The Role of I&R in Managed Care Contracts

Maureen Widner, COO

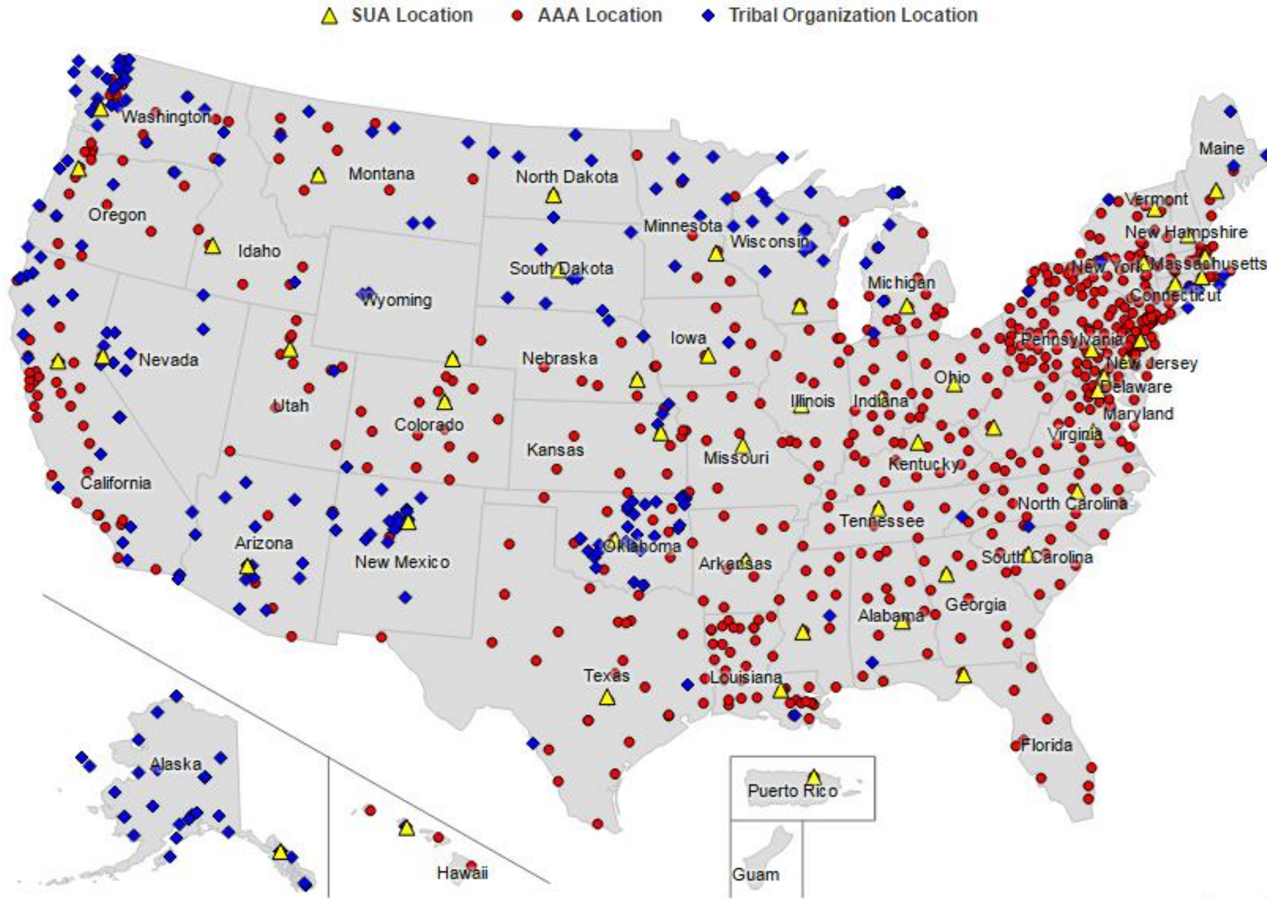
Katie Hougham, Care Transitions Supervisor

Older Americans Act Signed July 14, 1965

Aging & In-Home Services
OF NORTHEAST INDIANA

Nationwide Network

In Every County in Every State



Source: 2017 Administration for Community Living

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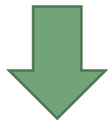
National Aging Services Network



U.S. Department of Health and Human Services

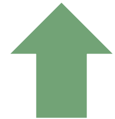
U.S. Administration on Aging

State Units on Aging (56)

Area Agencies on Aging (629)

