

The Managed Care Report

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Homeless Outreach Management
and Empowerment

HOME



Amida Care

Medicaid Special Needs Plan

101 HOME members / 5876 housed members

23 HIV negative or undetermined

78 HIV positive HOME members

64% 1 homeless episode*

21% two homeless episodes*

15% 3-12 homeless episodes *

84% female HOME v 36% female

23 housing applications from 5/15-10/15

*defined as DHS sheltered



Identifying High Health and Housing Need Individuals

- Although contract with most HH, many homeless clients were not enrolled
- As a MCO, we couldn't effectuate HH changes
- High cost v high utilizer
- What is high need- different standards
- Housing screen / history
- Health profile including history of admissions, viral load.



Problems and Concerns

- Urgency of housing placement inconsistent with HH and placement process
- Difficulty tracking and contacting homeless members
- Keeping member interested and safe
- Matching with criteria
- Consent, confidentiality and privacy concerns
- Fragmented information from Health Homes and housing providers



What Works

- Identifying admissions quickly and alerting staff to homelessness and safe discharge
- Plan discharge immediately
- Identify high utilizers, rather than scan for HH enrollment.
- Accept process with a lot of work
- Personal touch with member
- Build strong relationships

