



TMG
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Supporting Real-Life Outcomes Through Self-Direction

The National Home and Community Based Services Conference
Baltimore, MD
Tuesday, August 29, 2017



Who is TMG?

We work with people to remain independent, in their own homes and communities, with choice and control.

- IRIS Consultant Agency (ICA) since 2008 partnering with over 13,500 people.
- Self Directed Personal Care (SDPC) Oversight Agency supporting over 6,000 individuals in IRIS who have chosen SDPC.
- Quality Oversight for community based services since 1986.
- Part of the Magellan Health family of companies.

Locally-based operations with 600 staff in communities throughout Wisconsin.



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Magellan Health: One company, two unique platforms



Focused on Complex Populations, Delivering Differentiated Services

State Medicaid programs and integrated management for special populations, including individuals with serious mental illness and those needing long-term services and supports

Behavioral health management and employee assistance programs

Specialty healthcare management, including musculoskeletal, cardiac and advanced imaging

25.3 million
commercial
behavioral lives

25.1 million
commercial
specialty lives

5.1 million
lives in
government
programs



Offices in 26
states & D.C.



Full-Service PBM Focused on High-Growth Specialty Spend

Full-service Pharmacy Benefit Manager (PBM) that expands beyond traditional core services

Value-driven solutions: targeted clinical and powerful engagement strategies, advanced analytics, leading-edge specialty pharmacy programs

More than 40 years of Medicaid and more than 30 years of self-funded employer experience

Medicare Part D Prescription Drug Program

13.3 million
medical pharmacy
lives

1.9 million
commercial
PBM lives

26 states
& Washington, DC
in State Medicaid
PBA business



10,000
Total Employees



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Learning Objectives

✓ What is self-direction?

✓ Why is self-direction important to those who practice it?

✓ How Wisconsin is a leader in self-direction.

✓ How TMG's approach can work for you.



What is Self-Direction?

What Does Self-Direction Look Like?



Work With Purpose



Create A Home



Belong



Kathryn's Story

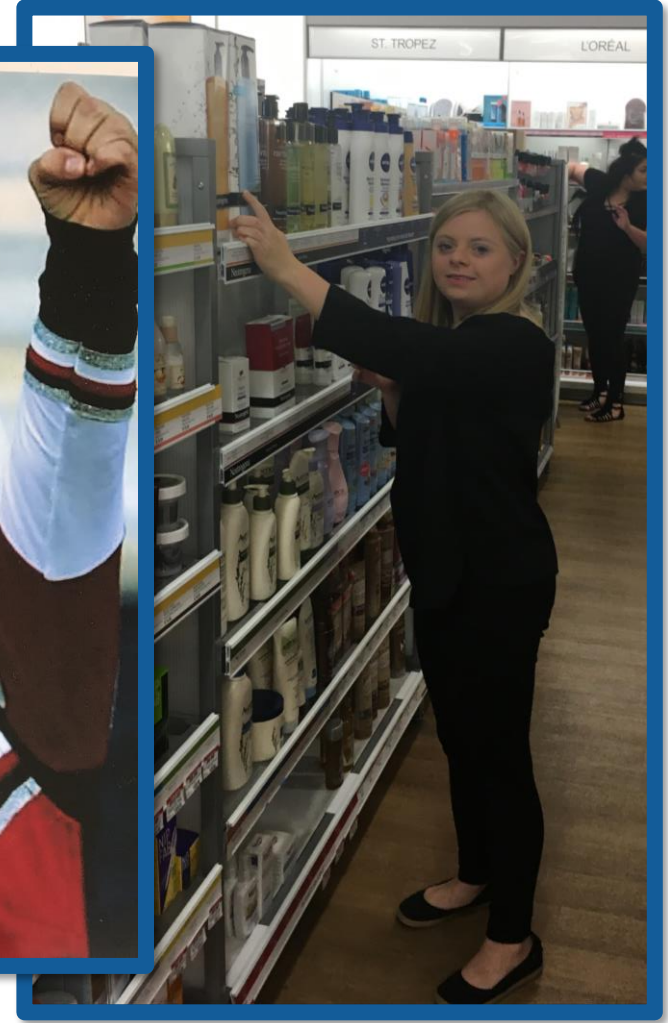
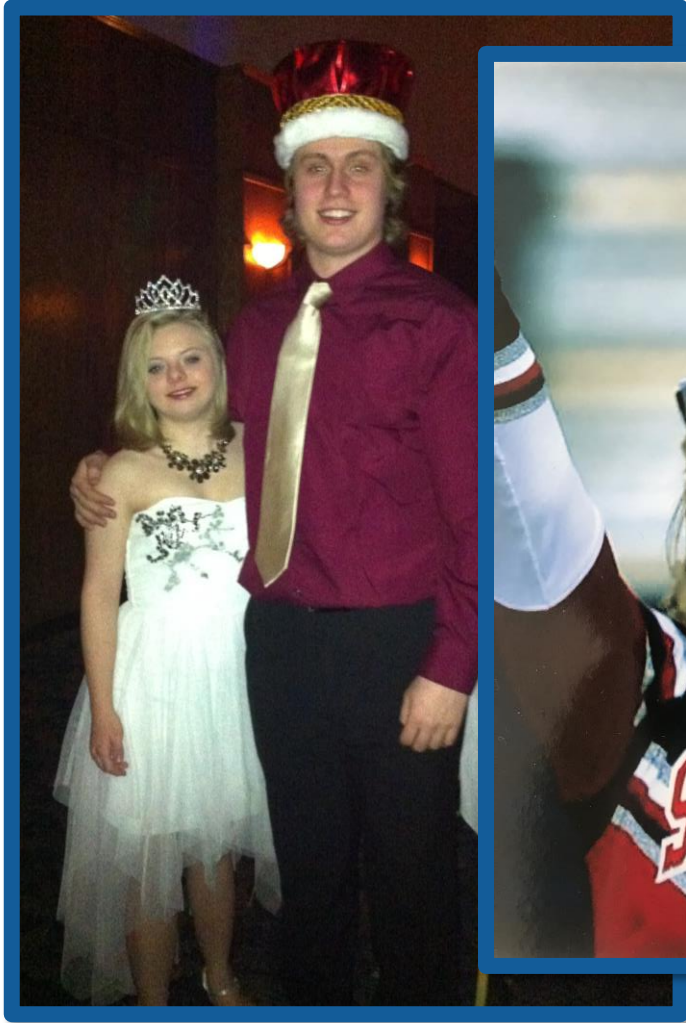


