

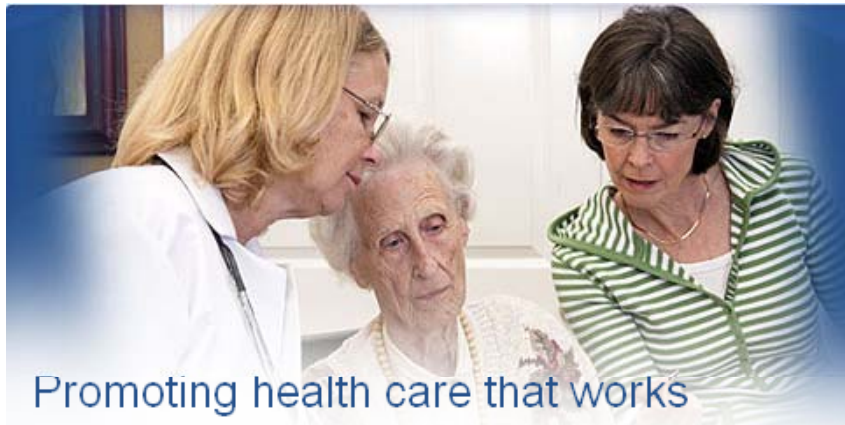
# Integrated Care for Dual Eligibles: A Consumer Perspective

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PROJECT



*November 15, 2012  
Grantmakers in Health Fall Forum  
Washington, DC*

# About Community Catalyst



- Nonprofit health care advocacy organization
- Network of advocates in 40+ states
- Building advocacy infrastructure
- Leading broad-based issue campaigns

1. The Status Quo
2. The Opportunity
3. The Risk
4. Getting it Right: Consumer Priorities



# The Status Quo

# Anna C.

- 65-year-old dually-eligible woman
- Longstanding Multiple Sclerosis (MS), complete paralysis in both legs, impaired bladder function, weakness and increasing spasticity in her arms
- Chronic depression
- Severe asthma exacerbated by heavy smoking
- Over two year period: hospitalized multiple times for urinary tract infections, asthma flare-ups and pneumonias; two long hospital stays for pressure sores
- No primary care or behavioral health relationships
- Emotionally withdrawn, functionally bedbound, incontinent, worsening pressure ulcers

# The Opportunity



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# The Opportunity

- Improve the quality of life for vulnerable older adults and people with disabilities
- Reduce health disparities
- Demonstrate what works and expand to other populations
- Bend the cost curve
- Avoid harmful Medicare and Medicaid cuts



# Anna C.

- Enrolled in the Commonwealth Care Alliance
- Assigned a multidisciplinary care team: primary care physician, in-home nurse practitioner, behavioral health clinician, physical therapist
- Assessed needs and developed intensive care plan:
  - Primary care visits
  - In-home wound care
  - Specialized air mattress and a motorized wheelchair with needed seating adaptations
  - In-home behavioral health assessment, individualized care plan for medication and counseling
  - Transportation to specialty appointments, dental care and other activities
  - Smoking cessation
  - Nurse practitioner as “first responder” for new problems and manage clinical issues via home visits.



# Anna C.

- More engaged with her life, family and community
- Improved ability to self-manage her conditions
- Pressure ulcers healed
- Decreased number of asthma flare-ups
- Good/continuous relationship with primary care physician, registered nurse practitioner, neurologist
- Decreased use of the emergency room and hospital
- In the first year, she had only 2 emergency room visits for asthma and one three-day hospital stay for a urinary tract infection

# The Risk



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# The Risk



# The Risk

## Live Webinar: Assessing the Dual Eligible Pipeline: Which Health Plans Are Best Positioned to Win?

- Learn how to take advantage of this \$300 billion opportunity!
- Assess the dual eligible opportunity for managed care and get a sense of when the market is most likely to take off!
- Explore which plans are likely to be the big winners!

