

CONSUMER ACCESS SYSTEMS: SUSTAINABILITY IS KEY!

I&R/A Intensive, August 27, 2018
HCBS Conference

Presenters



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- Nanette Relave, Senior Director, National I&R Support Center, NASUAD
- Ami Patel, Program Analyst, Administration for Community Living
- Julie Waters, Program and Planning Division Chief, Alabama Department of Senior Services

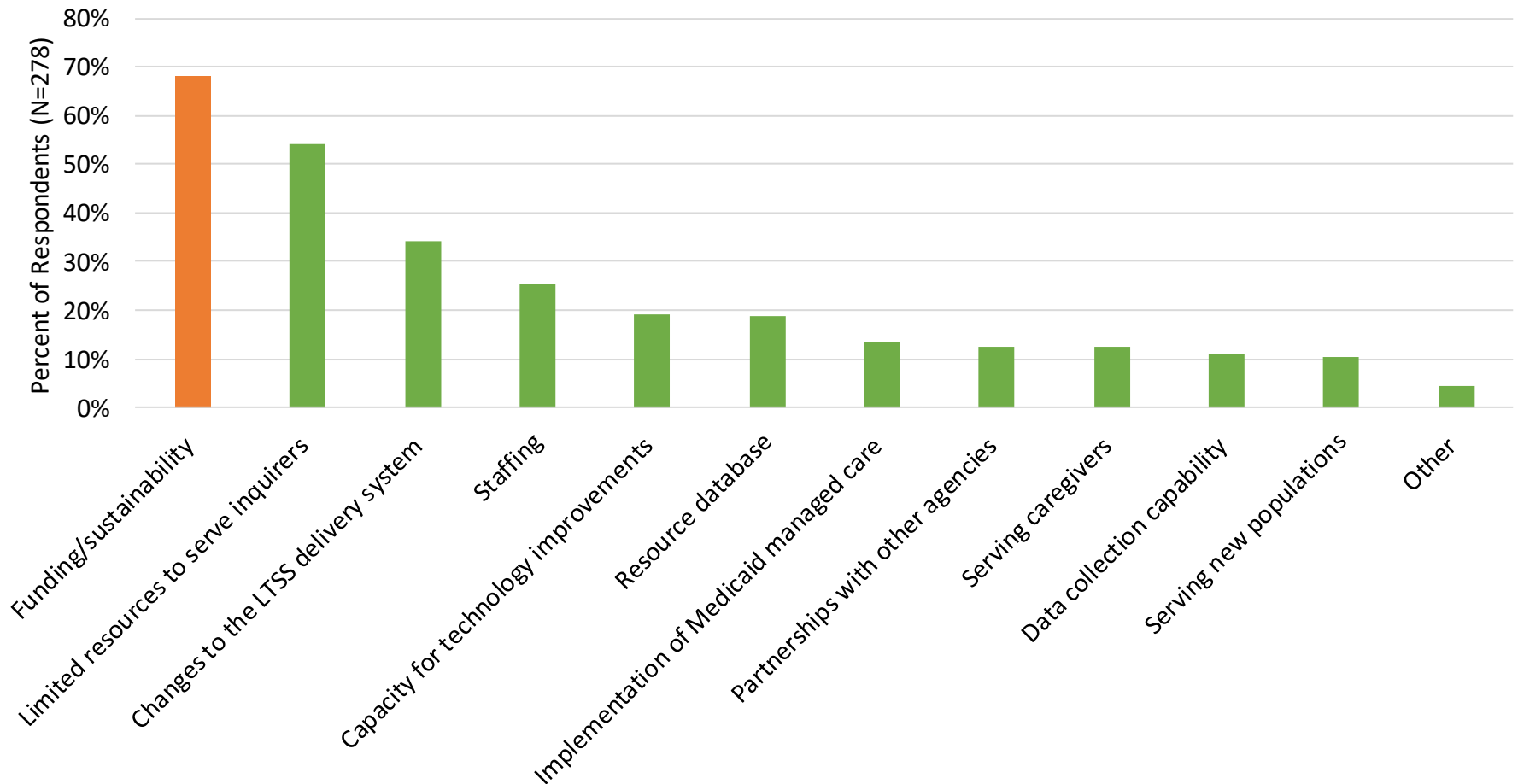
Findings from the Field

Funding and Sustainability: Key Concerns for I&R/A Programs

National I&R/A survey findings: Top agency concerns

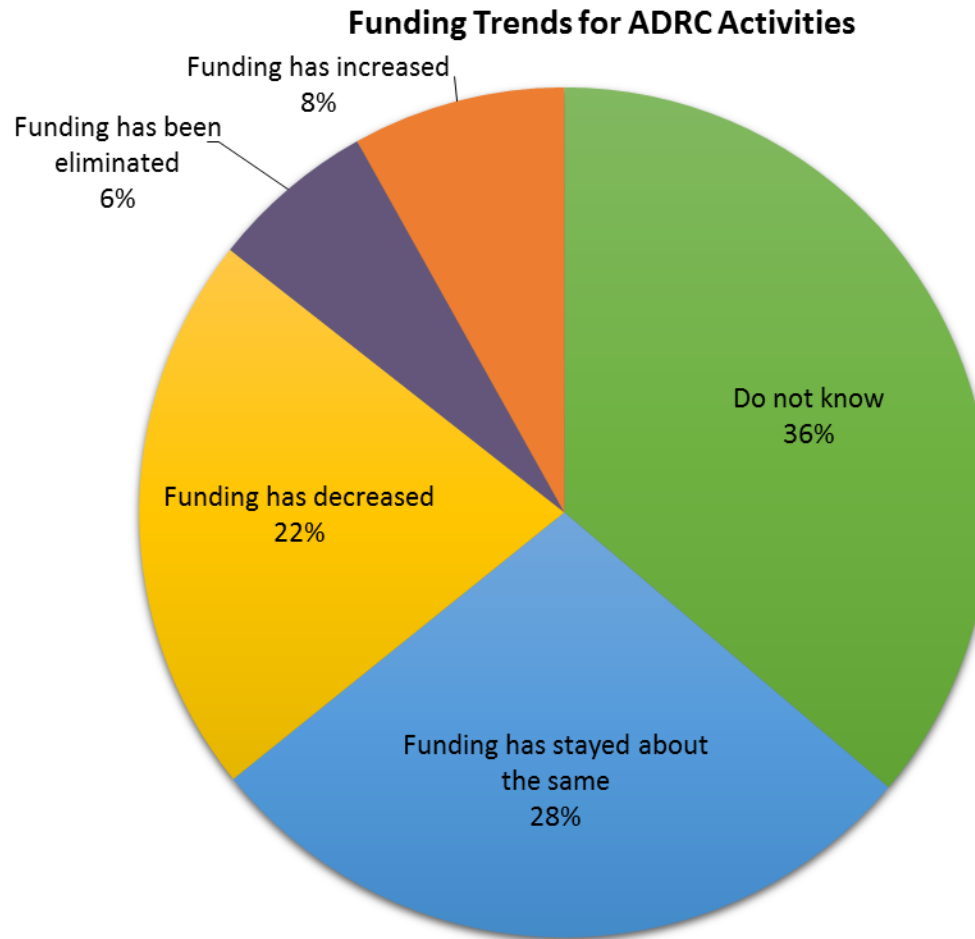
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Top Issues Affecting I&R/A Organizations



This concern is driven in part by... Trends in Funding for ADRCs

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Thinking Broadly:

A Framework for Financing Strategies

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■ Strategy 1: Making Better Use of Existing Resources

- Redeployment
- Operating more efficiently
- Reinvestment

■ Strategy 2: Maximizing Federal and State Revenue

- Leveraging
- Refinancing
- Administrative claiming
- Grant writing

Thinking Broadly: A Framework for Financing Strategies

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■ Strategy 3: Creating More Flexibility in Existing Categories

- Pooling
- Coordination
- Devolution
- Decategorization

■ Strategy 4: Building Partnerships

- Leveraging
- Leadership
- Technical assistance

Thinking Broadly:

A Framework for Financing Strategies

■ Strategy 5: Creating New Dedicated Revenue Streams

- ❑ Charging fees for services
- ❑ Special taxing districts/levies
- ❑ Trust funds
- ❑ Fees and narrowly based taxes
- ❑ Lotteries and gaming
- ❑ Income tax check-offs
- ❑ Generating unrelated business income
- ❑ Social enterprises

