



Indiana DSW Advisory Board Meeting: Overview of Indiana's LTSS Reform

October 20, 2022

Agenda



Findings from first
Community Conversations



Long Term Services and
Supports Reform



Open Forum

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

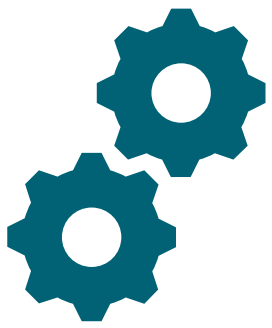


How to support caregivers



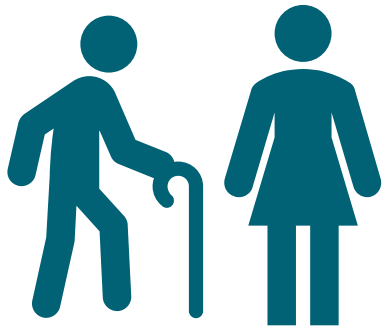
Questions About Accessing the LTSS System

1. Where to go for help
2. Who to ask for help
3. What help is available and for whom
4. How help is provided
5. Who decides what help is appropriate



Questions on Improving How the System Operates

1. What services and supports available
2. What services help to keep people in their homes
3. How to access them
4. How to find qualified providers
5. Whether or not services can be provided at home
6. How to get specialty services for people with complex needs



Improving How Informal Caregivers Are Supported:

1. What supports are available
2. Who should be doing the care for the individual
3. Who can caregivers call with questions
4. What training is available
5. Where can caregivers get respite
6. Is there mental health support available
7. What is structured family caregiving and can I qualify



Questions on Improving How Paid Caregivers Are Supported

1. How to get more workers into this field
2. How to provide training for workers
3. What types of training would be helpful for them
4. How to support care workers so that they stay in this field

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

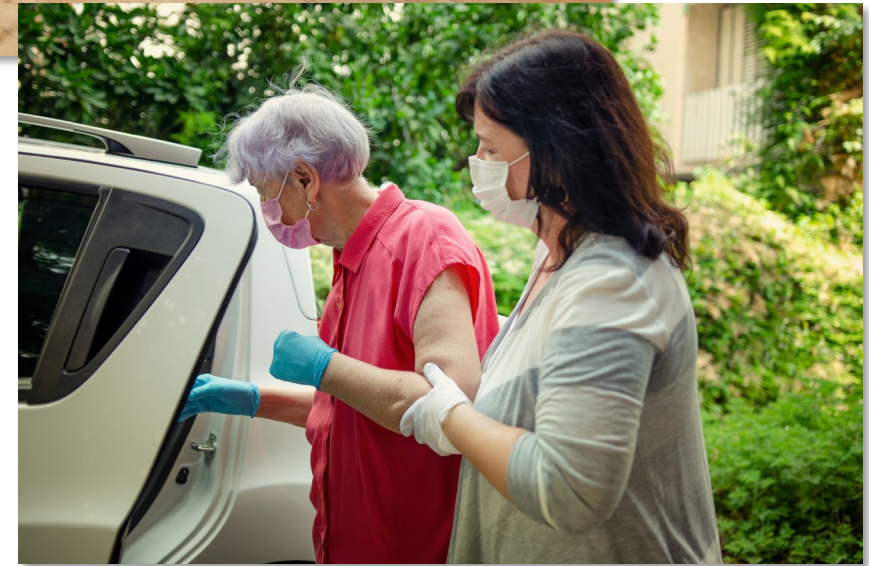
What is Managed Long Term Services and Supports?

- 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 who 60 or older and are 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

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 to 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.

Long Term Services and Supports Reform

What This Means for Providers

Service Planning and Authorization Process

Tomorrow: MLTSS



Tomorrow: Provider Compliance Requirements



- Policies and Personnel Manual
- Maintain Records of Services Provided
- Insurance
- Financial Information
- Incident Reporting
- Compliance Reviews
- Quality
- Data Collection

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Meeting
provider
network
requirements
of each MCE

Claims Processes

Tomorrow: MLTSS

Fill out claim form
for services rendered

Submit claim to MCE
within timeframe
specified in contract

MCE will review
claims to ensure
services billed were
authorized in service
plan

Receive payment
within (avg) 2-4
weeks

Discussion



FOR ADDITIONAL INFORMATION:

Older Hoosiers and Caregivers Advisory Group



Community Conversations



Direct Service Workers Advisory Board



Direct Service Workers Resource Library



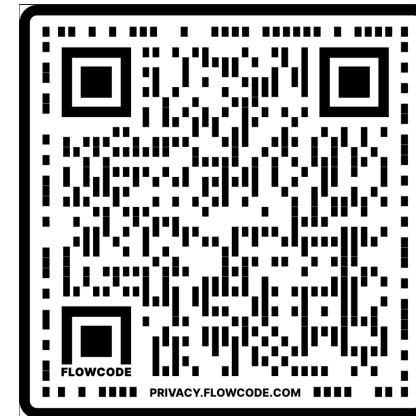
Long-Term Services and Supports Provider Training



Business Acumen for Home and Community-Based Providers



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Next Steps



Upcoming Community Conversations

Date	Time	Location
10/25/2022	5:00pm-6:30pm eastern	PACE Center of Northeast Indiana, 2927 Lake Avenue, Fort Wayne, IN
11/01/2022	11:00am-12:30pm eastern	Edna Martin Christian Center, 2605 East 25 th St, Indianapolis, IN
11/01/2022	3:30pm-5:00pm eastern	Lafayette Landing, 2333 Lafayette Rd, Indianapolis, IN
11/01/2022	4:30pm-5:30pm eastern	CICOA Aging & In-Home Solutions, 8440 Woodfield Crossing Blvd, #175, Indianapolis, IN ***Provider Session***
11/02/2022	10:30am-12:00pm eastern	LifeStream ADRC, 1701 S Pilgrim Blvd, Yorktown, IN
11/02/2022	4:30pm-5:30pm eastern	Trinity Tower, 316 Dr Martin Luther King Jr Blvd S, South Bend, IN
11/03/2022	3:00pm-4:00pm central	Linden House of Gary, 1500 Washington St, Gary, IN
11/04/2022	10:00am-11:30am central	Dean & Barbara White Community Center, 6600 Broadway, Merrillville, IN
11/04/2022	2:00pm-3:00pm central	Faith Community Center North, 1351 West 11 th Street, Gary, IN



FOR ADDITIONAL INFORMATION:

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