Kathryn Burish



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Kathryn's Story



Kathryn's Story



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Self-Direction & The State

- ✓ IRIS is a 1915(c) Medicaid waiver program administered by the Wisconsin Department of Health Services since 2008.
- ✓ IRIS is the stand-alone, fully self-directed long-term services & supports (LTSS) program option.
- ✓ The IRIS program waiver will be offered in all 72 Wisconsin counties by early 2018.
- ✓ Wisconsin is a leader in self-direction, with greater levels of self-direction than other states.



What Makes IRIS Unique?

Supports
three
important
population
groups.

Up to 32
home and
community-
based services
(HCBS) to self-
direct.

Full employer
and budget
authority and
budget
flexibility.

Participants
receive
support to
self-direct
their lives.

Full
entitlement
and no
waiting list.

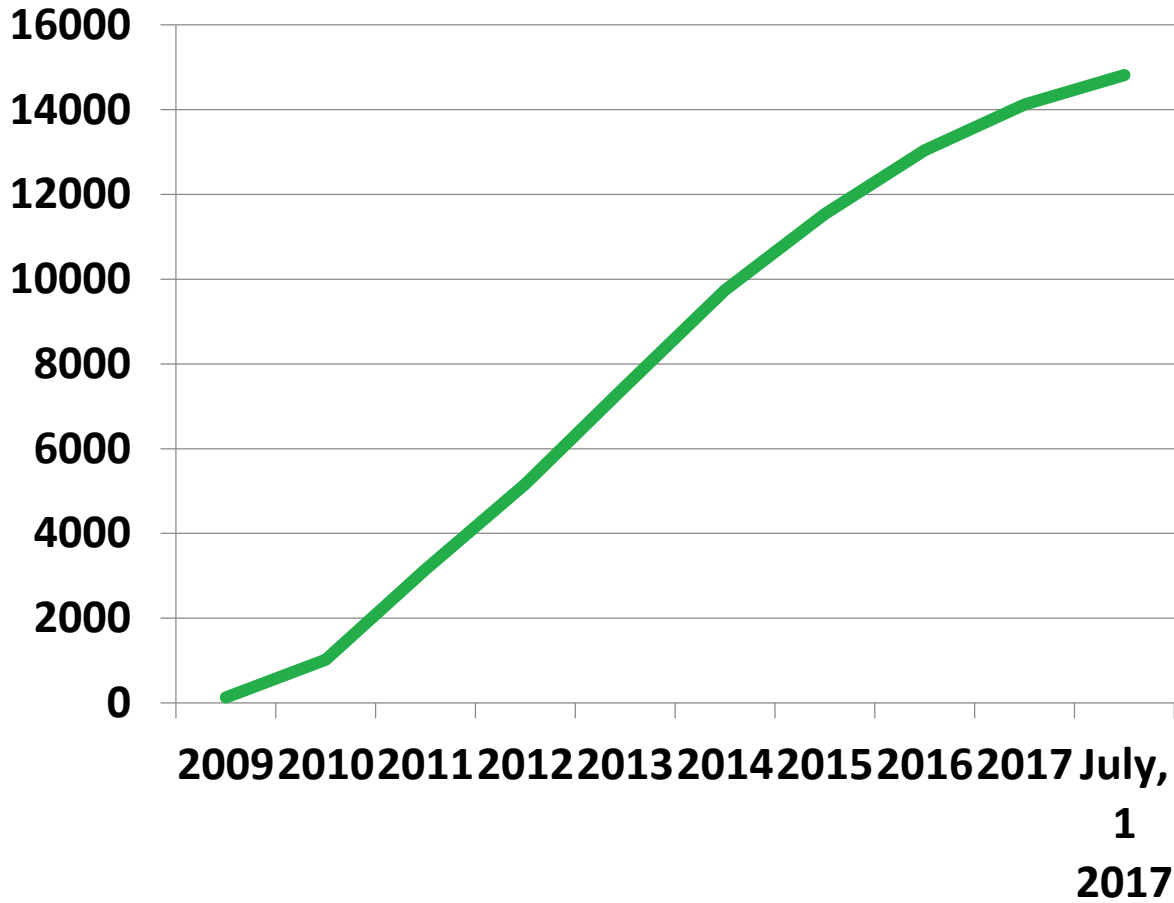


The Benefits of Self-Direction

- ✓ **The model advances the goals of home and community-based services** to reduce institutionalization and supports people to build full lives.
- ✓ **Cost neutral** from a State Medicaid standpoint.
- ✓ **People are incentivized** to make their IRIS funds go as far as possible.
- ✓ Self-direction can help **address the workforce shortage** through non-traditional participant-hired workers.



IRIS Enrollment



— Enrollment Count on...

Data provided by the Wisconsin Department of Health Services



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Adult Long Term Care Enrollment

July 2017 Enrollment Data				
	IRIS	Family Care	Partnership	PACE
Developmental Disability	40.0%	44.2%	20.9%	9.9%
Physical Disability	38.8%	18.0%	38.3%	11.2%
Frail Elder	21.2%	37.7%	40.8%	79.0%
Total Enrollment	14,842	46,113	3,047	579

Data provided by the Wisconsin Department of Health Services



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Clearing the Path Ahead

TMG partners with people to:

- Develop valued roles and community connections.
- Identify their short term and long term goals.
- Access local resources.
- Create individual support and services plans.
- Support responsible use of their plan budgets.
- Support people to find meaningful days through employment and community engagement.



Empowering People to Create Meaningful Lives in Their Communities

TMG believes that:

- ✓ Everyone can have a meaningful life.
- ✓ Everyone has a right to full citizenship.
- ✓ Self-determination provides a framework for creating fuller, healthier, more meaningful lives.



Taking Back Independence



Barbara



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What is Person-Centered Thinking*?

- **Seeing the whole person**, and not focusing on “fixing what is wrong.”
- Based on the core belief that **all people have gifts to share.**
- Keeping the **focus on the person** who needs support – not other players.
- A way to **discover, describe and assure the desired life of the person** who is supported.



**“Person-centered thinking” adapted from Anne Roehl, University of Minnesota*



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Areas of Focus in Self-Direction

Self-direction
supports people