Aging and Disability Resource Center

Consumers



INFO/NEED

Local Service Providers

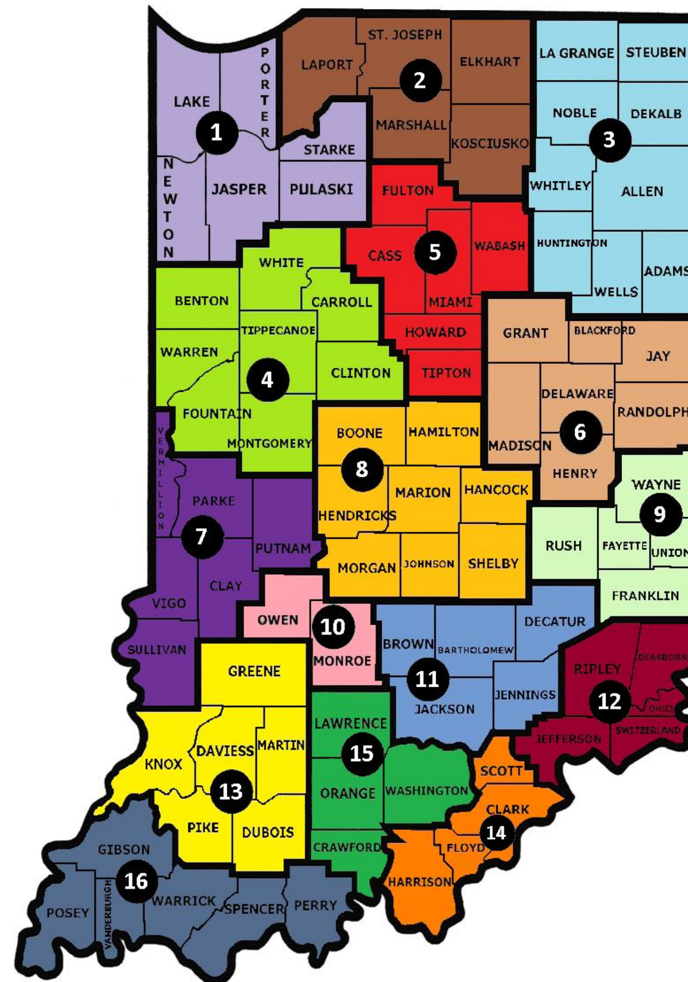
Local Service Providers

Aging & In-Home Services
OF NORTHEAST INDIANA

Our Role as an Area Agency on Aging (AAA)

- Regional Assessment of Needs
- Area Plan
- Indiana State Plan
- Administration for Community Living

Indiana Association of Area Agencies on Aging



Aging & In-Home Services
OF NORTHEAST INDIANA

Our Region

Main area for most services

Aging & In-Home Services
OF NORTHEAST INDIANA

Mission Statement

Our mission is to promote independence, dignity, and advocacy for all older adults, persons with disabilities, and their caregivers.

Aging & In-Home Services
OF NORTHEAST INDIANA

If you know someone in need of assistance, just call us.

1-800-552-3662 • 1-260-745-1200
www.agingihs.org
Aging & In-Home Services
OF NORTHEAST INDIANA

Aging & Disability Resource Center
To inform, empower, connect
- Information & Assistance
- Options Counseling
- Benefits Enrollment
- Senior Health Insurance Program (SHIP)
- Community Education Series
- Care Transitions Support

Programs for Productive Aging
Health, wellness, and community engagement
- Health Education Specialist
- Preventive Health
- Chronic Disease Self Management
- Consumer Education Seminars
- Retirement Planning

Family Caregiver Center
Helping you care for the ones you love
- Caregiver Assessments
- Caregiver Consultation
- Family Counseling & Mediation
- Respite Care
- Men as Caregivers Initiative

Home & Community Services
Supporting you where you live
- Senior Dining
- Meals on Wheels
- Transportation
- Homemaker & Chore
- Legal Services

Geriatric & Disability Case Management
Easing the burden of long term care
- Comprehensive Assessments
- Care Planning, Referral & Monitoring
- Enrollment Assistance for State & Federal Programs
- Consumer-Directed Care Management
- Pre-Admission Screening for Nursing Home Care

Division of Aging

Aging & In-Home Services of Northeast Indiana, Inc. (AIHS) promotes independence, dignity, and advocacy for all older adults and persons with disabilities. As the Area III Agency on Aging, AIHS is the primary resource for aging and disabled populations and the largest funder of services including support for the Council on Aging in the following nine counties:

Adams, Allen, DeKalb, Huntington, LaGrange, Noble, Steuben, Wells, Whitley

Aging & In-Home Services
OF NORTHEAST INDIANA

40

1975–2015

& FORWARD

2015 Annual Report

To promote independence, dignity, and advocacy for all older adults, persons with disabilities, and their caregivers.

www.agingihs.org
2927 Lake Avenue, Fort Wayne, IN 46805
260-745-1200 800-552-3662

Aging & In-Home Services
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Affordable Care Act

The Game Changer

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Health Care
Health-Related Care

Aging & In-Home Services
OF NORTHEAST INDIANA

Health Happens at *Home* *– own it!*

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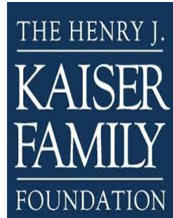
OF NORTHEAST INDIANA

Upstream Impact on Health Outcomes

Social Determinants of Health

Economic Stability	Neighborhood & Physical Environment	Education	Food	Community & Social Content	Health Care System
Employment Income Expense Debt Medical bills Support	Housing Transportation Safety Parks Playgrounds Walkability	Literacy Language Early childhood education Vocational training Higher education	Hunger Access to healthy options	Social integration Support systems Community engagement Discrimination	Health coverage Provider availability Provider linguistics & cultural competency Quality of care

Health Outcomes
Mortality, Morbidity, Life Expectancy, Health Care Expenditure, Health Status, Functional Limitations



Aging & In-Home Services
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Integrated Care – *As we see it*

Integrated care is not just between physical and behavioral health. A truly integrated care system is one that manages and optimizes each phase of the health care process with long term services and supports – seamlessly managing care through all transitions.

Enrollment

Engagement

Assessment

Consumer Education

Service Planning

Support Services

Behavioral Treatment

Medical Treatment

AAA & Network of Providers

Specialists or other levels of care

Acute & Primary Care

Aging & In-Home Services
OF NORTHEAST INDIANA

AIHS Single Point of Entry
Aging & Disability Resource Center

National Single Point of Entry
Aging & Disability Resource Center

The Aging and Disability Resource Center (ADRC) initiative is a collaborative effort

This initiative seeks to streamline access to long-term services and supports (LTSS) for older adults, all persons with disabilities, family caregivers, veterans, and LTSS providers.

