

April 27, 2017

How Managed Long-Term Services and Supports Can Help Family Caregivers



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- Phone dial-in information was provided for the first 500 registrants and is available upon request to additional participants. For all others, the audio portion of the presentation will automatically stream through your computer speakers.
- For those using their computer speakers, please make sure that the volume is turned up on your computer.
- If you are experiencing audio or technical difficulties, please use the chat feature on the left-hand side of your screen and send a message directly to the moderators or call 866-930-4500 for assistance. We appreciate your patience while an operator works to assist you.

Overview

- This session will be interactive (e.g., polls and interactive chat functions), with 45 minutes of presenter-led discussions, followed by 15 minutes of presenter and participant discussions
- Video replay and slide presentation will be available after this session at: <https://www.resourcesforintegratedcare.com>

How Managed Long-Term Services and Supports Can Help Family Caregivers

- Developed by:
 - AARP
 - The Lewin Group
- Hosted by:
 - The Medicare-Medicaid Coordination Office (MMCO)
Resources for Integrated Care

Support Statement

- This webinar is supported through the Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare and Medicaid Services (CMS) to ensure beneficiaries enrolled in Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. To support providers in their efforts to deliver more integrated, coordinated care to Medicare-Medicaid enrollees, MMCO is developing technical assistance and actionable tools based on successful innovations and care models, such as this webinar.
- To learn more about current efforts and resources, visit
 - Resources for Integrated Care at:
<https://www.resourcesforintegratedcare.com>



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Webinar Learning Objectives

This webinar will:

- Explain how managed long-term services and supports can advance person- and family-centered care
- Describe promising practices demonstrating effective family caregiver supports
- Provide tools and recommendations that address family caregivers' needs

Webinar Outline/Agenda

- Poll
- Overview of Family Caregiving within the U.S. and Supports within MLTSS
- Family Caregivers as Both “Providers” and “Clients”
- How Managed Care Plans can Support Family Caregivers
- Truven Study for AARP: 19 Managed LTSS Contracts
- Promising Practices
- Molina Healthcare and Family Caregivers
- Q&A
- Evaluation

Introductions

- Susan C. Reinhard, Senior Vice President, AARP Public Policy Institute



- Lynn Friss Feinberg, Senior Strategic Policy Advisor, AARP Public Policy Institute



- Wendy Fox-Grage, Senior Strategic Policy Advisor, AARP Public Policy Institute

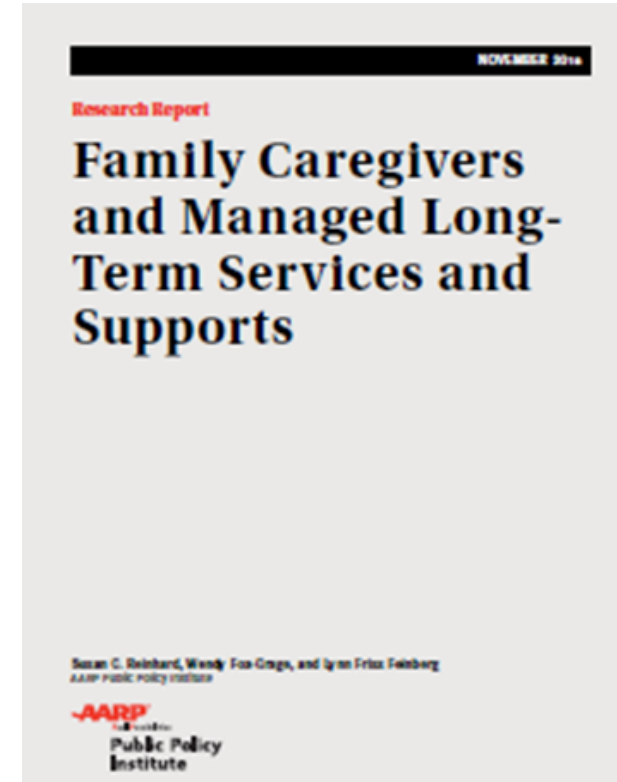


- Michelle Bentzien-Purrington, Vice President, MLTSS and Duals Strategy, Molina Healthcare, Inc.