by focusing on
six areas.



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Control and Choice

CONTROL & CHOICE INCREASE:

- Empowerment
- Self-Confidence
- Accountability

PROVIDERS CAN LIMIT CHOICES:

- In the name of efficiency
- Due to lack of confidence in the person's ability to choose
- Out of fear of the person making a bad choice

SUPPORTING CHOICE TAKES:

- Patience
- Creativity
- Willingness to let someone struggle

Nothing about me, without me...



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Making Self-Direction Work

*“Who better than
Kathryn to decide how
to live her own life?”*

- Julie Burish



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Supporting My Self-Direction

- ✓ **Hiring people who want to work with Kathryn**, not just because they want a job in the caregiving field.
- ✓ **Building lasting, meaningful relationships** with the people who support Kathryn.
- ✓ **Keeping Kathryn in charge** of choosing who works for her and how she spends her IRIS funds.



Self-Direction Matters Because I Matter!



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About Your Presenters

KATHRYN BURISH

is 21-year-old self advocate, IRIS participant and recent graduate of a community-based transition program. Kathryn loves music, fashion, make-up, hanging out with friends, and accessing all her community has to offer! She currently works two part-time jobs and will attend Project SEARCH in the fall. Her dream is to become a make-up artist, move into her own apartment within the next year and be an independent adult, just like her brother.

JULIE BURISH

is the parent of two amazing children, one with Down syndrome. Julie has spent the past 21 years helping create a life for her daughter that is as similar as possible to that of a person without a disability. She is a passionate disability advocate and co-founder of the grassroots organization Save IRIS, which advocates for self-direction in Wisconsin. She believes human dignity comes from living a self-determined, self-directed life within the community.

CURTIS CUNNINGHAM

is the Assistant Administrator of Long Term Care Benefits and Programs in the Division of Medicaid Services, where he is responsible for the provision of long-term supports and services for the elderly and people with disabilities. Curtis administers and oversees the Family Care managed care program, IRIS self-directed long-term care program, several community-based Medicaid waiver programs, and support services for children with disabilities. Curtis has worked in Medicaid policy, finance, and eligibility for more than 15 years.

SHANNA JENSEN

is the Senior Director of IRIS Consultation Services at TMG by Magellan Health. She provides leadership on day-to-day operations and promotes program quality and service excellence. Shanna has been employed at TMG since 2000, and has worked as part of Wisconsin's self-directed long-term care program, IRIS (Include, Respect, I Self-Direct), since its inception in 2008. She has dedicated her career to helping people live meaningful lives in their communities. Contact Shanna at SJensen@tmgwisconsin.com.



Thanks!



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