National I&R/A survey findings: Sustainability strategies

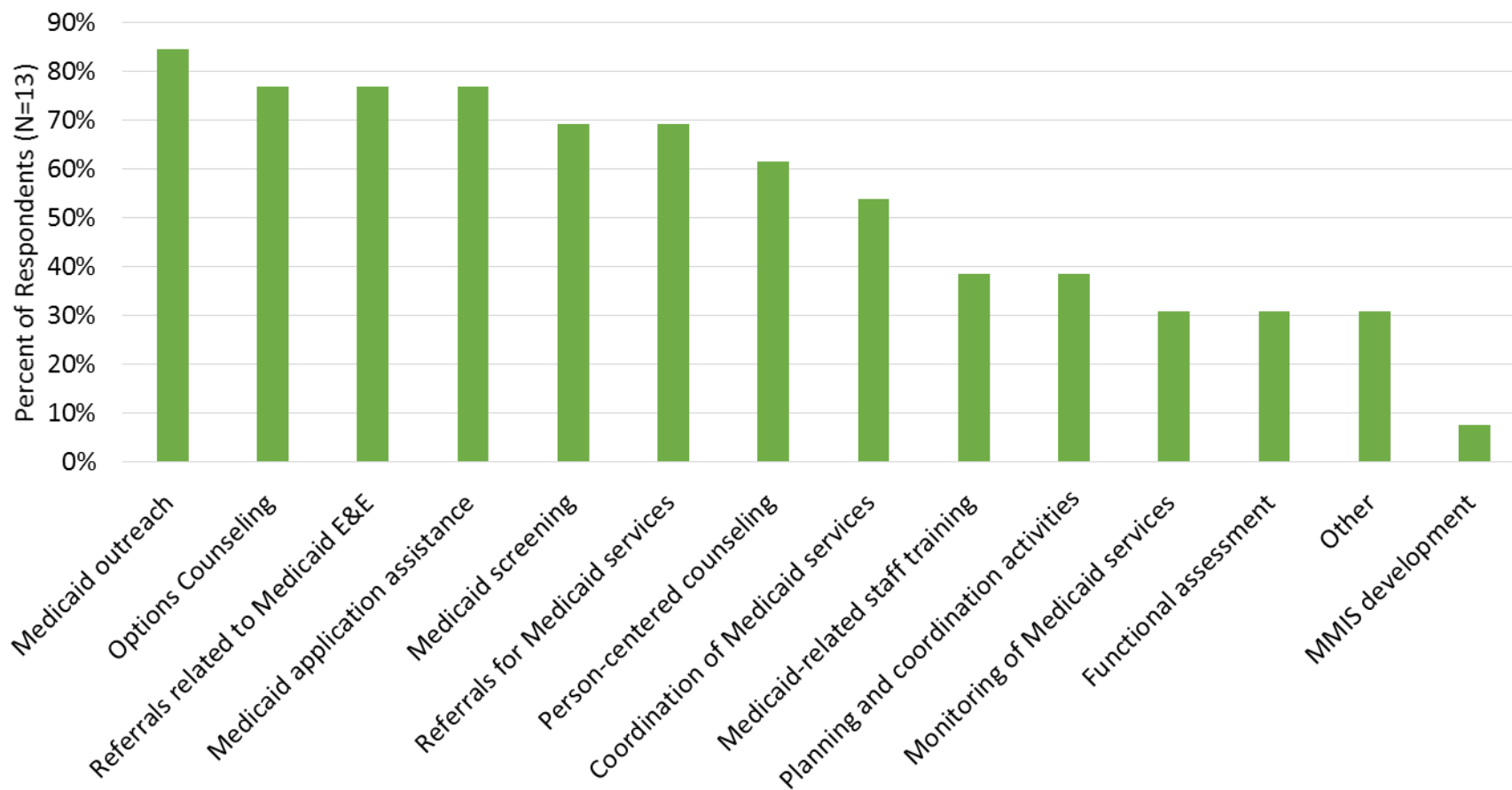


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- Investments in technology and data capacity; **modernizing technology**
- **Medicaid billing and claiming**
- Cost sharing (e.g. cost share Options Counseling program), fee for service
- Modernizing business practices, streamlining systems, seeking efficiencies in business practices, cross-training staff
- **Community partnerships** and collaboration, working together on common goals, collaborating for grant funding
- **Marketing, branding**, leveraging social media
- Serving new populations (for example, veterans)
- **Contracting with health care entities** (to provide supportive services), addressing social determinants of health, care transitions, partnering with local hospitals
- Innovation and creativity