Aging & In-Home Services
OF NORTHEAST INDIANA

Aging & Disability Resource Center (ADRC)

To inform, empower, connect

- Information & Assistance
- Options Counseling
- Benefits Enrollment
- Insurance Education
- Care Transitions Support

Aging & In-Home Services
OF NORTHEAST INDIANA

Aging & Disability Resource Center

Client Profile

- 67% of calls for someone over age 60
- 33% for someone under age 60
- Majority of callers (61%) for themselves
- 19% of total calls from caregivers
- 14,953 clients served annually
  - (compared to 13,582 last year)
- 23,235 units provided annually
  - (compared to 20,027 last year)

Aging & In-Home Services
OF NORTHEAST INDIANA

Most Requested Services

- Meals on Wheels
- Benefits Enrollment
- Medicare & Long Term Care Insurance
- Case Management
- Family Caregiver Support
- Emergency Response System
- Advance Directives
- Home Health Aide
- Transportation
- Homemaker/Chore Assistance
- Assisted Living

Aging & In-Home Services
OF NORTHEAST INDIANA

Our Services Represent a Continuum of Care

Consumer & Community Engagement Services

- Aging & Disability Resource Center
  - I & A
  - Options Counseling
  - Benefits Enrollment
  - Healthy Aging
- Care Transitions
- Family Caregiver Support

Community Assistance Services

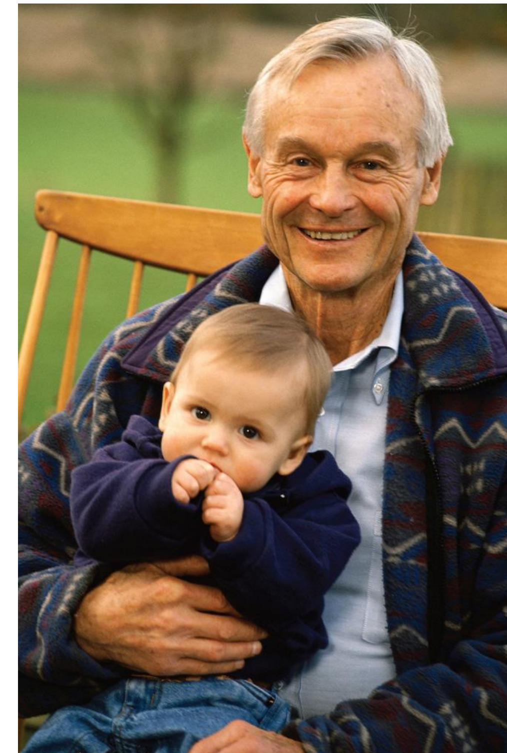
- Nutrition
  - Congregate
  - Restaurant Vouchers
  - Meals on Wheels
- Transportation
- Homemaker
- Handy Chore

Long Term Services & Supports

- Case Management
  - Vendor Management
  - Participant Directed Care
- Pre-Admission Screening
- Ombudsman

Aging & In-Home Services
OF NORTHEAST INDIANA

AAA Client Profile



Age range	(Under 1 year - 103 years old)
85+	17%
75-84	20%
65-74	18%
Under 65	45%

Gender	31% Male	69% Female
Ethnicity	22% Minority	78% Caucasian

Living Below Poverty	50%
Living Alone	50%

Aging & In-Home Services
OF NORTHEAST INDIANA

Database Partnership

AIHS No Wrong Door

Allen County Case Coordination System
Established 1999

AIHS' Managed Care Contracts

Katie Hougham, Care Transitions Supervisor

Managed Care Contract #1

Managed Care Contract #1
Our "average" client

- Medicare Fee for Service (Part A&B)
- 65 years old or over
- Discharging home or SNF
- Admission diagnoses: AMI, CHF, PN, COPD, Diabetes

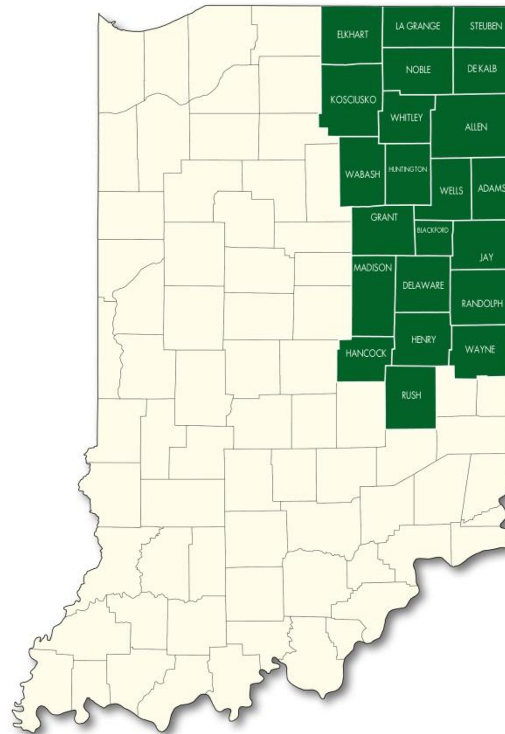
Excludes:

- Dementia with no live-in caregiver
- Active addiction
- Enrolled in Medicare hospice

Aging & In-Home Services
OF NORTHEAST INDIANA

Managed Care #1 Coverage Area

Michigan



Ohio

Aging & In-Home Services
OF NORTHEAST INDIANA

Coleman Model
Care Transitions Intervention (CTI)

- Developed by Eric Coleman, MD, University of Colorado, Denver
- Evidence-based 4-week program, where patients with complex care needs receive specific tools, are supported by a Transitions Coach®, and learn self-management skills to ensure their needs are met during the transition from hospital to home

Aging & In-Home Services
OF NORTHEAST INDIANA

Managed Care #1 : Client Story

Client

"Lucille"

62 years old

Diagnosis: AMI, Diabetes with uncontrolled blood sugars, chest pain, coronary artery disease, renal insufficiency

Social Determinants of Health

- On Medicare due to disability
- Caregiver to husband just diagnosed with pancreatic cancer
- Caregiver to live-in mom, just returning home from SNF due to medical event
- Does not drive
- Husband's driving ability compromised due to health issues

Information & Referral

- Family Caregiver Support
- Transportation
- Palliative Care Program
- Blood Sugar Tracking Log
- Cancer Services Referral

