

# IHCP *bulletin*

Note: This bulletin has been updated. See IHCP Bulletin [BT202250](#). The July and August scheduled trainings have been canceled. New training is planned to be available in September 2022.

INDIANA HEALTH COVERAGE PROGRAMS    BT202220    MARCH 15, 2022

## IHCP announces spring/summer HCBS business acumen training schedule

In anticipation of transitioning to managed long-term services and supports (MLTSS) in 2024, the Indiana Family and Social Services Administration (FSSA) is partnering with ADvancing States to offer business acumen training courses. The business acumen training is specifically designed for Aged and Disabled (A&D) home- and community-based services (HCBS) waiver providers with content-intensive information to support those providers in building successful partnerships with the managed care entities.

The training is intended to be effort- and content-intensive for organizations that self-select to participate. Participation in the sessions may be limited depending upon interest. All sessions will be scheduled for one hour and will include interactive time for questions and answers with ADvancing States.

### Registration

All sessions will be held on the Zoom platform. All sessions must be registered in advance to participate. Each session has a separate registration link, which is included in Table 1. Login information will be provided by ADvancing States upon registration.

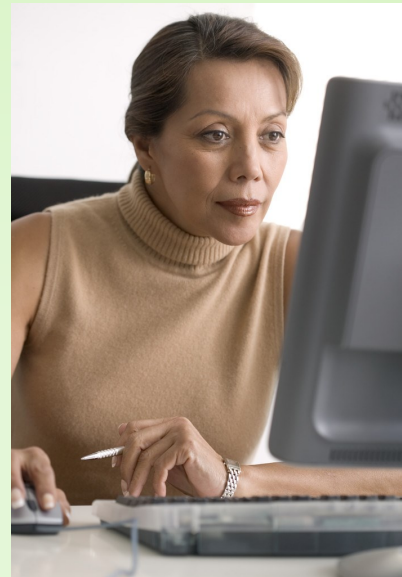


Table 1 – Training class schedule and registration links

Title	Course date/ time	Description	Registration link
Managed Care 101	April 19, 2022 3 p.m. to 4 p.m. (Eastern)	This session is a repeat of an earlier presentation from ADvancing States that reviews the basics of MLTSS, key elements and characteristics of MLTSS programs, and federal requirements such as network adequacy standards and person-centered processes.	<a href="#">Managed Care 101 Registration</a>
Mastering Process Improvement	May 3, 2022 3 p.m. to 4 p.m. (Eastern)	This session will cover foundational strategies for continual process improvement for waiver agencies. The session will start with an overview of typical strengths, weaknesses, opportunities and threats (SWOT) analysis and how the results of that analysis can be used to develop strategies and goals that will help waiver agencies achieve their vision for the organization. This session will also help waiver agencies understand the importance of process improvement practices such as reviewing workflow processes, mapping current business processes, completing time studies and creating job aides. The group will review specific areas and measures important to the state and how waiver agencies can improve tracking and monitoring those areas with the tools mentioned above.	<a href="#">Process Improvement Registration</a>

Table 1 – Training class schedule and registration links (Continued)