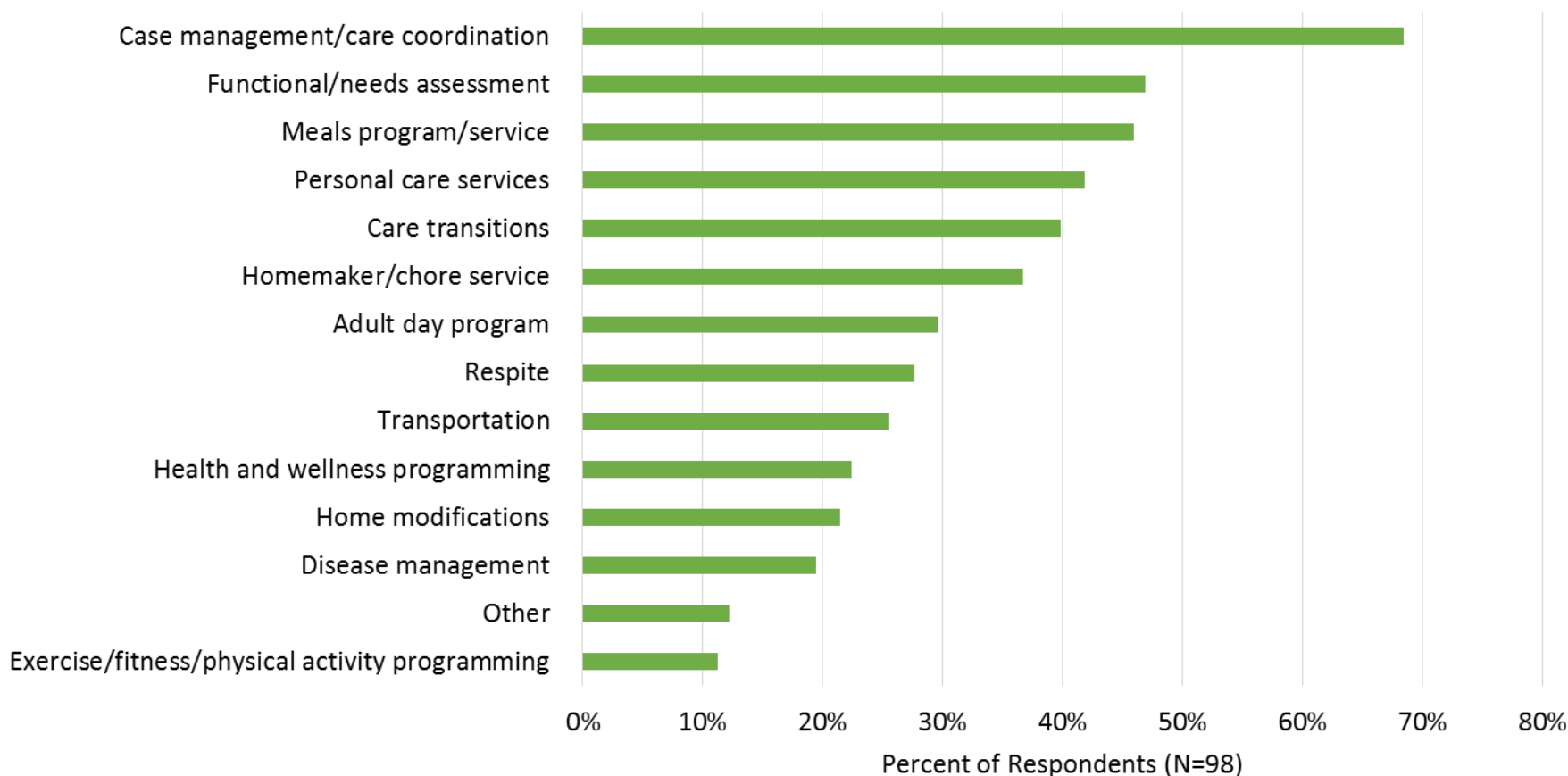
National I&R/A survey findings: Medicaid administrative claiming