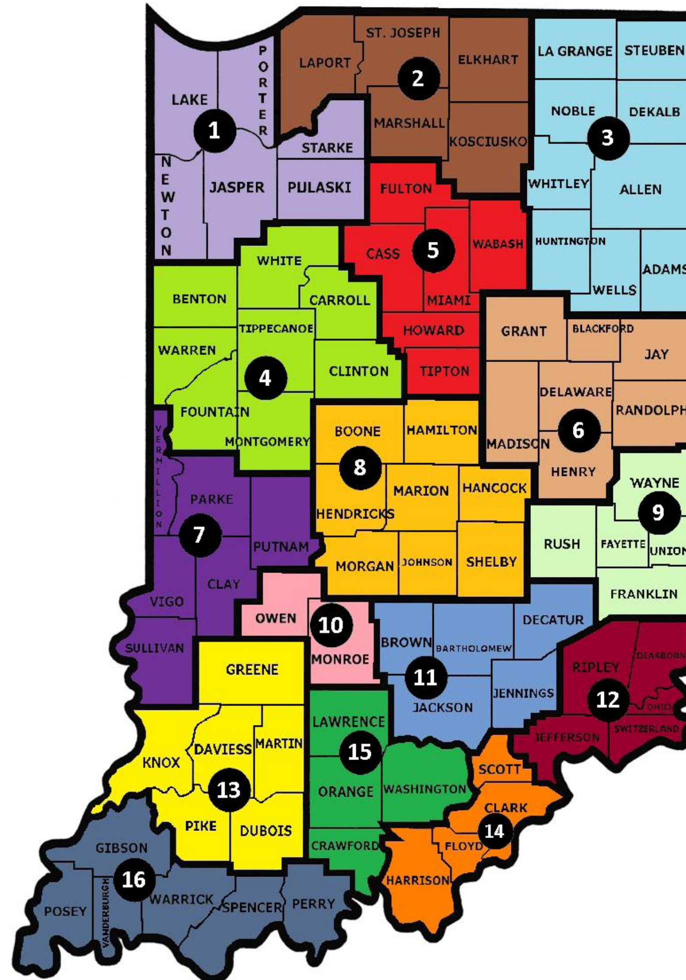
Managed Care Contract #2

Managed Care Contract #2
Our "average" client

- Current Medicaid recipients
- 30-45 years old (youngest client 8 weeks old)
- Referral made due to high number of hospitalizations or ER visits
- Prevalence of mental health issues and alcohol/drug dependence
- Unstable or poor housing conditions
- Lack of Family Support
- Varying diagnoses

Aging & In-Home Services
OF NORTHEAST INDIANA

Managed Care Contract #2 Coverage Area



Aging & In-Home Services
OF NORTHEAST INDIANA

Aging & In-Home Services
OF NORTHEAST INDIANA

MCC #2 – Care Coordination Model

Anthem Care Manager, (RN)

Anthem Member Identified for Services

AAA Network

AAA Managed Care Options Counselor

i2a Delivery

Indiana Health Information Exchange

Hospital

Nursing Facility

Home

Meals

Navigate Benefits

Community Resources

Face to Face Comprehensive Assessment

Aging & In-Home Services OF NORTHEAST INDIANA

Managed Care #2 : Client Story

Client

"Miss Miller"

35 years old

Uncontrolled Headaches

Diagnosis: Intracranial Hypertension with brain cavity shunt placement

Social Determinants of Health

- Lives with mother
- Unable to drive
- No income
- Rural, isolated

Information & Referral

- Pain Management
- Transportation
- Social Security Disability
- Food vouchers
- Caregiver support
- Churches and social groups

Managed Care #2 : Client Story

Client

"Suzie Q"

2 months old

Born Prematurely

Diagnosis: Seizures, g-tube placement

Social Determinants of Health

- No father present
- No family support present
- Subsidized housing
- Mother is sole source of income

Information & Referral

- Early Head Start
- Indiana First Steps
- Township Trustee – utilities and housing
- Daycares Accepting Medicaid
- Education on Post-Partum Depression & Pumping
- 24/7 Nurse Line Contact

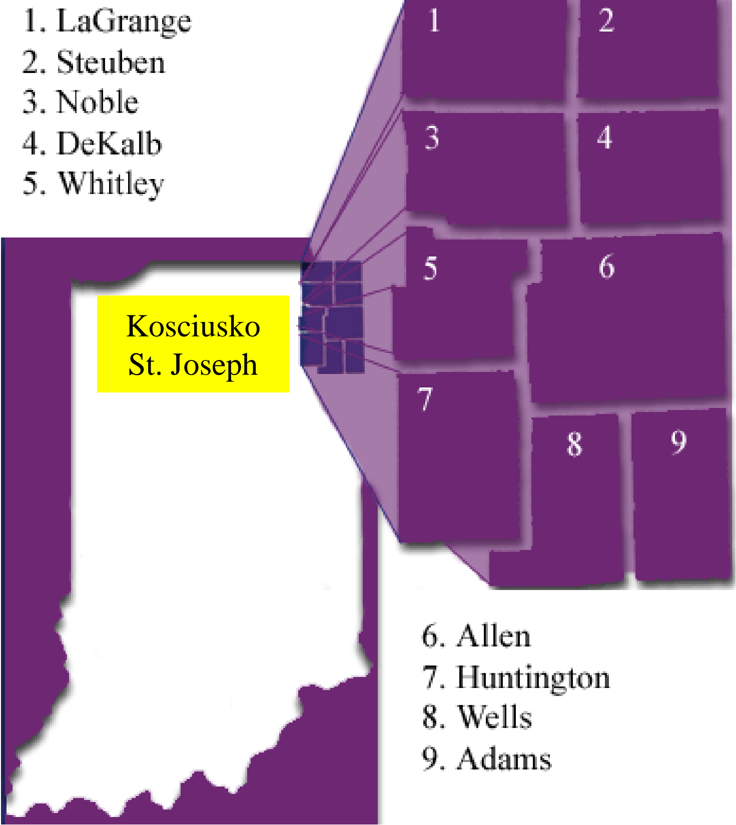
Managed Care Contract #3

Managed Care Contract #3
Our "average" client

- Many unable to return to work and need assistance finding new coverage/disability
- Age Range: 40-60 (youngest 8 weeks, oldest 67)
- Still working
- Limited family support
- Small towns with less resources and access to care
- Referred due to noncompliance (diabetes or smoking) or new diagnosis (cancer or stroke)

