



STATE OF MICHIGAN  
DEPARTMENT OF COMMUNITY HEALTH  
LANSING

RICK SNYDER  
GOVERNOR

OLGA DAZZO  
DIRECTOR

October 7, 2011

Dear Stakeholder,

The Michigan Department of Community Health (MDCH) has received a contract from the Centers for Medicare and Medicaid Services (CMS) to develop a plan to integrate the financing and delivery of services and supports for people who are eligible for both Medicare and Medicaid (the "dual eligibles"). A critical piece of the planning process has been the engagement of diverse stakeholders to provide input on various aspects of the model. More than 30 stakeholder interviews were conducted to provide MDCH with initial input regarding critical issues for consideration from key constituencies; six public forums attended by more than 900 people were held throughout the state to provide an opportunity to learn about and offer input into the state's plans; and a Request for Input (RFI) has been issued to gather additional ideas and information.

Starting in early November, four stakeholder work groups will meet to provide more in-depth input into the state's plan. The work groups will serve in an advisory capacity, providing useful direction to MDCH on several aspects of the plan to integrate care for dually eligible beneficiaries. The work groups will meet three times, each between early November and mid-December.

The four work groups are:

- Care Coordination and Assessment
- Education, Outreach, and Enrollee Protections
- Performance Measurement and Quality Management
- Service Array and Provider Network

Attached you will find charters for each of the work groups. The charters include meeting dates and times, key topics for discussion in each work group, and the roles and responsibilities for members and facilitators. If you are interested in participating in a work group, please carefully review these materials and identify the group in which you are most interested. Pay special attention to the meeting dates (you should be available for *all* of them) and work group member roles and responsibilities. Then visit [https://www.surveymonkey.com/s/DualEligibles\\_WorkgroupForm](https://www.surveymonkey.com/s/DualEligibles_WorkgroupForm) to provide your contact information, indicate your work group preferences and which sector you represent, and tell us the experience and/or expertise you have to offer. This will help us to identify the most appropriate participants for each group. Many of you who are receiving this communication work for either a trade association or a large organization that comprises other organizations. If this is the case, we ask that you carefully consider who among your members might be best to participate in one of the stakeholder work groups, with an eye to geographic diversity. Please forward this message to those individuals for their consideration. Also, if you work closely with dually eligible beneficiaries and their family members who do not have internet access, we ask that you share this information with those whom you believe would make valuable contributions to the process. If necessary, please assist them with completing the online form so that they may be considered for participation in the work group process.

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**Please note that work groups are limited in size to 35 members, and we will ensure that each group has representation from a diverse set of stakeholders.** We will make every attempt to assign people to one of their work group choices and to involve as many of you who respond as possible. The effort to maintain diversity of interests and manage work group size means that this will not always be possible. Limitations of work group size will preclude participation by multi-client lobbying firms in the work groups. People who are not work group members are welcome to attend the meetings as observers, space permitting.

**A meeting of all work group members is scheduled for November 9 from 1:00 to 3:30 at the Causeway Bay Lansing (6820 South Cedar Street, Lansing, 48911).** During this meeting, work group members will review findings from the stakeholder interviews, forums, and RFI, as well as learn more about the dual eligible population to develop a common understanding of the issues to be addressed. If you are interested in participating in a work group, you should also be available to attend this meeting of all members.

We have received several communications already from people who are interested in participating in the work groups. Even if you have already indicated your interest in work group participation through other means, we ask that you use the online form to make your request official.

**The final deadline for indicating interest in work group participation is 5:00 PM on October 21.** We expect to contact all interested stakeholders to let them know whether they have been selected to participate no later than November 2.

There will be little time between notification of work group assignments and the first work group meeting. Please hold all of the dates for the work groups in which you are interested in participating until you hear from us on November 2 to ensure that you will be available should you be selected.

Thank you for your interest. We look forward to working with you.

Sincerely,



Stephen Fitton, Director  
Medical Services Administration

attachments

# Integrating Care for People Eligible for both Medicare and Medicaid

## *Care Coordination and Assessment Work Group Charter*

### **Meeting Dates and Location**

This charter lays out the tasks and expected outcomes for the Care Coordination and Assessment Work Group. Meeting dates and times for the work group are below. All meetings will be held at the Causeway Bay Lansing (6820 South Cedar Street, Lansing, MI 48911).

