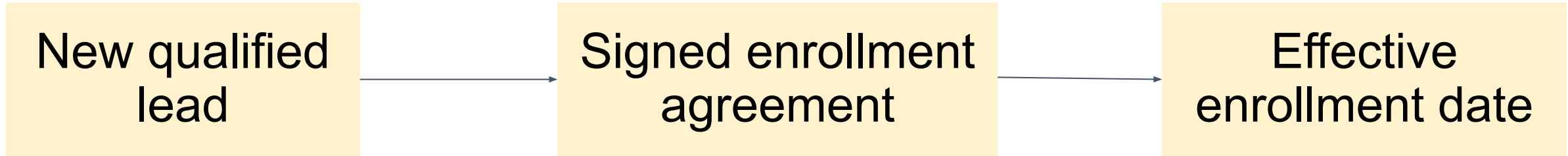


# Catalyst for change - case example

One team in the original PACE 2.0 collaborative can be used as a good example:

- Losing potential participants because they couldn't complete enrollment process in a timely manner
- Time to enrollment was more than 1 month
- NKOTB competitor could enroll in 24 hours
  
- WTWATCH went and studied their process
- Now they aim to do full process in 5 days for 80% of participants

# “Normal” Enrollment Data



**Average Time from Qualification of Lead to Signed Enrollment Agreement**

Avg: **32** Range: 17-71

**Average Time from Qualification of Lead to Effective Enrollment Date**

Avg: **73** Range: **47-96**

# While participants wait

If 41.7% of qualified leads sign an enrollment agreement\* any given month...

...that means 58.3% do not.

...which means they do not receive care, delay services, are lost to follow up, or find care elsewhere.

***\*National Collaborative average April-Oct 2021***

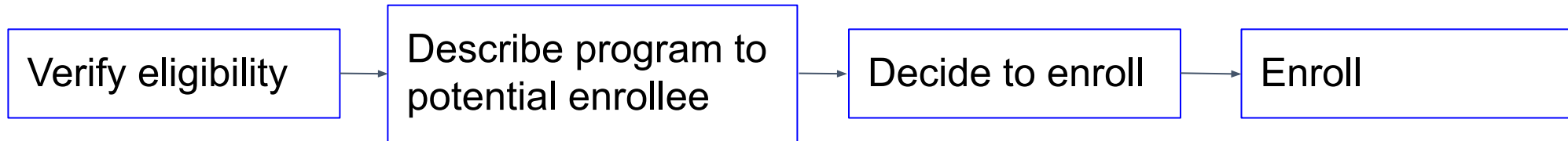
# Questions?

# Process Deep Dive

Application to Your PACE Organization



# 3 Hour Enrollment



# What if...

Another PACE program in your zip code was enrolling leads you had qualified within the month? **How could you ensure your ability to do the same?**

# Do you know?

How many qualified leads are sitting in your pipeline?

How many qualified leads do not make the state enrollment cutoff for the month?