Aging & In-Home Services
OF NORTHEAST INDIANA

Managed Care Contract #3 Coverage Area



Aging & In-Home Services
OF NORTHEAST INDIANA

Managed Care #3 : Client Story

Client

"Mr. Jones"

55 years old

Recent diagnosis of COPD with 12% lung capacity – requires 24/7 O2

Hospital readmission within 30 days due to mowing lawn without wearing O2

Social Determinants of Health

- Unmarried, no family support
- No credit or bank account
- Unable to return to work
- No consistent support system
- Losing health insurance due to inability to work
- No primary care physician
- Current every day smoker & drinker (disqualifications for lung transplant list)

Information & Referral

- Smoking Cessation
- Alcoholics Anonymous
- Medicaid application
- Food Bank
- Primary Care Physician
- Township Trustee Utility Assistance
- Non-profit Volunteer Lawn Mowing
- Social Security Disability
- RN & RD Education

Managed Care #3 : Client Story

Client

"Betty"

52 years old

Diagnosis: Swelling in abdomen – hysterectomy and ovarian cancer

Social Determinants of Health

- Spouse is primary caregiver
- Sister is secondary caregiver while spouse is at work
- Uses walker
- Wants to return to work
- Unable to drive
- Rural community

Information & Referral

- RD Referral
- Cancer Services for support group, medical supplies, supplements, etc.
- Transportation
- Reviewed process for applying for disability if unable to return to work
- Township Trustee – utilities & mortgage

Maureen Widner, COO

One Size (database) Does Not Fit All

Aging & In-Home Services
OF NORTHEAST INDIANA

Single Point of Entry?

DDS
Disability Determination Services
State agency makes the **disability** determination for the federal Social Security Administration.

ADRC
Aging and Disability Resources for Colorado
Streamlines access to LTSS information and services that allow people to remain as independent as possible.

CDSS/CDHS
County Department of Social/Human Services
Local departments that provide financial eligibility determination for **older adults**, people with **physical disabilities** and **mental health** needs for Medicaid waivers and programs.

ILCs
Independent Living Center
Private, non-profit, community-based organizations that provide information and referral, peer counseling, independent living skills training, individual and systems advocacy for all **disabilities** across the life span starting at age five.

CCBs
Community Centered Board
Private, non-profits designated in statute as the single entry-point into the LTSS system for people with **developmental disabilities**. Can also be a service provider.

SEPs
Single Entry Point
Entry points for potential Medicaid LTSS clients. Provide information, screening, assessment of need, and referral to appropriate programs. SEPs serve **older adults** and people with **physical disabilities** and **mental health** needs.

AAAs
Area Agency on Aging
Local programs that provide information and services on a range of assistance for **older adults** and those who care for them.

Medicaid
Public health insurance for people with **physical** and **developmental disabilities** and **older adults** (among others). Provides LTSS at home and in the community, as well as in institutions such as nursing homes, to eligible individuals.

Institution | HCBS Waiver | PACE | Home Health

State Services
Services for **older adults** and people with **physical disabilities** with funding from the Older Americans Act and the Older Coloradans Act, administered through the Colorado Department of Human Services.

Case Management | Federal Disability | Financial Eligibility | Non-eligibilty Communication or Referral | HCBS Program Eligibilty

SOURCE: Analysis by Tasia Sinn, Senior Analyst, Colorado Health Institute

Aging & In-Home Services
OF NORTHEAST INDIANA

No Wrong Door!

Aging & In-Home Services
OF NORTHEAST INDIANA

No Wrong Door (NWD)

A No Wrong Door (NWD) system:

- Recognizes that resources are limited and insufficient to address the growing need for long term services and support (LTSS) counseling and assessment;
- Identifies the many "doors" consumers already use in their attempts to access long term services and support (LTSS);
- Addresses all populations and all payers; and
- Creates tools and training to prepare the individuals and organizations that man those "doors" to provide assessment and supported decision-making to consumers and their families.