- Wednesday, November 9 from 1:00 to 3:30 PM
- Tuesday, November 15 from 8:30 AM to 12:00 PM
- Tuesday, November 29 from 8:30 AM to 12:00 PM
- Tuesday, December 13 from 8:30 AM to 12:00 PM

All work group members are expected to make every effort to attend each of the meetings.

### **Expected Work Group Outcomes**

- Recommendations for promoting effective care coordination and information sharing among providers and plans.
- Recommendations for elements to include in an assessment of dually eligible beneficiaries.

### **Work Group Tasks and Deadlines**

<b>Task</b>	<b>Deadline</b>
Review models of care coordination and stakeholder input regarding care coordination	Meeting 1
Develop recommendations to assist the MDCH in defining guidelines for care coordination and sharing of information among plans and providers	Meetings 1 and 2
Review examples of assessment tools and relevant stakeholder input	Meeting 2
Develop recommendations to assist the MDCH in developing an assessment tool that identifies the needs and desires of beneficiaries	Meetings 2 and 3

### ***Work Group Member Roles and Responsibilities***

Work group members should make every effort to attend all meetings and come prepared to discuss the issues at hand, having reviewed all materials sent in advance of the meetings by the facilitator. Work group members should also act in good faith to promote ideas that they believe will lead to the success of an integrated care delivery model.

### ***Work Group Facilitator Roles and Responsibilities***

- Provide background information to work group members ahead of meetings
- Ensure that all work group members are aware of and understand the group's objectives and tasks
- Provide the work group members with a set of guiding questions for discussion
- Guide the flow of discussion to accomplish objectives in a timely manner
- Ensure balanced participation in discussions
- Monitor and control meeting pace
- Test for consensus
- Prepare a summary of each meeting and write up the work group's proposed recommendations

# Integrating Care for People Eligible for both Medicare and Medicaid

## *Education, Outreach, and Enrollee Protections Work Group Charter*

### **Meeting Dates and Location**

This charter lays out the tasks and expected outcomes for the Education, Outreach, and Enrollee Protections Work Group. Meeting dates and times for the work group are below. All meetings will be held at Causeway Bay Lansing (6820 South Cedar Street, Lansing, MI 48911).

- Wednesday, November 9 from 1:00 to 3:30 PM
- Tuesday, November 15 from 1:30 to 5:00 PM
- Tuesday, November 29 from 1:30 to 5:00 PM
- Tuesday, December 13 from 1:30 to 5:00 PM

All work group members are expected to attend each of the meetings.

### **Expected Work Group Outcomes**

- Recommendations for reaching and providing education to beneficiaries and providers to encourage participation in the integrated care delivery model.
- Recommendations for the development of an easy-to-navigate, responsive, and appropriate grievance and appeals process.

### **Work Group Tasks and Deadlines**

<b>Task</b>	<b>Deadline</b>
Review stakeholder input regarding education and outreach.	Meeting 1
Develop recommendations to assist the MDCH in developing education and outreach strategies to reach both beneficiaries and providers.	Meetings 1 and 2
Review descriptions of current Medicaid and Medicare grievance and appeals processes.	Meeting 2
Develop recommendations to assist the MDCH in defining an appropriate grievance and appeals process for the integrated care delivery model.	Meetings 2 and 3

### **Work Group Member Roles and Responsibilities**

Work group members should make every effort to attend all meetings and come prepared to discuss the issues at hand, having reviewed all materials sent in advance of the meetings by the facilitator. Work group members should also act in good faith to promote ideas that they believe will lead to the success of an integrated care delivery model.

### ***Work Group Facilitator Roles and Responsibilities***

- Provide background information to work group members ahead of meetings
- Ensure that all work group members are aware of and understand the group's objectives and tasks
- Provide the work group members with a set of guiding questions for discussion
- Guide the flow of discussion to accomplish objectives in a timely manner
- Ensure balanced participation in discussions
- Monitor and control meeting pace
- Test for consensus
- Prepare a summary of each meeting and write up the work group's proposed recommendations

# Integrating Care for People Eligible for both Medicare and Medicaid

## *Performance Measurement and Quality Management Work Group Charter*

### **Meeting Dates and Location**

This charter lays out the tasks and expected outcomes for the Performance Measurement and Quality Management Work Group. Meeting dates and times for the work group are below. All meetings will be held at the Causeway Bay Lansing (6820 South Cedar Street, Lansing, MI 48911).

