



# Older Hoosiers & Caregivers Community Conversations

Fall 2022

# Agenda



What We Heard



Long Term Services  
and Supports Reform



Open Forum

# Background and Context

# Medicaid is the focus of today's discussion

The changes we will discuss mainly involve Medicaid, not Medicare.

Medicaid is a State-operated program.

Medicaid is the primary payer of Long-Term Services and Supports.

Medicaid has financial eligibility guidelines.

Medicaid helps to pay for things Medicare does not.

Medicare is the national social insurance program for people 65 and older and for some people with disabilities.

Medicare is a Federal program.

Medicare also has managed care plans (called Medicare Advantage) that can cover all your Medicare benefits, including prescriptions.

# Long-Term Services & Supports (LTSS)

Includes both paid and unpaid help that people may need – for several weeks, months, or years – when they have trouble doing everyday tasks because of aging, chronic illness, or disability.

## What are some examples of services that are provided?

- Help with eating, bathing, and dressing
- Help with making meals, taking medications on time, and light housekeeping.

## Where are long-term services and supports provided?

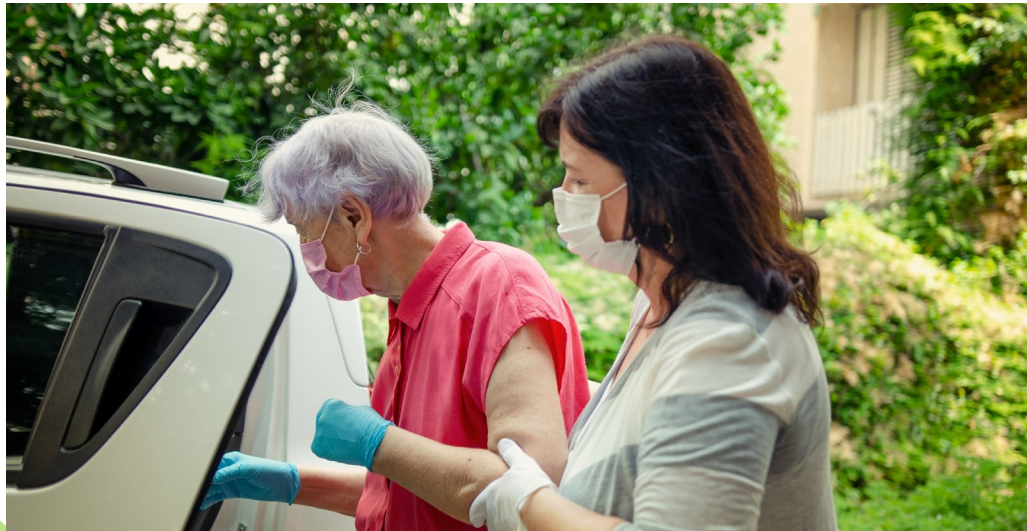






## Home and Community-Based Services (HCBS)

- Personal care (dressing, bathing, toileting, eating, getting into or out of a bed or chair, etc.)
- Home-delivered meal programs
- Homemaker services (cleaning, cooking, laundry, bill paying, etc.)
- Case management
- Transportation
- Home repairs and improvements to make homes safer
- Adult day programs
- Caregiver training
- Health promotion & disease prevention



# Consumer Conversations Feedback on Current System

# Profile of Older Indiana Hoosiers

There are 850,000 family caregivers in IN providing care valued at \$9.3 billion.

In the next 10 years, population over 65 is expected to increase by nearly 30%

Currently only 20% of older adults and people with disabilities in IN receive LTSS in home or community-based settings; the remaining 80% are receiving care in nursing facilities.

Indiana is ranked 39th in America's Health Rankings for Seniors

Indiana ranks 50th in the nation in support of family caregivers.

47,000 older adults qualify for LTSS now.

Indiana ranks 9th in the nation for the number of people residing in nursing facilities.

Hoosiers receiving LTSS represent only 4% of the Medicaid population but 28% of the total spending.

According to AARP LTSS Scorecard, Indiana ranks 44th in overall LTSS performance.

76% of Aging & Disability waiver participants are dually eligible for Medicare and Medicaid.





# Key areas that we asked about



How to improve access to long-term services and supports



How to improve how the system operates



How to support caregivers

# What We Heard

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Hoosiers shared they didn't know who to call for services and often only found out while in a crisis.

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Hoosiers are unaware of how generous the service array is and how to receive needed services in the Indiana Medicaid program.

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Family caregivers did not feel supported and didn't know where to go for help.

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Hoosiers receiving services did not know how to reach their case manager or sometimes if they even had one.

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There was broad support for the Structured Family Caregiving program.

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# Workers Needed

Much like the rest of the country, there is a direct service workforce crisis in Indiana.