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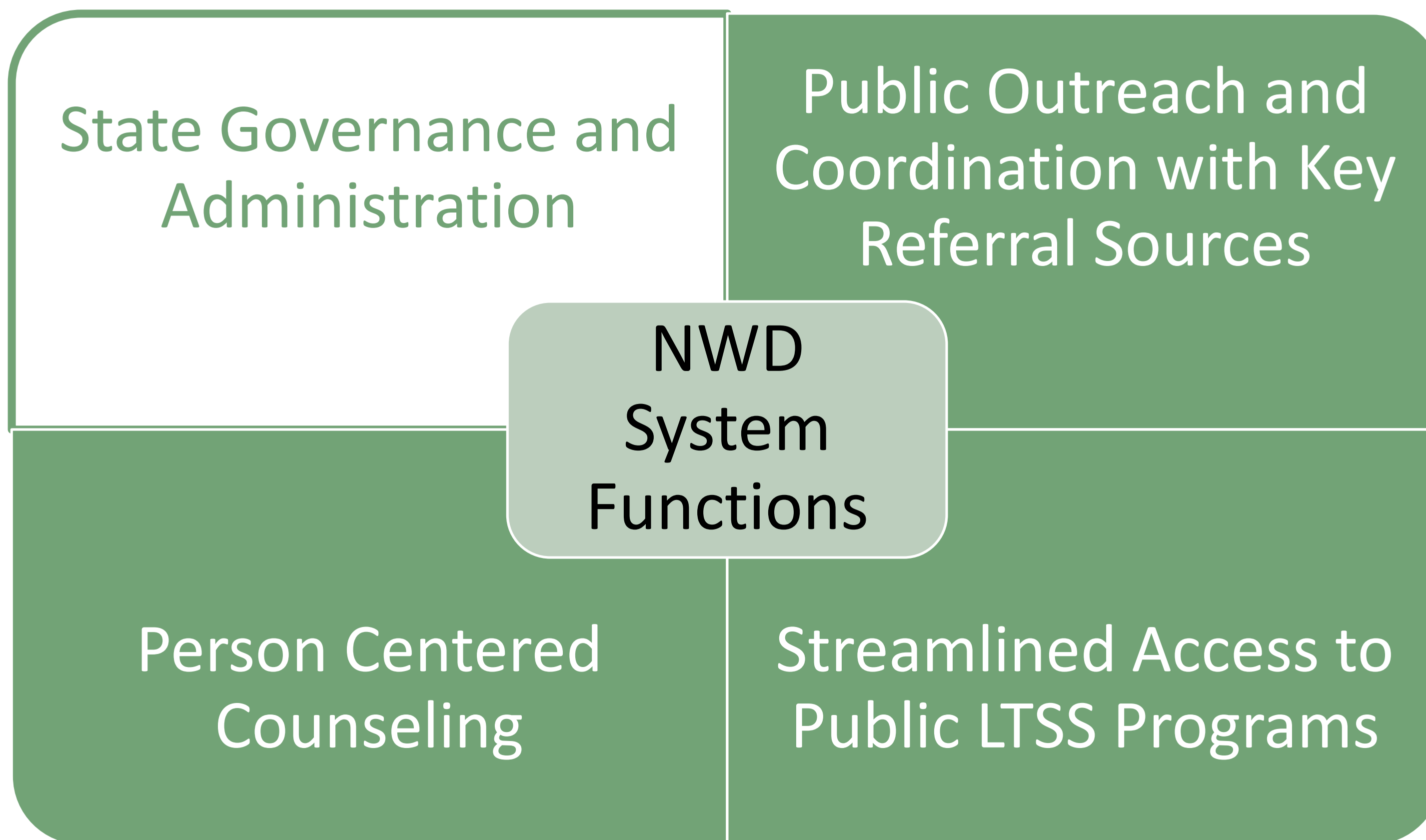
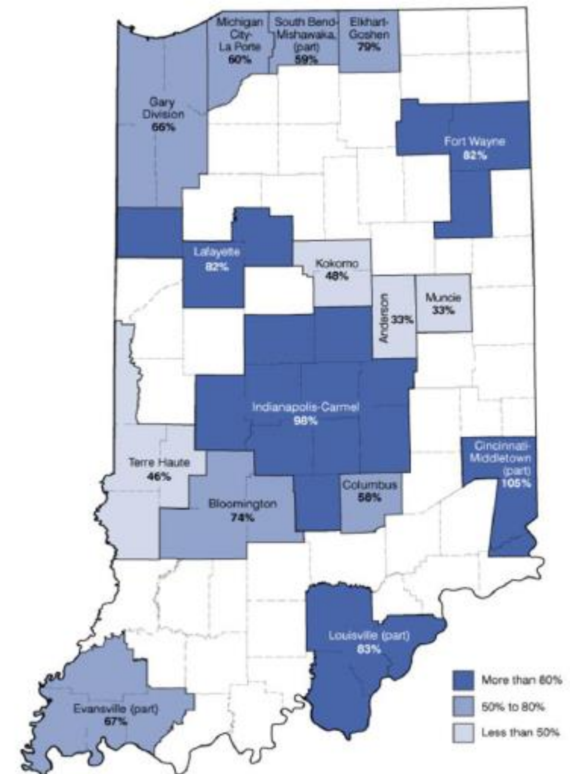
ADRC and NWD



Why Indiana Needs a No Wrong Door System

- An estimated 70% of persons ages 65 and over will use LTSS.
- Persons ages 85 and over – the fastest growing segment of the U.S. population – are *four times more likely to need LTSS* as compared with persons ages 65 to 84.
- Five of Indiana's metropolitan areas will see increases of more than 80 percent in the next 20 years.
- The baby boomer cohort will be of traditional retirement age by 2030.



Aging & In-Home Services
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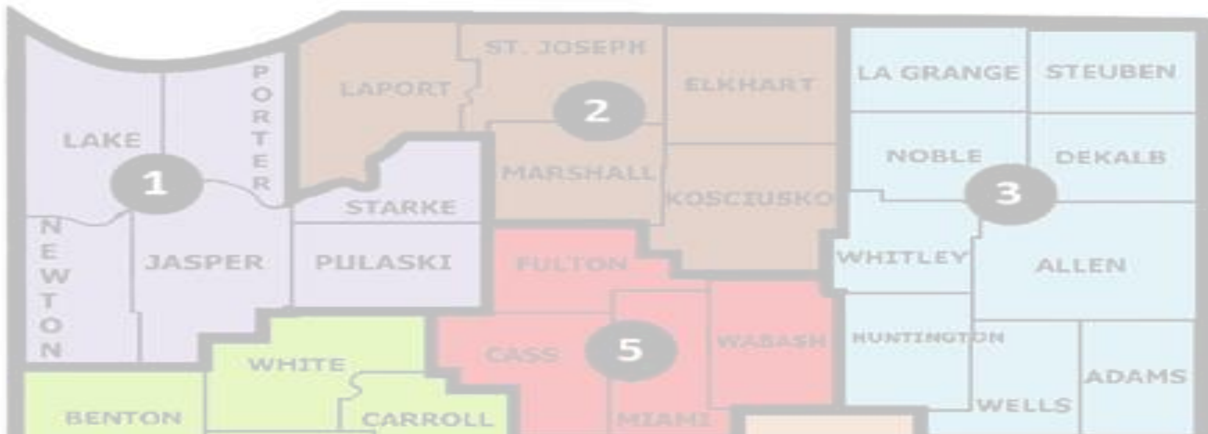
Aging & Disability Resource Center (ADRC)