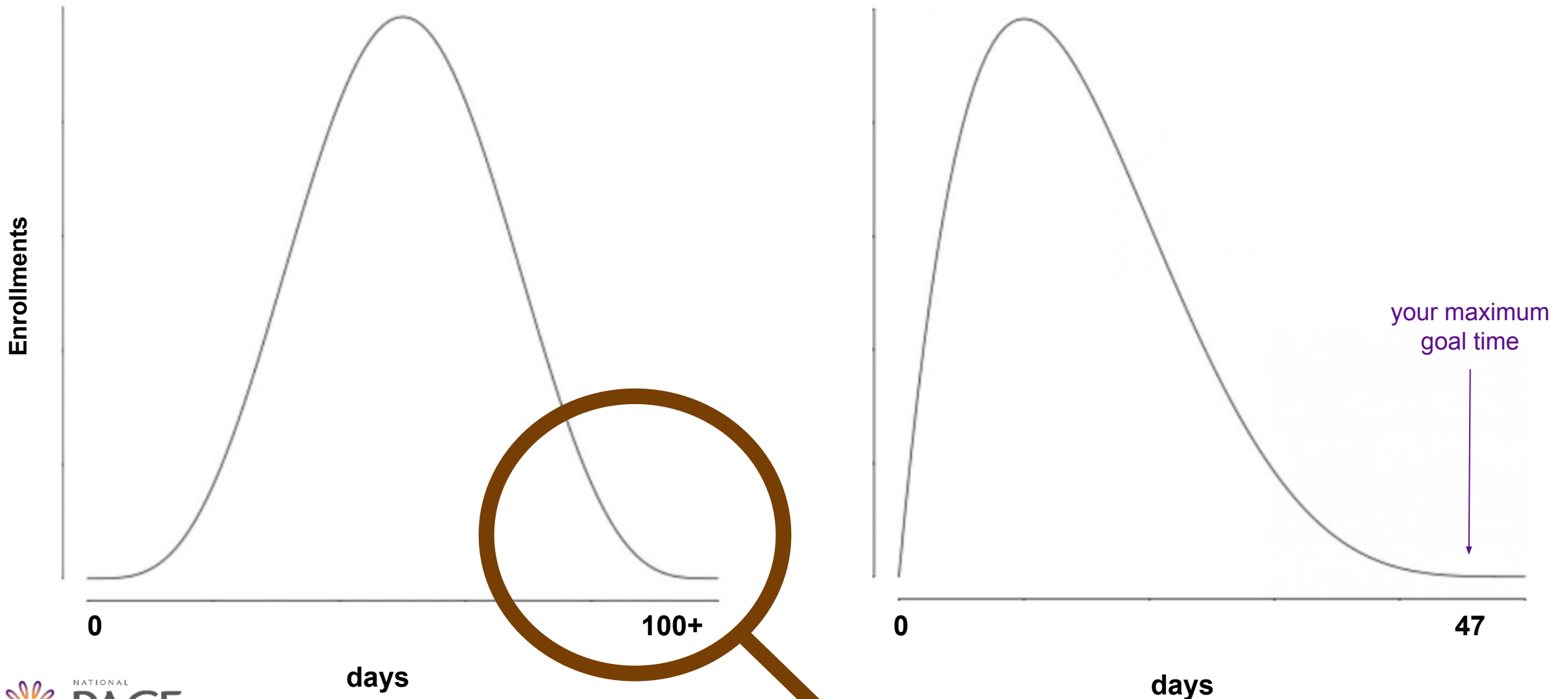
# Poll

How many qualified leads are still in your pipeline after the state cutoff (on average)?

