



STAR+PLUS LTSS APM

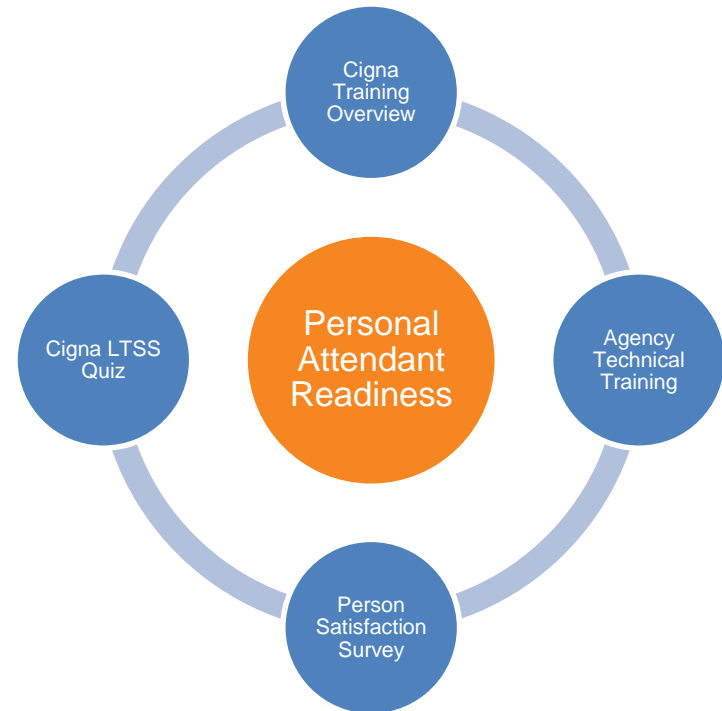
Attendant Blueprint for Success

Cigna Training Overview – 2020 Program Year



PERSONAL ATTENDANT TRAINING

- Personal Attendants demonstrate readiness to participate by successfully completing the:
 - Agency Technical Training (training provided by your agency)
 - Cigna’s Training Overview
 - Cigna’s LTSS Attendant Quiz
- The Member will also be asked to complete a satisfaction survey of the Personal Attendant’s performance.



STAR+PLUS: State of Texas Access Reform Plus

- Medicaid managed care program for individuals who are 21 and older with the following criteria:
 - Individuals who have disabilities.
 - Individuals who are age 65 or older.
- Cigna manages the Member's Medicaid health or acute care as well as long term services and support (LTSS).
 - Health or acute care can consist of doctor visits or labs.
- Some individuals are mandatorily enrolled such as:
 - Individuals who have a physical or mental disability and qualify for Supplemental Security Income (SSI) benefits or for Medicaid due to low income.
 - Individuals who are age 21 or older and receive Medicaid because they are in a Social Security Exclusion program and meet financial criteria for STAR+PLUS Home and Community-Based Services Program.
 - Individuals who are age 21 or older and residing in a nursing facility.
- Many are dual-eligible, meaning they have both Medicare and Medicaid.



What is Long Term Services & Supports (LTSS)?

- LTSS is designed to help individuals remain in their home rather than in more restrictive institutional settings such as nursing facilities.
- Services may include:
 - Personal assistance services that consists of cleaning, grooming, or cooking
 - Adult day activity & health services
 - Caregiver relief/respice
- Services are based upon the Member's specific needs as identified in their service plan.



MEMBER-CENTERED SERVICE PLAN

- Cigna fosters a service planning process that is:
 - Specific to the Member's needs and preferences
 - Dynamic; changes as the Member's needs change
 - Periodically evaluated for effectiveness
 - Inclusive of input from entire Interdisciplinary Team



INTERDISCIPLINARY TEAM

- Member-led:
 - Includes the Member, the Service Coordinator, the Primary Care Physician (PCP), the Personal Attendant, authorized representatives, and other key Cigna team members and Providers
- Service Coordinator Role:
 - Works with the Member, their authorized representative, caregivers, doctors, and other providers to ensure the Member gets services & care
- Personal Attendant Role:
 - Ensure purchased tasks (such as bathing, dressing, transferring, etc.) are completed fully
 - Proper documentation of events and all observations
 - Assist the Member with accessing primary, specialty and urgent care
 - Observe for changes in symptoms, mood or mental state, physical senses, support, and environmental conditions