Our Report

- Family Caregivers & Managed Long-Term Services and Supports
 - 1st major research report in this emerging field
 - Acknowledgement of AARP Roundtable and Learning Collaborative
 - www.aarp.org/familycaregiversandMLTSS



Rationale for Focusing on Family Caregivers and Managed Long-Term Services and Supports

- Family caregivers are providers of care
- Some family caregivers are in need of support themselves
- The provision of managed long-term services and supports is rapidly expanding
- Managed care plans can lead the way toward person- and family-centered care

Emerging Issue

- Family caregiving supports are not commonplace in managed long-term services and supports
- Focus has been on the individual member, not the family unit
- Consumer organizations have focused on “preventing harm” and consumer protections
- Several promising practices and opportunities for plans to better support family caregivers

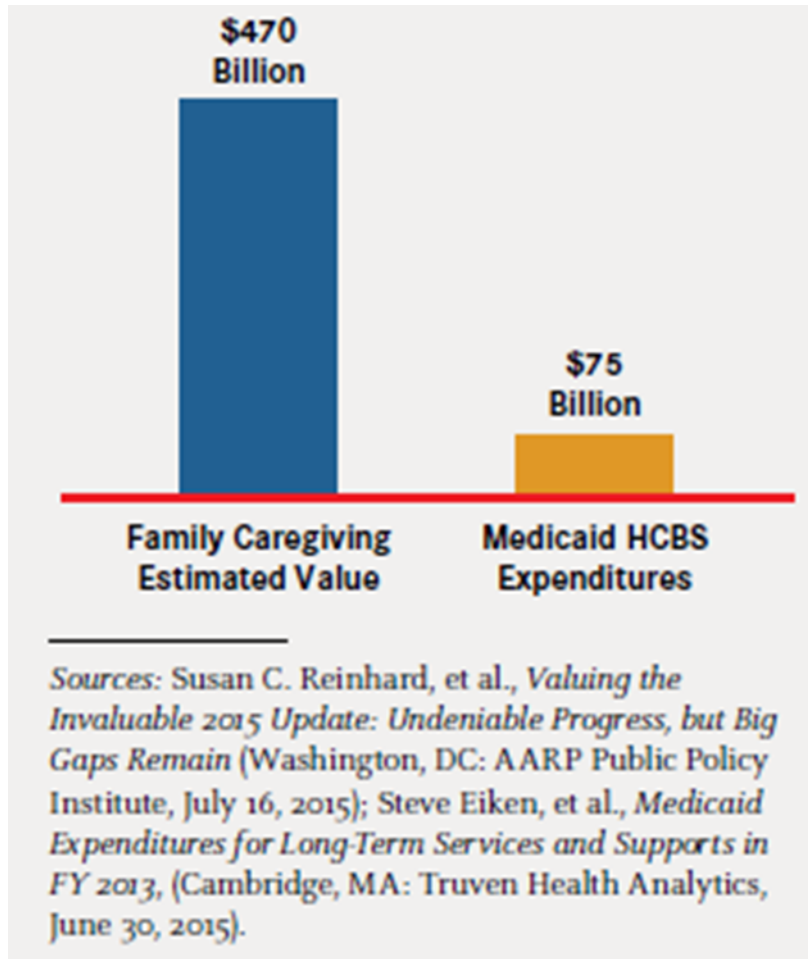
Family Caregiving

- In 2013, an estimated 40 million family caregivers provided about 37 billion hours of care
- Most (60%) also had paid jobs
- Nearly half (46%) performed medical/nursing tasks such as wound care, administering injections, managing multiple complex medications, and operating specialized medical equipment



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Estimated Value of Family Caregiving & Medicaid Home and Community-Based Expenditures, 2013



Caregivers are Vulnerable and At-Risk Themselves

- Family caregivers can experience enormous stress from their responsibilities
 - Physical demands
 - Financial burdens
 - Workplace issues from juggling caregiving & work
 - Loss of employment income & benefits
 - Retirement insecurity
 - Emotional strain/mental health problems
 - Social isolation

