Supporting Real-Life Outcomes Through Self-Direction
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.
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

**Magellan Rx Management**

**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

- **25.3 million** commercial behavioral lives
- **25.1 million** commercial specialty lives
- **5.1 million** lives in government programs

- **10,000** Total Employees

- Offices in 26 states & D.C.
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
Kathryn’s Story
Kathryn’s Story
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.
- Participants receive support to self-direct their lives.
- Up to 32 home and community-based services (HCBS) to self-direct.
- Full entitlement and no waiting list.
- Full employer and budget authority and budget flexibility.
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

Data provided by the Wisconsin Department of Health Services
Adult Long Term Care Enrollment

### July 2017 Enrollment Data

<table>
<thead>
<tr>
<th>Category</th>
<th>IRIS</th>
<th>Family Care</th>
<th>Partnership</th>
<th>PACE</th>
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</thead>
<tbody>
<tr>
<td>Developmental Disability</td>
<td>40.0%</td>
<td>44.2%</td>
<td>20.9%</td>
<td>9.9%</td>
</tr>
<tr>
<td>Physical Disability</td>
<td>38.8%</td>
<td>18.0%</td>
<td>38.3%</td>
<td>11.2%</td>
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<tr>
<td>Frail Elder</td>
<td>21.2%</td>
<td>37.7%</td>
<td>40.8%</td>
<td>79.0%</td>
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<tr>
<td>Total Enrollment</td>
<td>14,842</td>
<td>46,113</td>
<td>3,047</td>
<td>579</td>
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</tbody>
</table>

Data provided by the Wisconsin Department of Health Services
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
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*
Areas of Focus in Self-Direction

Self-direction supports people by focusing on six areas:

- Building important long-term relationships
- Being a part of your community
- Control over transportation
- Working & Volunteering
- Having a place of your own
- Health & safety
### Control and Choice

<table>
<thead>
<tr>
<th>CONTROL &amp; CHOICE INCREASE:</th>
<th>PROVIDERS CAN LIMIT CHOICES:</th>
<th>SUPPORTING CHOICE TAKES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empowerment</td>
<td>In the name of efficiency</td>
<td>Patience</td>
</tr>
<tr>
<td>Self-Confidence</td>
<td>Due to lack of confidence in the person’s ability to choose</td>
<td>Creativity</td>
</tr>
<tr>
<td>Accountability</td>
<td>Out of fear of the person making a bad choice</td>
<td>Willingness to let someone struggle</td>
</tr>
</tbody>
</table>

Nothing about me, without me...
Making Self-Direction Work

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

- Julie Burish
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!
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!