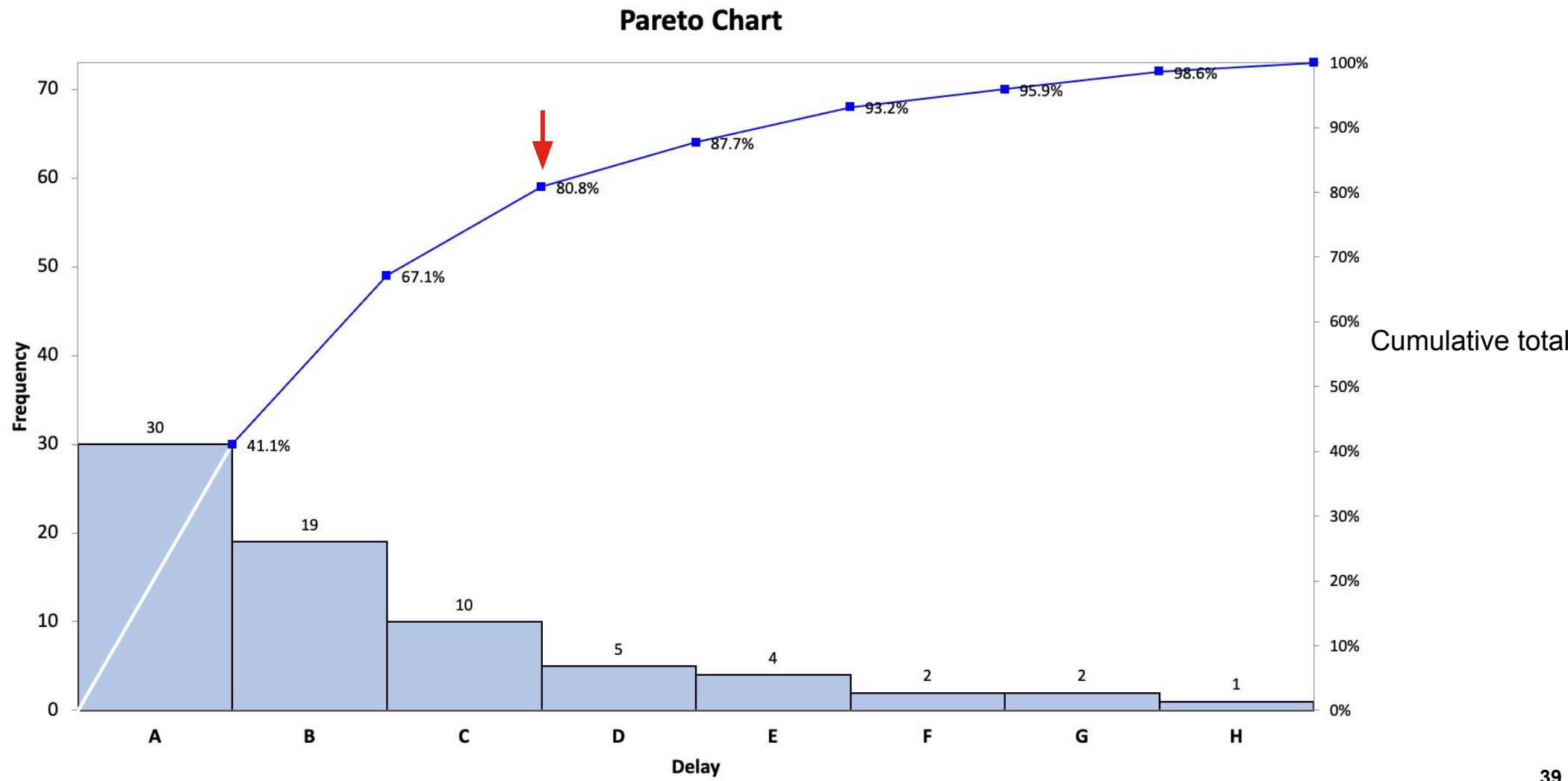
# Use your data

- **Know** how long your process takes
  - Inquiry to signed enrollment agreement
  - Inquiry to first day of services
  
- **Set a maximum time** for inquiry to first day of services
  - Goal should always be to have the participant's first day of PACE be the 1st of the following month
  - $31 - \text{cut-off date} + 31 = \text{your maximum goal time}$ 
    - 31 if rolling enrollment
    - 47 if cut-off is 15th of the month
    - 62 if cut-off is 1st of the month