Caregivers are Vulnerable and At-Risk Themselves

- The stress on family caregivers can lead to negative consequences such as:
 - Impeded ability for caregiver to continue providing care
 - Higher costs for health care and long term services and supports (LTSS) for the care recipient
 - Issues with quality of care and the quality of life for both the care recipient and family members

Moving Toward Person- and Family-Centered Care

- Support for family caregivers is a key component of a high-performing LTSS system
 - AARP State LTSS Scorecard, www.longtermscorecard.org
- Practitioners must consider not only how the family caregiver can help the care recipient, but also what support the family needs
 - Person- and family-centered perspective
- The family should be viewed not just as “resources” but as “clients”

Caregiving in the U.S.

- Only 1 in 3 (32%) family caregivers said a doctor, nurse or social worker ever asked them about what was needed to care for their relative/close friend
- Half as many (16%) said a health provider had asked what they need to care for themselves



Managed Care Plans

- Managed care plans are suited to operationalize recommendations from the National Academies' report on "Families Caring for an Aging America"
- Capitated payments can incentivize MLTSS plans to engage and support family caregivers, especially with evidence-based programs



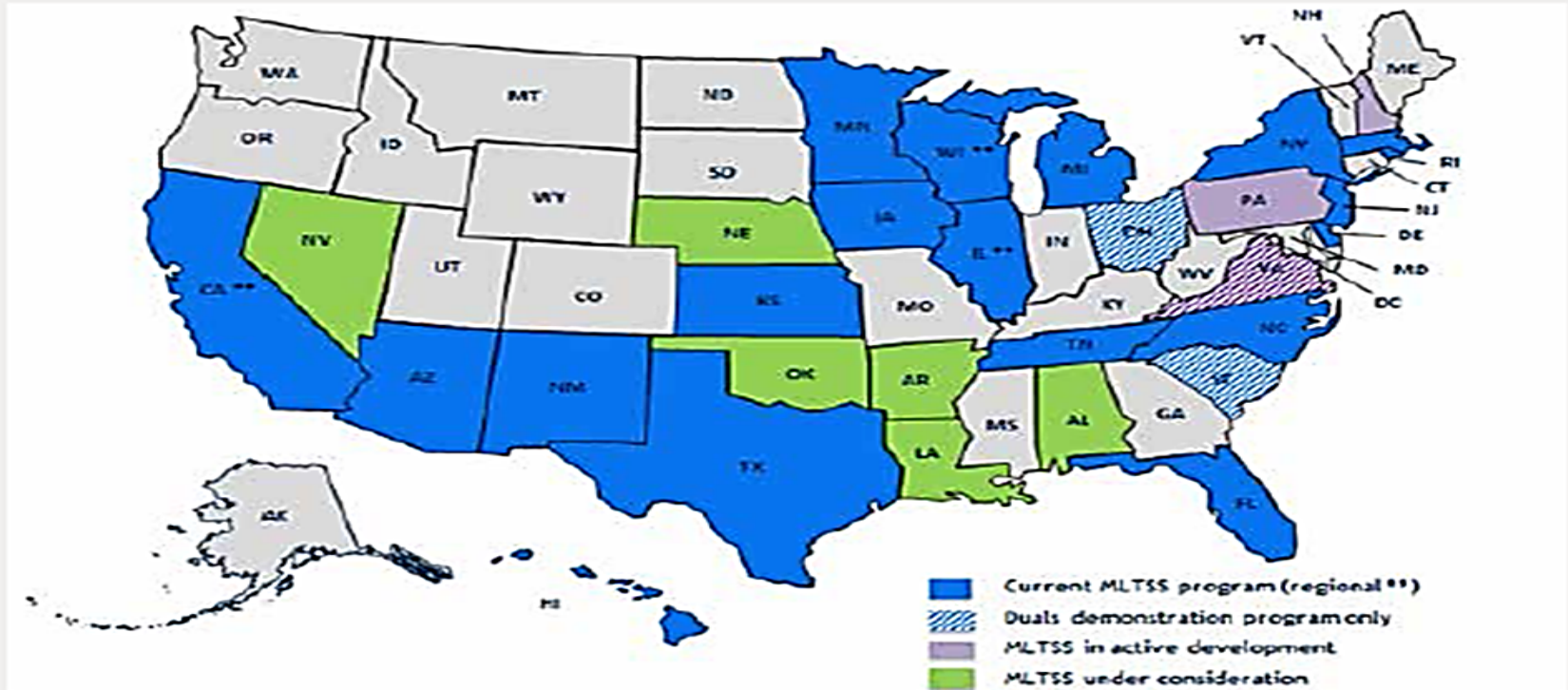
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How can managed care plans help family caregivers?

