Revisions to Form CMS-10028A Client Contact (CC)

In April 2011, the Medicare-Medicaid Coordination Office awarded design contracts to 15 states to implement State Demonstrations to Integrate Care for Medicare-Medicaid Individuals (Dual eligible). The overall goal of this initiative is to develop, test and validate fully integrated delivery system and care coordination models. The Financial Alignment Initiative is a unique Federal-state partnership to test aligning the service delivery and financing of the Medicare and Medicaid programs to better serve Medicare-Medicaid individuals. As part of this effort, there is a need for strong beneficiary support, education and outreach in each State that is implementing a Financial Alignment model, including options counseling for beneficiaries. State Health Insurance Assistance Programs (SHIPs) and Aging and Disability Resource Centers (ADRCs) have longstanding history and relationships with beneficiaries and are well situated to provide this service locally in each State.

A key component of this initiative will be tracking and reporting on the types of questions being asked and the type of information and assistance SHIPs/ADRCs are providing to these dually eligible beneficiaries. This information will be reported through the SHIP National Performance Reporting System and shared with the Medicare-Medicaid Coordination Office on a quarterly basis to ensure services to dual eligibles are within the scope of the cooperative agreement requirements and support the Financial Alignment models.

The Client Contact form of the National Performance Reporting (NPR) system contains 10 National Special Use Fields (SUFs) and will need to be expanded to capture the data elements for the Duals Financial Alignment Program.

The NPR contractor will create the 20 Special Use Fields and will design the NPR web entry screens and the NPR batch upload protocols to allow for the collection of the designated data elements for Duals. See bottom of page 2 of the CC Form: SUFs being added are 11 – 30.