THE ROLE OF I&R IN MANAGED CARE CONTRACTS
Maureen Widner, COO
Katie Hougham, Care Transitions Supervisor
Older Americans Act Signed
July 14, 1965
Nationwide Network
In Every County in Every State
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
Our Role as an Area Agency on Aging (AAA)

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

Main area for most services

1. LaGrange
2. Steuben
3. Noble
4. DeKalb
5. Whitley
6. Allen
7. Huntington
8. Wells
9. Adams
Mission Statement
Our mission is to promote independence, dignity, and advocacy for all older adults, persons with disabilities, and their caregivers.
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 Case Management
- Pre-Admission Screening for Nursing Home Care

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.agingih.org  2927 Lake Avenue, Fort Wayne, IN 46805
260-745-1200  800-532-3662
The Game Changer
Health Happens at *Home* – own it!
# Upstream Impact on Health Outcomes

## Social Determinants of Health

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

**Health Outcomes**

Mortality, Morbidity, Life Expectancy, Health Care Expenditure, Health Status, Functional Limitations
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.
AIHS Single Point of Entry
Aging & Disability Resource Center

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

Aging & In-Home Services of Northeast Indiana
1-800-552-3662 • 1-260-745-1200
www.agingihs.org
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.
To inform, empower, connect

• Information & Assistance
• Options Counseling
• Benefits Enrollment
• Insurance Education
• Care Transitions Support
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)
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
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
### AAA Client Profile

<table>
<thead>
<tr>
<th>Age range</th>
<th>(Under 1 year - 103 years old)</th>
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<tbody>
<tr>
<td>85+</td>
<td>17%</td>
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<tr>
<td>75-84</td>
<td>20%</td>
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<td>65-74</td>
<td>18%</td>
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<tr>
<td>Under 65</td>
<td>45%</td>
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</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>31% Male</th>
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<tbody>
<tr>
<td>Ethnicity</td>
<td>22% Minority</td>
</tr>
<tr>
<td></td>
<td>78% Caucasian</td>
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</tbody>
</table>

| Living Below Poverty | 50%                             |
| Living Alone         | 50%                             |
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
Managed Care #1
Coverage Area

Michigan

Ohio
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
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
Managed Care Contract #2
Coverage Area
Member Engagement

Health Care Utilization
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)
Managed Care Contract #3
Coverage Area

1. LaGrange
2. Steuben
3. Noble
4. DeKalb
5. Whitley

Kosciusko
St. Joseph

6. Allen
7. Huntington
8. Wells
9. Adams
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
Single Point of Entry?
No Wrong Door!
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.
ADRC and NWD

State Governance and Administration

Public Outreach and Coordination with Key Referral Sources

NWD System Functions

Person Centered Counseling

Streamlined Access to Public LTSS Programs
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.
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.
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
Expanding our Database

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

LTSS Database Expansion

Services & Referrals
- New Resources
  - Active Addictions
  - Pain Management
  - New Diagnosis Education
  - Noncompliance
- Partnerships
  - 127 New MOA's
  - 10 Hospitals
  - 30+ Nursing Facilities
- Geographic Region Expansion
  - 25 counties in Northeast Indiana
  - 7 counties of Eastern Ohio
  - 4 Counties of Southern Michigan
- Client Diversity
  - Employment Status
    - Retired
    - Employed
    - Employed, but unable to return to work
  - Diagnoses
    - Acute & Long-Term
    - Mental Health & Addictions
  - Ages Ranging from 0-100
Success in managed care contracting depends on the enhanced database; how you manage outcomes are dependent upon community resources and compliance.
= Renewal
Vision

Longitudinal View of Client
Electronic Referral Management
Outcome Measures
Fully Integrated and Interoperable IT Platform