ADRC/NWD Activities for Which States Seek Medicaid Administrative Claiming

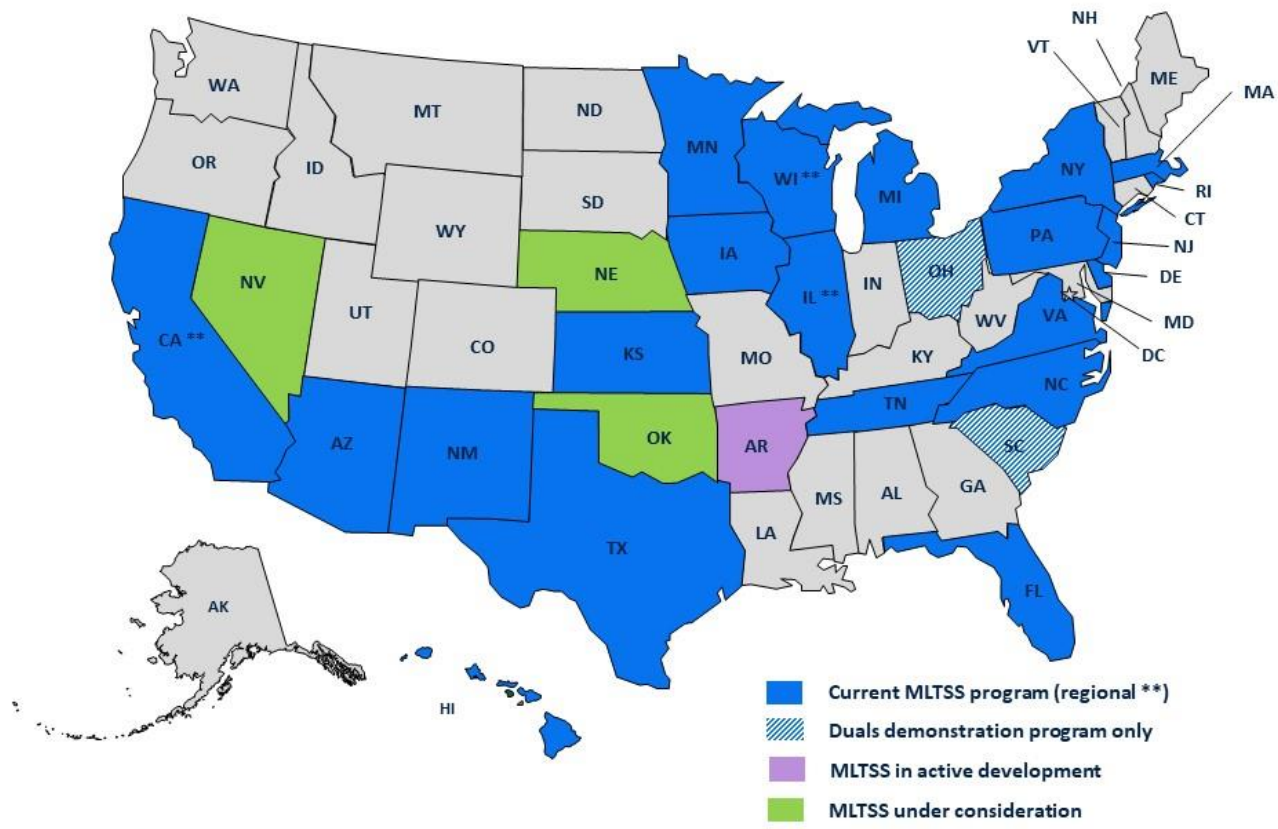


National I&R/A survey findings: Serving Medicaid consumers