PERSONAL ATTENDANT: COMPLETE TASKS FULLY

- Purchased tasks are based upon a functional assessment of need conducted by the Cigna Service Coordinator.
- The Attendant ensures the Member:
 - Maintains an improved quality of life
 - Possesses necessary support to remain in their home
- The Attendant's failure to assist with tasks could lead to:
 - Diminished quality of life
 - Deterioration of health
 - Out of home placement



PERSONAL ATTENDANT: OBSERVE AND DOCUMENT

- At the start of every shift the Attendant should observe symptoms including but not limited to:
 - Complaining of pain or weakness
 - Eating less or more
 - Weight gain or loss
 - Unsteady gait or unbalanced
 - Mood or mental state changes like sadness, expressing loneliness, confusion, or disorientation
- At the start of every shift the Attendant should observe home conditions including but not limited to:
 - Safety hazards
 - Persistent pest problems
 - Family dynamics
- Please contact your supervisor to connect with a Cigna Service Coordinator for any symptoms presented, mood changes, or hazardous conditions observed in the home.



PERSONAL ATTENDANT: ASSISTING WITH CARE

- Primary and specialty care:
 - It is Important to engage Members to see PCP regularly for wellness checks, medication management, and preventative screenings.
 - Regular PCP visits reduce the likelihood of emergency room visits or hospitalizations.
 - Certain conditions like diabetes require regular specialty care, screenings and lab work.
- Medication:
 - Take as prescribed
 - Monitor for adverse reactions
 - Ensure refills are timely
- Follow up:
 - Labs & other testing



Background: Advancing Alternative Payment Methods

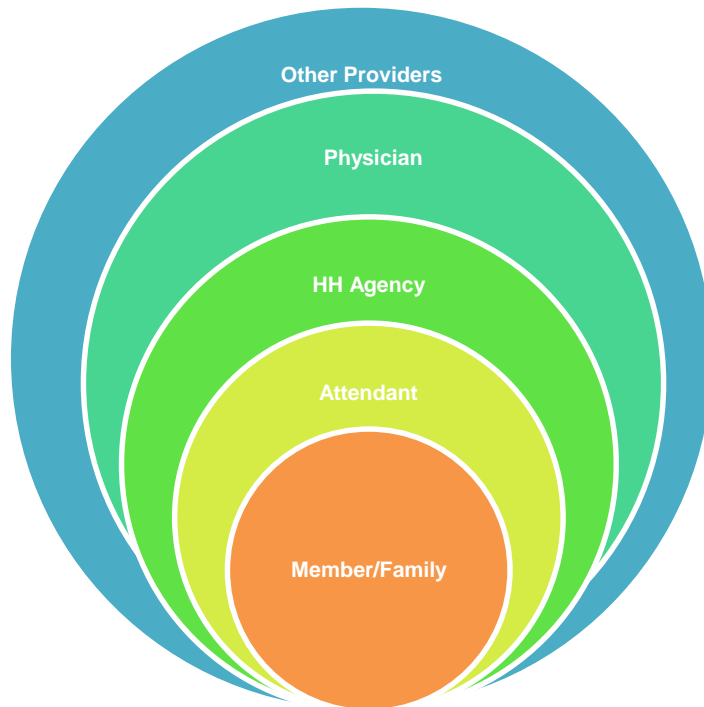


Confidential, unpublished property of Cigna. Do not duplicate or distribute. For internal use only. Use and distribution limited solely to authorized personnel. © 2020 Cigna



The Cigna Approach to Strong LTSS APM

The Personal Attendant's influence on the Members is considered in the model below:



Confidential, unpublished property of Cigna. Do not duplicate or distribute. For internal use only. Use and distribution limited solely to authorized personnel. © 2020 Cigna