- The medical record and service plan can identify family caregivers
- Family caregivers can participate in care planning
- Family caregivers and care coordinators can exchange contact information, so they can communicate with each other
- Care coordinator can teach caregivers skills such as administering meds and wound care
- Care coordinator can refer caregivers to respite care

States with Medicaid Managed LTSS Programs

States with Medicaid Managed LTSS Programs, August 2016



Source: Camille Dobson, NASUA D, emailed to authors with permission on 8/26/16.

Truven Study for AARP: 19 Managed LTSS Programs

Acknowledgement of Family Caregivers	Care Coordinator Contact Info Given to Family Caregivers	Training of Family Caregivers is a Covered Benefit
15 state contracts	9 state contracts	3 state contracts

Promising Practices

- TennCare
- South Carolina Healthy Connections Prime
- United Healthcare
- Cal MediConnect Dementia Project



TennCare Contract Language & Needs Assessment Protocol

- Family Caregiver: broadly defined as “routinely involved in providing unpaid support and assistance to the member”
- Typically assessed face-to-face:
 - Once a year,
 - Upon a significant change, or
 - When recommended by the care coordinator
- Assessment may occur for one or more family caregivers
- The assessment involves determining the caregiver’s role, assessing their health and well-being, and identifying trainings and other needs

South Carolina Healthy Connections Prime

- This is a Medicare-Medicaid duals demonstration for age 65+
- Caregivers are identified upfront
- Caregivers' status, abilities, and risk for burnout are assessed
- Services can include caregiver information and education, as well as coordination with covered services such as adult day care, transportation, meals, and respite care
- University of South Carolina's Office for the Study of Aging conducts trainings for the care coordinators
 - Social workers can earn Continuing Education Units
 - Trainings include identifying and addressing abuse and neglect, interviewing skills, and care planning
- Plans are required to have a caregiver quality improvement project and track respite care



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UnitedHealthcare: Solutions for Caregivers

- Solutions for Caregivers is offered to some of UHC's Medicare members and larger employers; also offers family caregiver supports in some of its Medicaid plans
- Solutions for Caregivers for UHC Medicare Advantage Plans
 - Family caregivers can call geriatric experts and coaches who can identify services such as meal delivery, transportation, and housekeeping
 - Geriatric case managers can conduct one in-person assessment (for a care plan or referrals) or up to 6 hours of caregiver consultation over the phone per year

Cal MediConnect Dementia Project

- This is a promising practice for family caregivers of people with dementia in California's dual Medicare-Medicaid demonstration in 7 counties
- Cal MediConnect is a project run by the Alzheimer's Greater Los Angeles, other Alzheimer's groups, and the CA Department of Aging and receives funding from U.S. Administration for Community Living

Cal MediConnect Dementia Project (con't)

- The Dementia Care Management Toolkit, an evidence-based toolkit, was developed for care managers and family caregivers
 - A tool for identifying family caregivers
 - A caregiver stress and strain instrument
 - A caregiver needs assessment
 - Plain language fact sheets
- The toolkit can be downloaded at www.alzgia.org
- Plans can make referrals to Alzheimer's of Greater Los Angeles for supportive services
- University of California, San Francisco is the independent evaluator