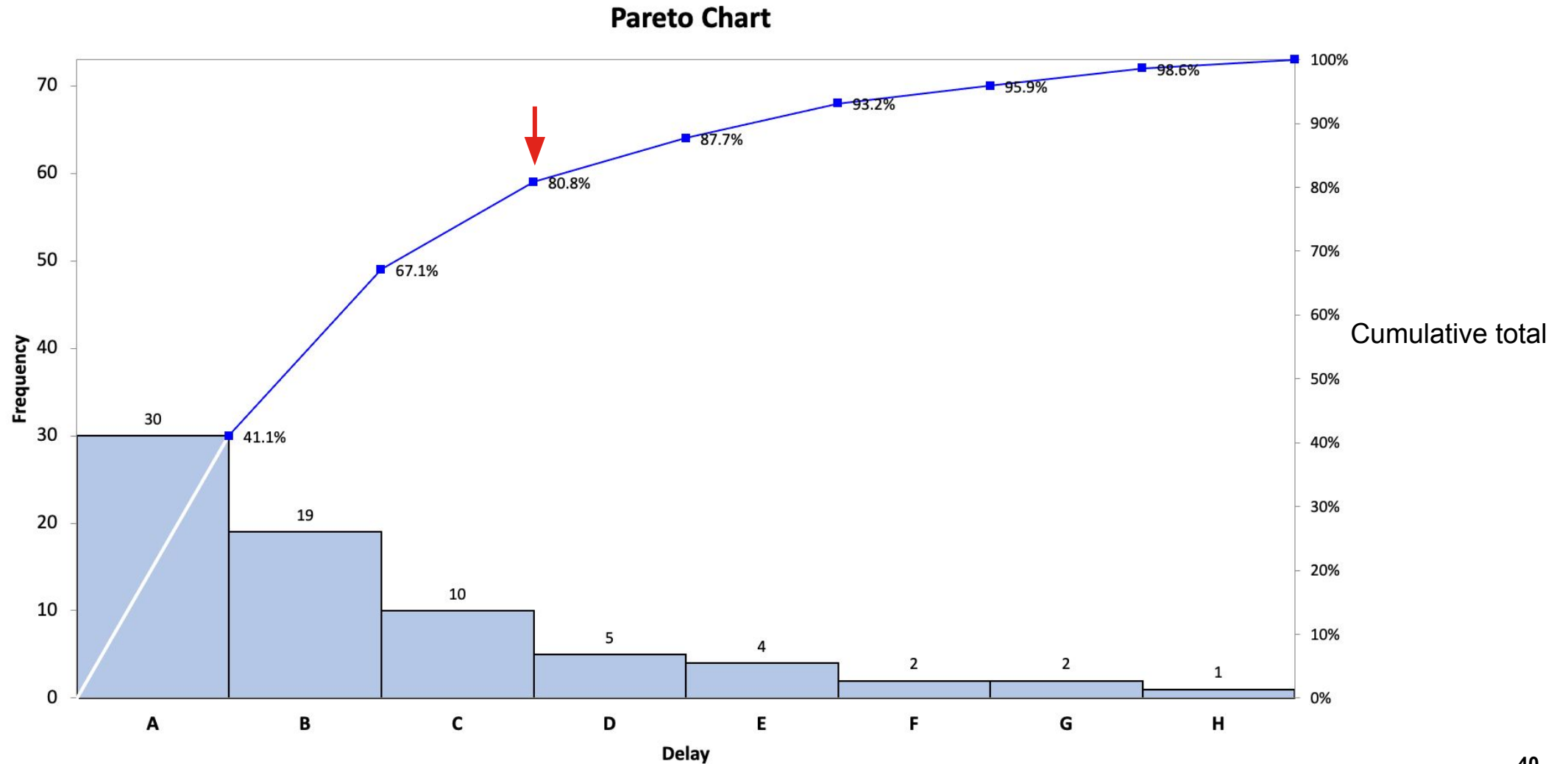
# Your objective: shift your distribution



# What are your common delays between qualifying a lead and a signed enrollment agreement?



# What are your common delays between signed enrollment agreement and day 1 of services?





# By Next Month

# By next webinar

1. **Review the common delays in your process**
2. **Determine a standard timeline from qualifying a lead to enrollment. Set a maximum goal.**
  - Submission to state
  - Effective start date
3. **Try it!**

# Evaluation

# Next up

## Webinar #4

June 14, 12:30-2 ET

**Delivering care and preventing disenrollment**

# Webinar 4

Deliver care and prevent disenrollment