Title	Course date/ time	Description	Registration link
What Gets Measured Gets Done	May 17, 2022 3 p.m. to 4 p.m. (Eastern)	There is a business adage that states “what gets measured, gets done.” Measurement is central to monitoring ongoing compliance, tracking progress toward goal achievement, and assessing performance and quality improvement results. The FSSA will join this session to review what they consider as the most important measures and outcomes for which they will hold the managed care entities (MCEs) accountable. Waiver agencies will then be able to structure their measurement processes accordingly, including tracking and monitoring for those outcomes. In addition, this session will define and help clarify terms and themes used in data measurement, including leading measures, lagging measures, outputs and outcomes. This session will also introduce the scorecard concept, and why and how scorecards are used along with their strengths and challenges.	<a href="#">Measures Registration</a>
Data Counts	May 31, 2022 3 p.m. to 4 p.m. (Eastern)	This session will be all about data, a key factor that has a direct impact to many, if not all, of the topics covered in the business acumen courses. Without good quality, verifiable data, many of the other business acumen processes won't be as helpful or successful for provider agencies. This course will review types of data MCEs will most likely be looking for and which data monitoring tools provider agencies will find helpful. Examples of software that can be helpful for data collection will be included. Provider agencies will be able to review their data collection system through a critical thought lens after attending this session.	<a href="#">Data Collection Registration</a>
Applying Data to Improve Decision Making	June 14, 2022 3 p.m. to 4 p.m. (Eastern)	Reliable, valid data plays a huge role in the everyday processes of your agency and there is evidence that sharing data can even improve outcomes. With the right data, providers will better assess for risk, track what is going well, and identify areas for improvement and specific practices where business processes could benefit from another review. This session will act as a continuation of the previous session and will review how to interpret agency data in a way that will help organizations use it for effective decision making according to individual agency needs.	<a href="#">Analytical Data-Driven Decision-Making Registration</a>
Managing Risk in a Managed Care Environment	June 28, 2022 3 p.m. to 4 p.m. (Eastern)	It is imperative for providers to think about ways managed care environments may have an impact on their agency bottom line. Managing risk in a managed care environment includes planning for potential delays in claims payments and taking steps to ensure your agency is not overly dependent on any one payer source. Providers have an opportunity to determine which services would be attractive to other payers (diversifying opportunities for income) and assess the return on investment for each service. Creating service portfolios can help providers obtain a better understanding of how each service the agency provides contributes to the sustainability of the organization.	<a href="#">Managing Risk in a Managed Care Environment Registration</a>

*Table 1 – Training class schedule and registration links (Continued)*

<b>Title</b>	<b>Course date/ time</b>	<b>Description</b>	<b>Registration link</b>
Saving Money	July 12, 2022 3 p.m. to 4 p.m. (Eastern)	Providers have an opportunity to put their business ahead of the curve if they know how to position their organization as a solution to payers' cost-saving needs. This session will discuss ways to meet payers halfway by offering agency services as cost savings according to the payer's needs and values. This session helps providers identify and learn ways to promote cost savings, helping to make your agency more attractive to payers. It is also important for providers to know how to track efficiencies as well as costs associated with providing services, so that when it comes time to contract with MCEs, agencies have a firm handle on true costs before negotiations occur. This session will identify ways to best position and clearly articulate agency services that will speak to the cost-saving needs of managed care entities.	<a href="#">Cost Savings Registration</a>
Pricing and Rate Determination	July 26, 2022 3 p.m. to 4 p.m. (Eastern)	Providers need to know the worth of their business. This session will discuss values, margins and variable/fixed costs that factor into pricing and rate setting. Presenters will also discuss the importance of documenting terms of agreements and monitoring revenue flow, because many agencies in managed care environments receive revenue from many different payers and negotiate different rates and payment terms. Other strategies to help ensure providers are meeting their bottom line, such as hiring new staff, implementing new technology or shifting focus to volume of services or diversification will also be discussed.	<a href="#">Pricing and Rate Determination Registration</a>
Delivering Quality Services	August 9, 2022 3 p.m. to 4 p.m. (Eastern)	Continuous quality improvement is a management philosophy that providers use to reduce waste, increase efficiency and increase internal and external satisfaction. It is an ongoing process that evaluates how an agency operates and implements ways to improve its processes. This session will discuss different methods of addressing quality improvement, such as logic models, the Plan-Do-Study-Act cycle and fostering a culture of high performance.	<a href="#">Developing and Implementing Quality Improvement Processes Registration</a>

### Scheduled virtual office hours

Office hour opportunities will be used to discuss topics of interest to providers, which could include reviewing any of the homework or associated documents from the training sessions. Office hours are also an opportunity for provider agencies to engage in peer-to-peer learning. Discussions during office hours may be used to inform upcoming sessions.

All virtual office hour sessions will be scheduled for one hour and are open to all providers. Office hours will be offered on the following dates and times listed in Table 2.

*Table 2 – Virtual office hour schedule and registration links*

<b>Date/time</b>	<b>Registration link</b>
Thursday, May 19, 2022 – 3 p.m. to 4 p.m. Eastern	<a href="#">Register</a>
Thursday, June 16, 2022 – 3 p.m. to 4 p.m. Eastern	<a href="#">Register</a>
Thursday, July 21, 2022 – 3 p.m. to 4 p.m. Eastern	<a href="#">Register</a>
Thursday, August 18, 2022 – 3 p.m. to 4 p.m. Eastern	<a href="#">Register</a>

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