### DUAL ELIGIBLES BEST PRACTICES SUMMIT

EXECUTING A WELL-RUN MEDICARE/MEDICAID ELIGIBLE (MME) PLAN FROM OUTREACH CAMPAIGNS TO QUALITY CARE  
JULY 30-31, 2012  
WALDORF ASTORIA ORLANDO, FLORIDA

Practices Summit at the **Waldorf Astoria®** Orlando in Orlando, Florida. This is the ONLY Summit dealing with ALL the issues you need to successfully serve the Dual Eligibles market.

A world unto its own, **Waldorf Astoria®** Orlando, nestled in the heart of over 482 pristine acres in Bonnet Creek, is a crown jewel unlike any other. An elegant and refined Orlando luxury hotel, this unique property remains passionately devoted to the well-being of each and every guest. Delight in the unrivaled accommodations and gracious amenities of this truly stylish Disney World luxury destination - the newest Waldorf Astoria, exceeding all expectations of the legendary pedigree.

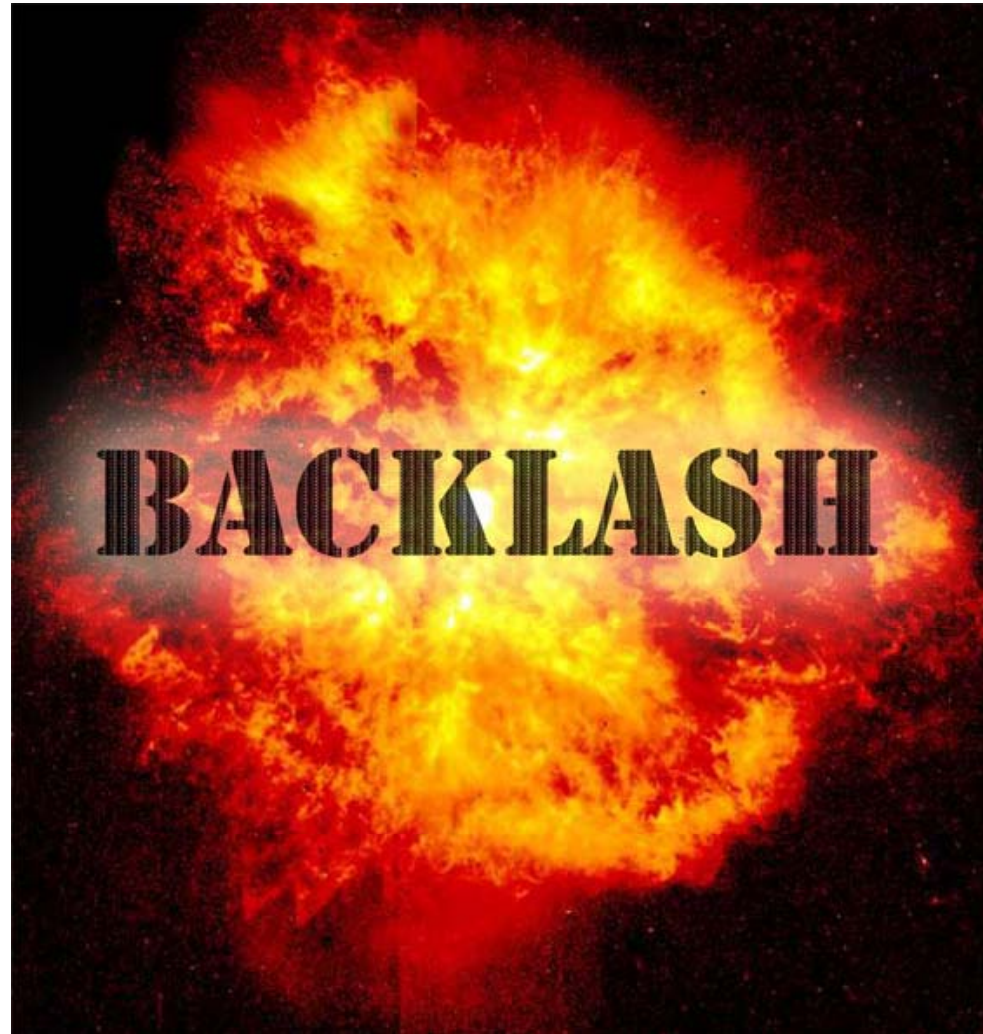
- The first Waldorf Astoria to be built outside the flagship property in New York City
- Surrounded on three sides by **Walt Disney World® Resort**
- Complimentary direct transportation to and from Disney theme parks and Downtown Disney