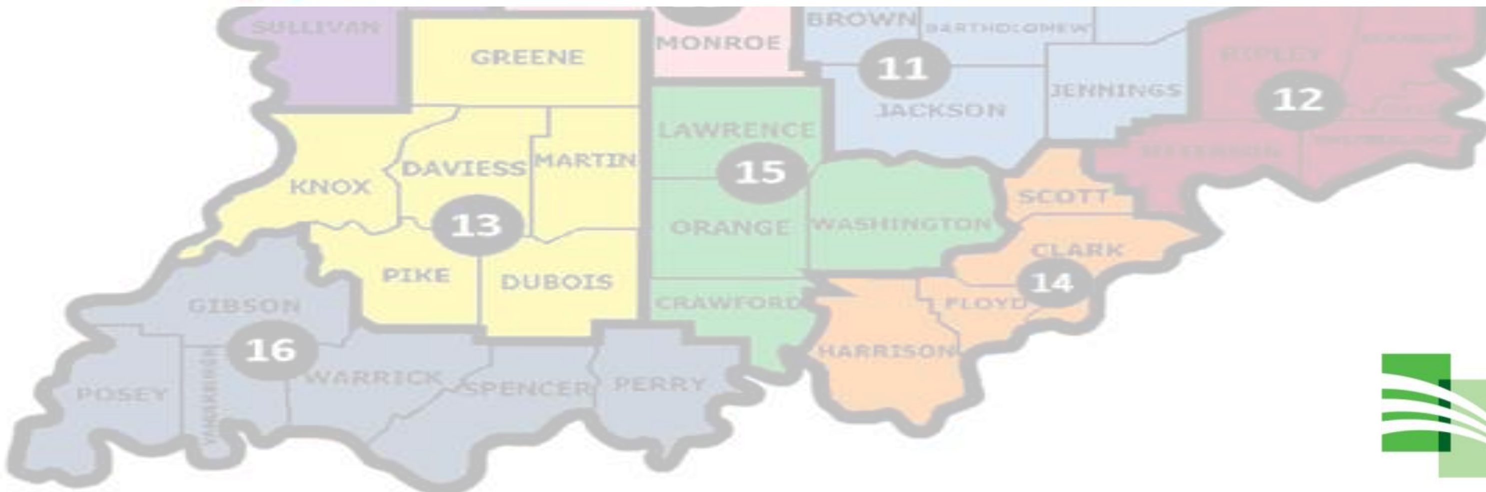
Core Goals of Indiana's NWD System:

- Supporting rebalancing of public expenditures to home and community-based services by reducing or eliminating the highly fragmented systems of accessing those services.
- Putting the person at the center of the programs that serve them.
- Providing systems of access to the right care, in the right (least restrictive) place, at the right time.

Aging & In-Home Services
OF NORTHEAST INDIANA



IN CONNECT
ALLIANCE



Aging & In-Home Services
OF NORTHEAST INDIANA

AAA Most Requested Services

- Meals on Wheels
- Benefits Enrollment
- Medicare & Long Term Care Insurance
- Case Management
- Family Caregiver Support
- Emergency Response System
- Advance Directives
- Home Health Aide
- Transportation
- Homemaker/Chore Assistance

Aging & In-Home Services
OF NORTHEAST INDIANA

Expanding our Database

AAA Most Requested Services

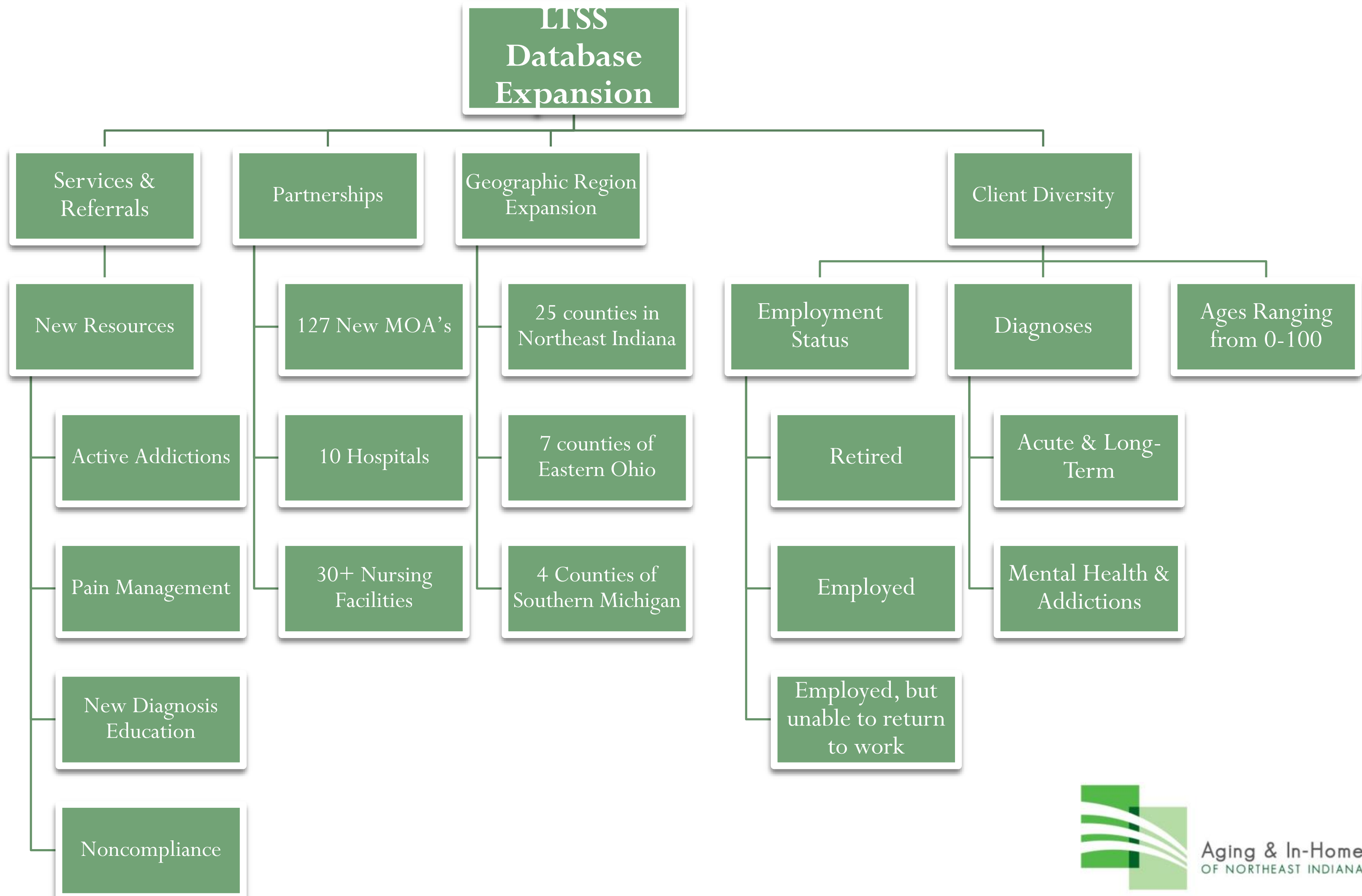
- Meals on Wheels
- Benefits Enrollment
- Medicare & Long Term Care Insurance
- Case Management
- Homemaker / Chore Assistance
- Family Caregiver Support
- Emergency Response System
- Advance Directives
- Home Health Aide
- Transportation
- Assisted Living