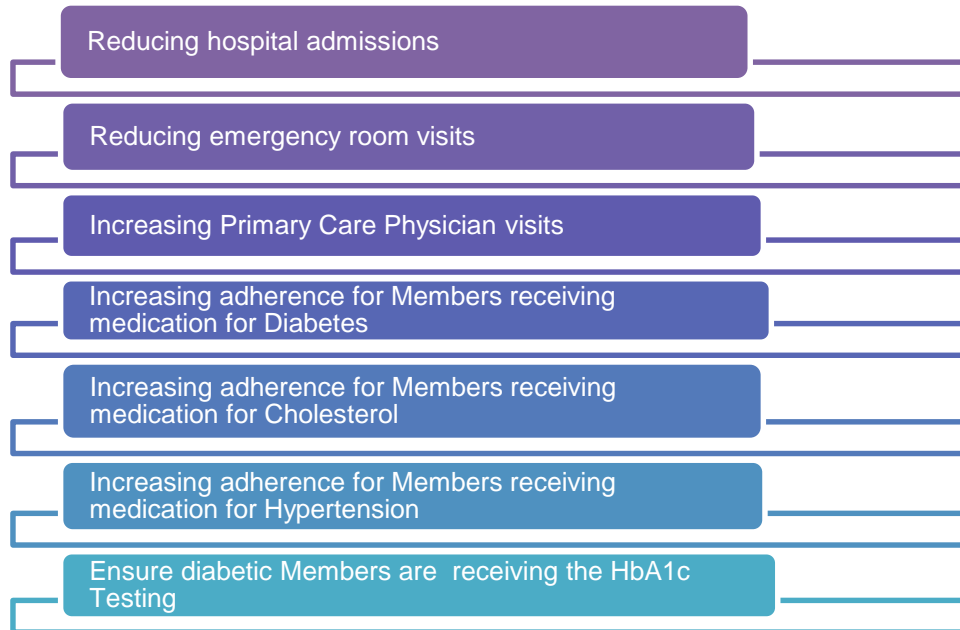
The Cigna Approach: Defining Quality

- Cigna determined that we needed partners who also valued:
 - Keeping Members out of the hospital/ER
 - Encouraging Members to maintain regular checkups with their PCPs
 - Assisting Members to maintain strong adherence to taking medications
- Since there is a higher than average incidence of diabetes in selected service areas, it is necessary to:
 - Increase emphasis on HbA1c testing



Quality: Cigna's Clinical Performance Measures

The following are the 2020 measures are:



Attendant Impact on Clinical Performance Measures

- When the Attendant focuses on completing tasks fully, observing & documenting changes in symptoms, moods or conditions, there is a greater chance in:
 - Avoiding unnecessary hospitalizations or emergency room visits
 - Taking all medication as prescribed
 - Seeing the PCP & other providers regularly for screenings, exams, and labs



Attendant Impact on Clinical Performance Measures: Common Medications

Below are some examples of possible medications.

If these are not taken as prescribed, notify your supervisor and the Cigna Service Coordinator.

For Treating Type II Diabetes

- Metformin
- Insulin – Levemir
- Insulin - Lantus

For Treating Elevated Cholesterol

- Atorvastatin (Lipitor)
- Rosuvastatin (Crestor)
- Fluvastatin (Lescol)

For Treating Hypertension

- Amlodipine
- Benazepril
- Captopril



YOU Do Make A Difference!



Confidential, unpublished property of Cigna. Do not duplicate or distribute. For internal use only. Use and distribution limited solely to authorized personnel. © 2020 Cigna



Thank You for your commitment to the well-being of our Members!

CONTINUE

Select CONTINUE to complete the required knowledge quiz and to attest to an understanding of the topics covered and to adherence to the outlined policies and procedures.

REVIEW AGAIN

If you would like to review the training section again, then click REVIEW AGAIN.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including HealthSpring Life & Health Insurance Company, Inc. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. Cigna-HealthSpring CarePlan is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees. © 2020 Cigna

© 2020 Cigna. Some content provided under license.

