



Keeping Consumers and Communities at the Center of Payment and Delivery System Reform

Medicaid Matters New York (MMNY) is a statewide coalition of over 140 organizations representing the interests of New Yorkers served by the Medicaid program. MMNY has an interest in the success of the Delivery System Reform Incentive Payment (DSRIP) program, the goals of which are to improve the health of individuals and communities, reduce costs, and reduce unnecessary hospitalization by 25% over five years. The overarching goal of DSRIP is to transform New York's health care delivery system. The stakes are high and the work is complex, but, properly implemented with community engagement, DSRIP can improve access to high-quality care for Medicaid beneficiaries and the capacity of the safety net that serves them.

DSRIP also offers a unique chance to link public health and health care, but its success hinges on governments, communities, consumers and providers working together in new ways. Right now, in every community across the state, Performing Provider Systems (PPS) are leading efforts on a regional basis that are at the heart of transforming how health care is delivered. The health care delivery system has long been complex and poorly understood; Medicaid beneficiaries are expected to navigate a system that is often difficult to understand and access in a way that meets their needs. And the current initiatives, while focused on improving efficiency, are likely to create additional confusion. Yet, the State's efforts will not succeed if consumers are not at the center of reform in their communities.

MMNY has prioritized community engagement in payment and delivery system reform. Our goals are to enhance and facilitate community engagement at the local level, provide opportunities for collaboration, and inform state policy on how community engagement could be emphasized throughout systems transformation.

The Legislature is in a unique position to ensure that Medicaid beneficiaries and the community-based organizations that serve them have the information, tools and resources to achieve the goals of DSRIP. Legislators should take an active role in promoting accountability and transparency of DSRIP program efforts, and identifying and elevating the concerns of affected communities. Specifically, these efforts should focus on:

- Identifying community leaders to act as facilitators between PPSs and members of the community to ensure that PPS entities are community- and Medicaid consumer-driven;
- Ensuring Medicaid consumers and community-based organizations have a legitimate voice and opportunity to participate in decision-making through representation on PPS governance structures or other mechanisms;
- Requiring PPSs to disclose both health quality and non-clinical quality measures in PPS outcomes, such as more people with stable housing, food and other social support connections;
- Requiring education and outreach to Medicaid beneficiaries on how to engage in their own care, preservation of choice of providers, and appropriate notification on policies that impact how people will access services;
- Requiring the state to measure and document how PPSs and the providers within their systems address health disparities, including disparities experienced due to race and ethnicity, disability, sexual orientation, and housing status; and
- Demonstrating how the PPSs support community-based organizations and providers, including promoting a high quality, and culturally and linguistically competent workforce.

MMNY urges the Legislature to take an active role to ensure government, communities and consumers work together so the transformation of New York's delivery system promotes accessibility, consumer protections, and culturally appropriate, high quality services that eliminate health disparities.