## Direct service workers shared:

- Pay is too low
- Lack of training
- Lack of agency support
- Working too many hours

# Long Term Services and Supports Reform

## Moving to Managed Long Term Services and Supports

# Goals of Reform



**Choice: Hoosiers to age at home**



**Quality: Hoosiers deserve the best care**



**Cost: Hoosiers want to pay for quality and affordable services**



# Changes Proposed



Easier access to home and community-based services



Starting managed long-term services and supports



Improving the quality of care



Improving the monitoring of the system



Recruiting, training, and keeping workers

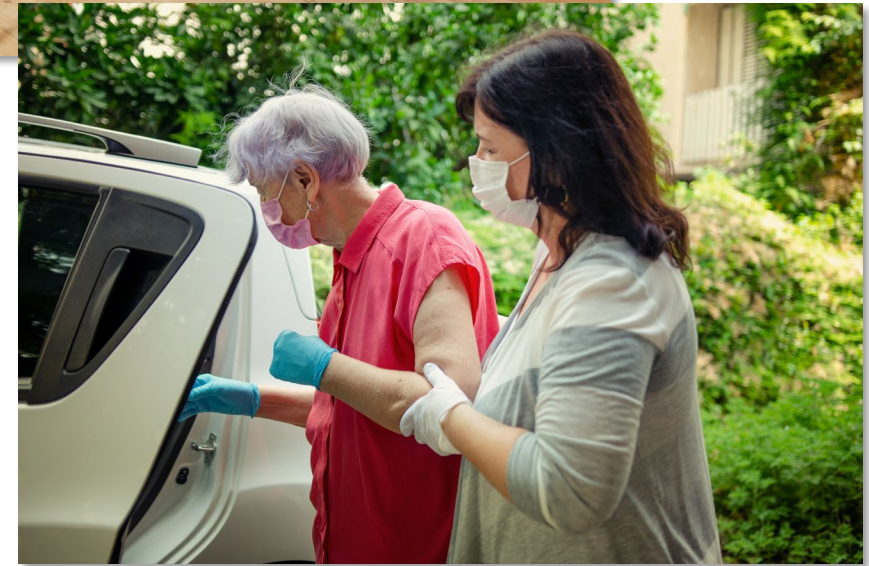
# What is Managed Long Term Services and Supports?

- The State signs a contract with private insurance companies (MCEs) to make sure all Medicaid services are provided to members
- They are paid a monthly amount for each member
- The MCEs have an incentive to keep members healthy so they don't pay out more than the monthly payment they get from the state.
- The MCEs will be responsible for coordinating all services – doctors visits, prescriptions AND the services members get in their home with bathing, dressing and getting around



# Who will be enrolled in the new program?

- Older Hoosiers 60 or older and eligible for Medicaid
- Older Hoosiers who also receive Medicare and live in a nursing home, assisted living or in their own homes



## MLTSS Give Members Access to Lots of Support



**Enrollment Services Vendor: Someone to help you choose a managed care entity**

**Care Coordinator: To support your health care needs**

**Service Coordinator: To support your waiver needs**

**Assistance with navigating both Medicaid and Medicare benefits**

**Ombudsman: Someone to call if you or a family member have a concern or complaint**



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# Service coordinators will offer the full range of HCBS services available based on preferences and needs

- Adult Day Service
  - Attendant Care
  - Informal Caregiver Coaching and Behavioral Management
  - Home and Community Assistance
  - Respite
  - Community Home Share Assisted Living
  - Community Transition
  - Customized Living
  - Goal Engagement
  - Home Delivered Meals
  - Home Modification Assessment
  - Home Modifications
  - Integrated Health Care coordination
  - Nutritional Supplements
  - Participant Directed Attendant Care
  - Personal Emergency Response System
  - Pest Control
  - Specialized Medical Equipment and Supplies
  - Structured Family Caregiving
  - Transportation
  - Vehicle Modifications
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**MCEs are incentivized to help members live in the community if the member wants to**



# Members will be given help to self-direct their services

**Self-Direction** is a way of getting some of the home care you need that offers more choice and control over WHO gives your home care and HOW your care is given.

You employ the people who provide some of your home care services - they work for you (instead of an agency). This means you must be able to do the things that an employer would do - like hire, train, and schedule workers.

You can hire a friend, neighbor, or other person you know to provide care to you but there are some limitations. We want to support, but not replace, care already provided by family and friends.



# Additional Services for Members



- Can continue to use their current case managers if they want to for a certain amount of time
- Access to 24/7 nurse advice line
- Access to a member services line to help with understanding their benefits and finding providers
- One ID card to use for all your services

# MLTSS Will Support Informal Caregivers

Supporting informal caregivers helps members live at home longer



Service coordinators will assess the needs of informal caregivers (with the member's permission) during the care planning meeting.



MCEs will provide access to 24/7 nurse call line to support informal caregivers.



# MLTSS will Support Paid Caregivers

## Direct Service Workers are the backbone of the LTSS System



FSSA is working on ways to better recruit, train and support, and retain direct service workers.



MCEs will be required work with FSSA to help support direct service workers including having a workforce development coordinator



MCEs have experience helping to build provider capacity in other states.



# Discussion



# FOR ADDITIONAL INFORMATION:

Older Hoosiers and Caregivers Advisory Group



Community Conversations



Direct Service Workers Advisory Board



Direct Service Workers Resource Library



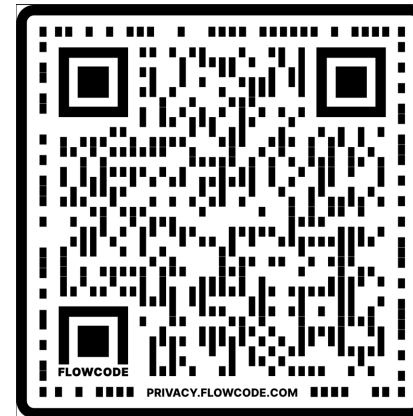
Long-Term Services and Supports Provider Training



Business Acumen for Home and Community-Based Providers



[www.InformIndiana.com](http://www.InformIndiana.com)



# Next Steps





**FOR ADDITIONAL INFORMATION:**

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