Managed Care Contracts

- Township Trustee
- Cancer Services
- Social Security Disability
- Transportation
- Palliative Care Program
- Early Head Start
- RN referral & 24/7 Contact
- Food vouchers & Food banks
- Pain Management
- Smoking Cessation
- Alcoholics Anonymous
- RD referral

Aging & In-Home Services
OF NORTHEAST INDIANA

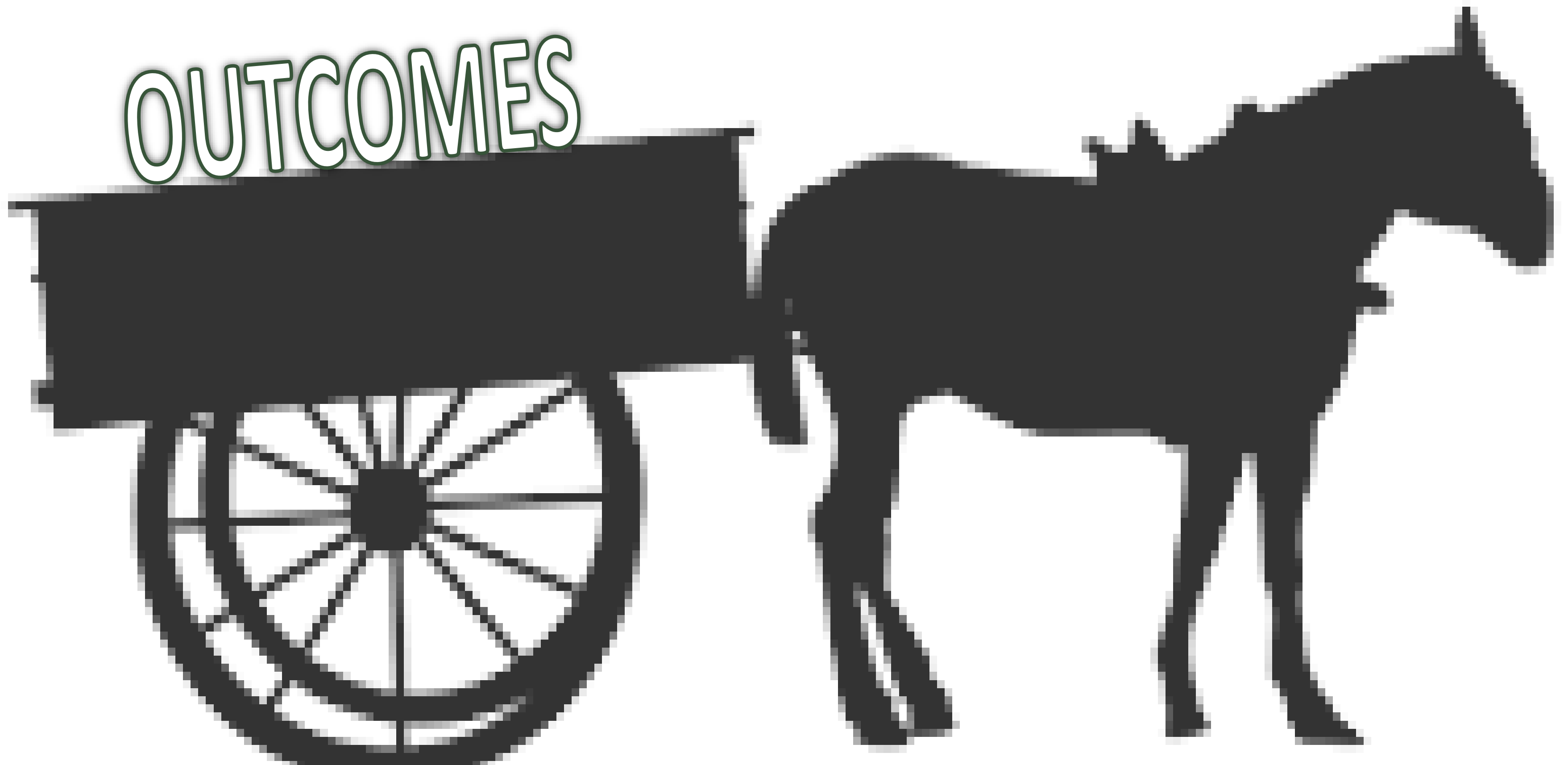
Expanding our Database
Long-Term Services and Supports (LTSS)



Aging & In-Home Services OF NORTHEAST INDIANA

Success =

= *Renewal*



Vision

Longitudinal View of Client

Electronic Referral Management

Outcome Measures

Fully Integrated and Interoperable IT Platform

Preferred Population Health Management

Population Health Logistics

Aging & In-Home Services of Northeast Indiana