Services Provided to Consumers Enrolled in a Medicaid HCBS Program



A changing Medicaid environment: The growth of Managed LTSS

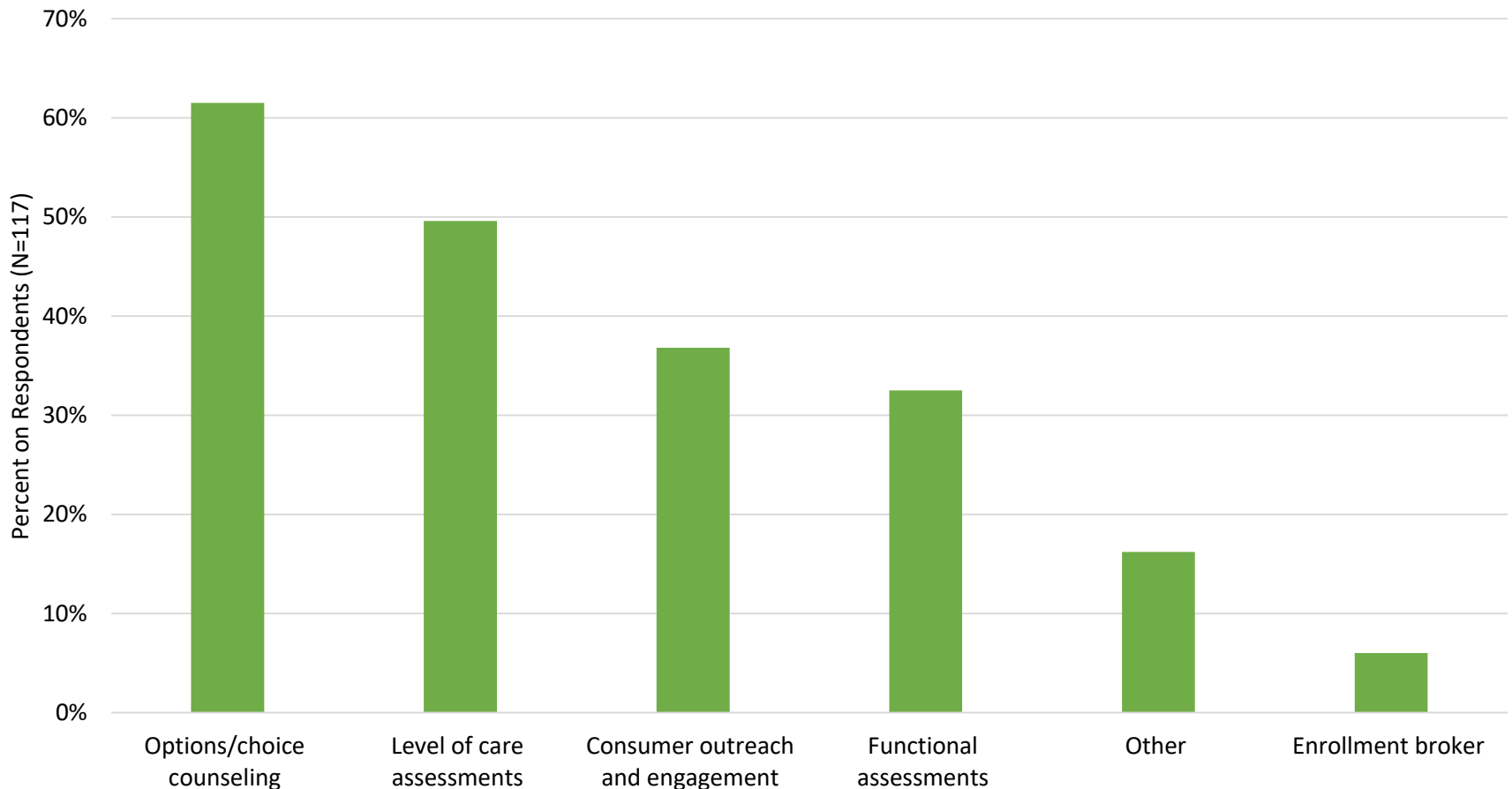


Source: NASUAD survey; CMS data