- Wednesday, November 9 from 1:00 to 3:30 PM
- Wednesday, November 16 from 8:30 AM to 12:00 PM
- Thursday, December 1 from 8:30 AM to 12:00 PM
- Thursday, December 15 from 8:30 AM to 12:00 PM

All work group members are expected to make every effort to attend each of the meetings.

### **Expected Work Group Outcomes**

- Recommendations for measuring the success of the integrated care delivery model.
- Recommendations for strategies to encourage the delivery of high-quality, person-centered care.

### **Work Group Tasks and Deadlines**

<b>Task</b>	<b>Deadline</b>
Review examples of measures and reporting requirements and stakeholder input regarding performance measurement.	Meeting 1
Develop recommendations to assist the MDCH in defining quality metrics for evaluating the success of the integrated care delivery model.	Meetings 1 and 2
Review quality management models and stakeholder input regarding quality management.	Meeting 2
Develop recommendations to assist the MDCH in developing and defining strategies that will promote the delivery of high-quality, person-centered care.	Meetings 2 and 3

### ***Work Group Member Roles and Responsibilities***

Work group members should make every effort to attend all meetings and come prepared to discuss the issues at hand, having reviewed all materials sent in advance of the meetings by the facilitator. Work group members should also act in good faith to promote ideas that they believe will lead to the success of an integrated care delivery model.

### ***Work Group Facilitator Roles and Responsibilities***

- Provide background information to work group members ahead of meetings
- Ensure that all work group members are aware of and understand the group's objectives and tasks
- Provide the work group members with a set of guiding questions for discussion
- Guide the flow of discussion to accomplish objectives in a timely manner
- Ensure balanced participation in discussions
- Monitor and control meeting pace
- Test for consensus
- Prepare a summary of each meeting and write up the work group's proposed recommendations

# Integrating Care for People Eligible for both Medicare and Medicaid

## *Service Array and Provider Network Work Group Charter*

### **Meeting Dates and Location**

This charter lays out the tasks and expected outcomes for the Service Array and Provider Network Work Group. Meeting dates and times for the work group are below. All meetings will be held at the Causeway Bay Lansing (6820 South Cedar Street, Lansing, MI 48911).

- Wednesday, November 9 from 1:00 to 3:30 PM
- Wednesday, November 16 from 1:30 to 5:00 PM
- Thursday, December 1 from 1:30 to 5:00 PM
- Thursday, December 15 from 1:30 to 5:00 PM

All work group members are expected to make every effort to attend each of the meetings.

### **Expected Work Group Outcomes**

- Recommendations for services and supports that should be available to dually eligible beneficiaries in an integrated care plan.
- Recommendations for the composition of a provider network that is comprehensive enough to meet the needs of dually eligible beneficiaries in an integrated care plan.

### **Work Group Tasks and Deadlines**

<b>Task</b>	<b>Deadline</b>
Review materials describing services currently covered by Medicare and Medicaid and relevant waiver services; relevant stakeholder input; and data on service use and needs among dually eligible beneficiaries.	Meeting 1
Develop recommendations to assist the MDCH in defining the services and supports that should be covered in an integrated care plan.	Meetings 1 and 2
Review materials regarding provider network	Meeting 2
Develop recommendations to assist the MDCH in defining standards for the composition of a comprehensive provider network for beneficiaries in an integrated care plan.	Meetings 2 and 3

### ***Work Group Member Roles and Responsibilities***

Work group members should make every effort to attend all meetings and come prepared to discuss the issues at hand, having reviewed all materials sent in advance of the meetings by the facilitator. Work group members should also act in good faith to promote ideas that they believe will lead to the success of an integrated care delivery model.

### ***Work Group Facilitator Roles and Responsibilities***

- Provide background information to work group members ahead of meetings
- Ensure that all work group members are aware of and understand the group's objectives and tasks
- Provide the work group members with a set of guiding questions for discussion
- Guide the flow of discussion to accomplish objectives in a timely manner
- Ensure balanced participation in discussions
- Monitor and control meeting pace
- Test for consensus
- Prepare a summary of each meeting and write up the work group's proposed recommendations