Don't miss the SPA! ...

# The Risk

- Providers without the right expertise
- Networks that don't include existing providers
- Medicalization
- Disconnect from community providers of LTSS
- Inadequate oversight

# The Risk



# Getting it Right: Consumer Priorities



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# Consumer Priorities

- Enrollment
- Provider Networks
- Long-Term Services and Supports
- Coordination
- Benefits
- Consumer Engagement
- Beneficiary Protections
- Adequacy of Payment/Savings Expectations
- Quality Measurement
- Cultural Competence



# Priorities

- Enrollment
- Provider Networks
- Long-Term Services and Supports
- Coordination
- Benefits
- Consumer Engagement
- Beneficiary Protections
- Getting Payment Right
- Quality Measurement
- Cultural Competence

# Enrollment

- Voluntary, opt-in
- Outreach/Marketing via states and respected community-based organizations
  - Aging and Disability Resource Centers
  - State Health Insurance Programs
  - Independent Living Centers
  - Recovery Learning Centers



# Provider networks



- Competency and experience
- Training on independent living and mental health recovery approaches
- Protect longstanding, beneficial provider relationships
- Open network
- Contracts or single-case agreements without arbitrary limits

# Getting Payment Right

- Realistic savings targets
- Avoid windfall profits or devastating losses
- No incentive for denying or minimizing services
- Incentive to provide care in community-based settings

# Ongoing Consumer Engagement

“Collaboration with consumer and consumer advocacy groups is critical. In order to achieve the important goals of better health and better care with lowered costs, we must continue to put our beneficiaries first. This is a time of significant change in the Medicaid program, and **we should ensure beneficiaries’ voices are heard in the design, implementation, and oversight of new initiatives.**”

~ State Medicaid Director letter  
on Integrated Care Models  
July 10, 2012

# State-Level Oversight

## Independent Ombudsman

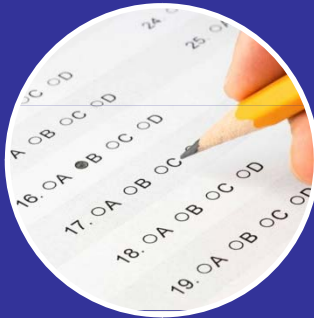
- Receive and respond to individuals complaints
- Identify systemic problems

## External Oversight Body

- Review key data
- Monitor overall demonstration activity



# Delivery System Collaboration



Newsletters  
Surveys  
Comment cards



Town hall meetings  
Focus groups  
Resource fairs



Consumers on board of directors  
Consumer advisory board  
Committee membership



# Consumers Making a Difference (National)

- Hearings
- Phase-in enrollment and protections
  - No lock-in periods
  - Neutral entity
  - Intelligent assignment
  - Continuity of care
- Funding for SHIPs and ADRCs





# Consumers Making a Difference (MA)



- LTSS Coordinator
- Contracts with community-based LTSS organizations
- ADA compliance
- Provider training
- Ombudsman
- Implementation Council

# Looking Ahead... (MA)



- Implementation Council participation
- Independent role:
  - educate people on the demo
  - capture on-the-ground consumer experience
  - advance quality measurement from a consumer perspective
  - train consumers and ICO staff
- Partner with providers

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