National I&R/A survey findings: Operating in a MLTSS environment

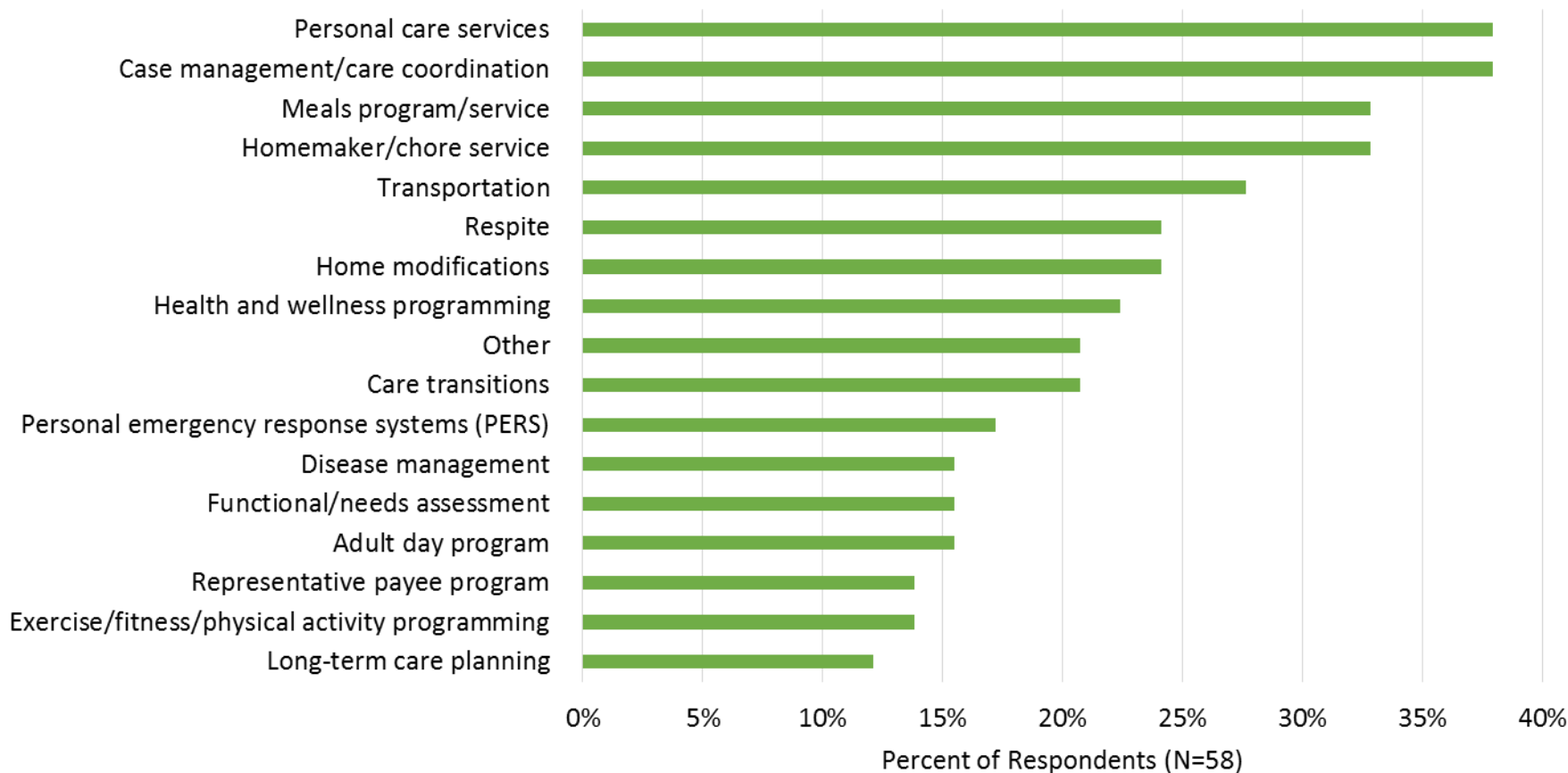
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Agency Functions in a Managed Long-Term Services and Supports Environment