Findings & Recommendations

- Plans have a strong financial incentive to support family caregivers since they can make it possible for the member to live at home
- Caregiver burnout prevention can delay or prevent more costly nursing home placement
- Managed LTSS can lead the way by addressing the needs of family caregivers and improving the experience of care
- Plans should involve family caregivers, especially when the care plan depends on them
- Family caregivers' feedback and involvement can help ensure better quality



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Next Steps

- AARP Public Policy Institute has commissioned Health Management Associates to explore promising practices in Medicaid managed care plans
- We are interested in learning about promising practices in care planning, benefit design, education and training, and services that support family caregivers
- To be published later in 2017

For Additional Information

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Promoting Independence through Caregiver Support

Michelle Bentzien-Purrington, Vice President MLTSS and Duals Strategy
April 27, 2017



The Molina Healthcare Story

Taking care of kids, adults, seniors and families for over 35 years

Molina Healthcare was founded by emergency room physician Dr. C. David Molina in 1980. After having treated patients with everyday ailments in the ER because they had no primary care physician, Dr. Molina opened a clinic especially for them. Today Molina Healthcare continues his mission, serving millions of people through Medicaid, Medicare and the Marketplace, as well as other government-sponsored programs for low-income families and individuals.



9 OF 12 Molina plans are NCCA accredited



National Community of Quality Assurance (NCCA)



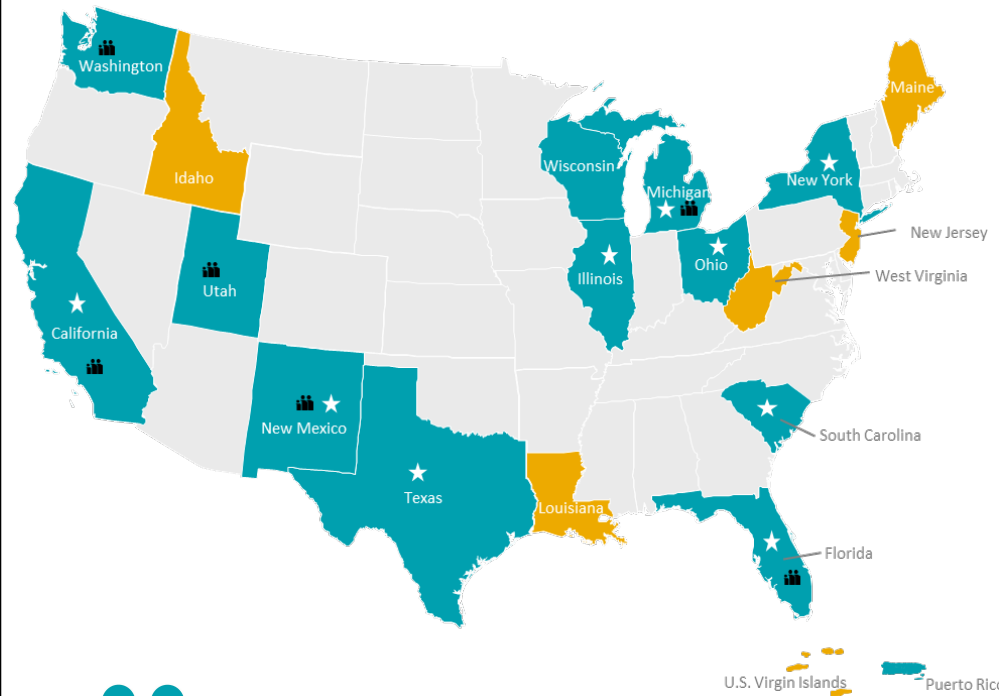
11 of 12 Molina Health Plans have earned NCCA's Multicultural Health Care Distinction

4.2M¹ served through managed care

226K¹ MLTSS program enrollment in 9 states

-  **Molina Health Plans**
Medicaid, Medicare, Marketplace and other government sponsored programs
-  **Molina Medicaid Solutions**
Medicaid Management Information Systems
-  **Molina Medical Clinics**
Primary care clinics
 - California 19
 - Florida 2
 - New Mexico 1
 - Michigan 1
 - Utah 2
 - Washington 1
-  **Includes MLTSS Program**
California, Florida, Illinois, Michigan, New Mexico, New York, Ohio, South Carolina, Texas

