Advocates as Allies:
BUILDING RELATIONSHIPS BETWEEN MANAGED CARE ORGANIZATIONS AND OMBUDSMEN
Objectives

- Present the basics of the financial alignment initiative and its current status
- Describe ombudsman role in states’ demonstrations
- Discuss best practices and lessons learned to date
- Describe how others can begin building similar relationships
Introductions

▪ Toni Fortson-Bigby, Director of Regulatory & Consumer Advocacy, CareSource

▪ Marc Steinberg, Technical Director, Medicare-Medicaid Coordination Office, Centers for Medicare and Medicaid Services

▪ Teresa Teeple, Ombudsman Systems Liaison, Ohio Office of the State Long-Term Care Ombudsman

▪ Gabriela Trujillo-Williams, Program Analyst for Duals Demonstration Ombudsman Technical Assistance Program, Administration for Community Living
Financial Alignment Initiative

- Response to fragmented system, opportunity resulting from ACA
- Goal: increase access to quality, seamlessly integrated programs for Medicare-Medicaid enrollees

- Demonstration models
  - Capitated
  - Managed FFS
  - Alternative
Financial Alignment Initiative: States
Beneficiary Assistance: Financial Alignment Ombudsman Programs

- Origination
- Models used by states
- Function/activities
  - Complaints/inquiries
  - Build relationships at state level
  - Address systems issues

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Beneficiary Assistance: Moving Forward

- Increasing shift toward Medicaid managed care
- Benefit of ombudsman function in managed care space
- Managed care regulation requirements related to beneficiary supports
Home and Community-Based Services

- Home modifications
- Durable medical equipment
- Care management
Nursing Home Issues

- Transitions between settings
- NF discharge to homeless shelters
Nursing Home Closures: All Hands on Deck

Ohio’s Interagency Transition Team
Lessons Learned

Communication is key, as is having a centralized point of contact.

Leveraging existing relationships to initiate and sustain connection.

Inclusion of ombudsman contact information in marketing materials.
Facilitated Discussion
Contact

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