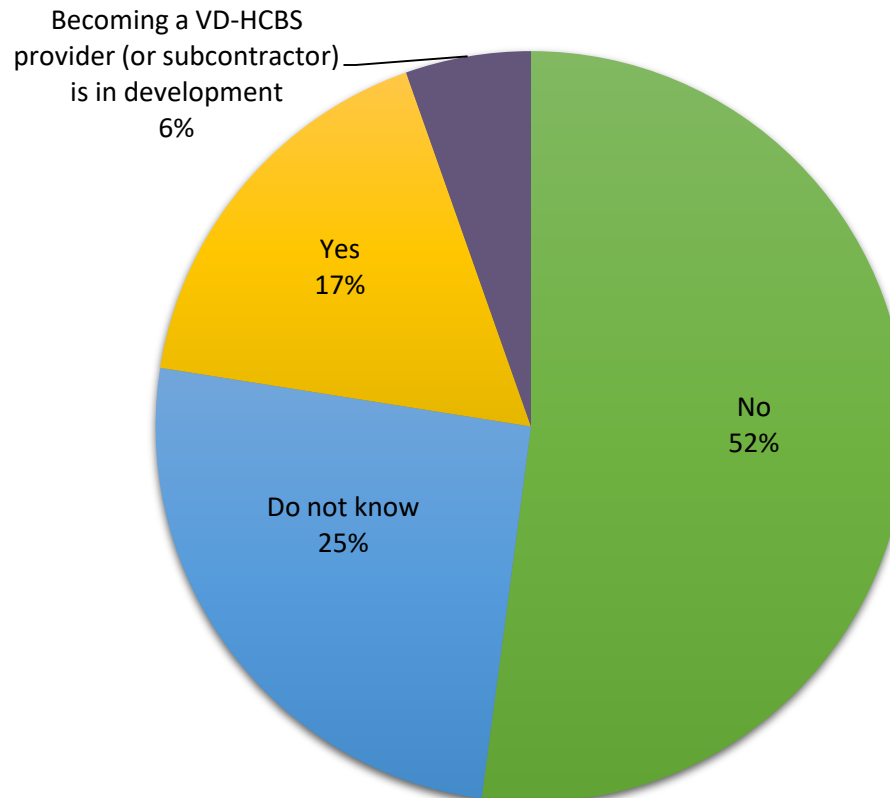
National I&R/A survey findings: Providing fee-based services

Fee-Based Services Offered to Private Pay Consumers



National I&R/A survey findings: Veteran-directed HCBS

Providers with a Veteran-Directed Home and Community Based Services Program

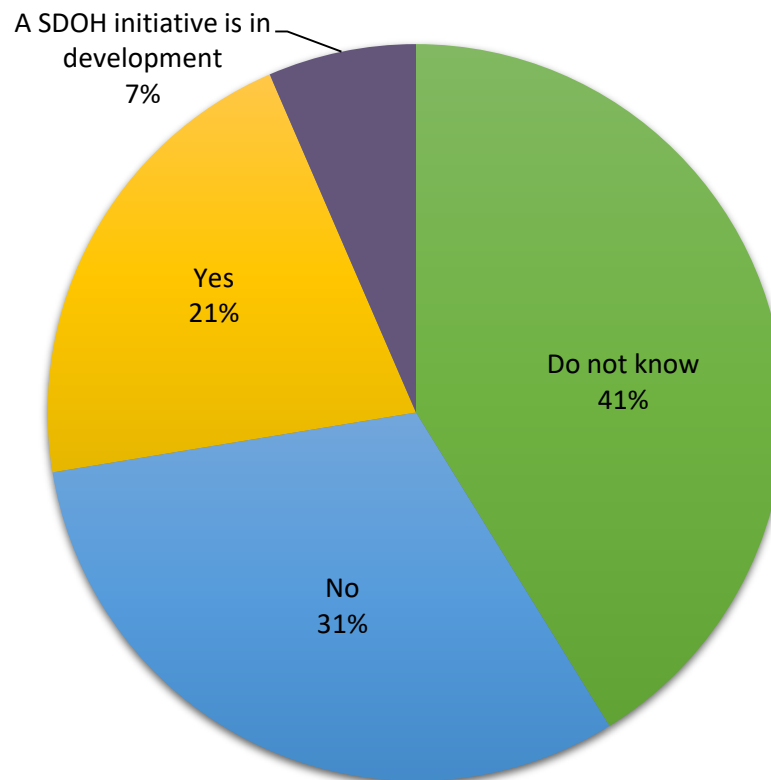


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National I&R/A survey findings: Innovative trends - SDOH

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Participation in Social Determinants of Health Initiatives



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National I&R/A survey findings: Innovative trends - SDOH



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Examples of social determinants of health (SDOH) initiatives:

- We are working with a local hospital and health clinic on developing and using an internet-based platform that allows for searches of SDOH and then connectivity through an online referral mechanism and tracking outcomes of the referral. This platform is being used by hospitals, physician offices, outpatient case managers, community agencies, and individual members of the community.
- We are directly involved in a community project to connect the medical community to the social service community using our I&R (211) database as the foundation for resources.
- Part of Accountable Communities of Health and partnership with the County Public Health Department.