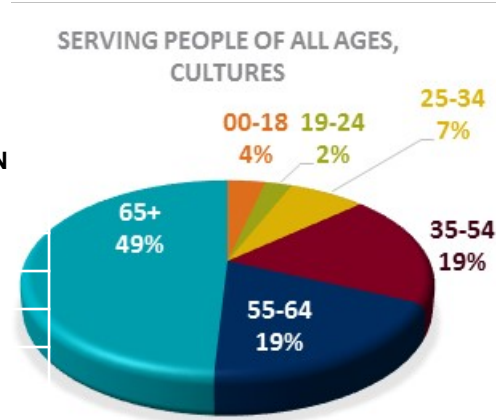
¹ as of December 31, 2016



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Caregivers and the Molina Members They Support

- Majority > 55 years
- >31 Languages
- Culturally diverse



AFRICAN AMERICAN
ALASKAN/AMERICAN
INDIAN
AMERASIAN
ASIAN INDIAN
ASIAN/PACIFIC
CAMBODIAN
CAUCASIAN
CHINESE

FILIPINO
GUAMANIAN
HAWAIIAN
HISPANIC
JAPANESE
KOREAN
LAOTIAN
SAMOAN
VIETNAMESE
OTHER – SEE MEMO



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Implementing Best Practices

Programs Such As:

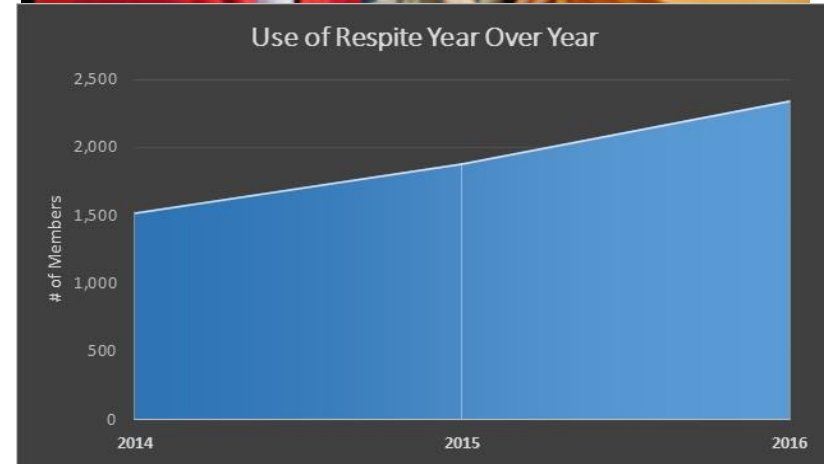
- Alzheimer’s Association of Greater Los Angeles Project
- South Carolina Healthy Connections Prime
- Caregiver Training Support Projects

Improvements Implemented:

- Evidenced based screening tools
- Community resource and referral guide
- Enhanced care coordinator training

Results:

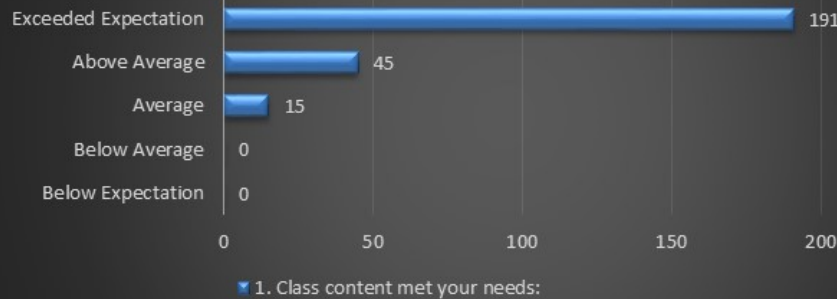
- Reduced stress/improve quality of life for members and caregivers
- Improved understanding of how to engage and maximize resources
- Early evaluation, diagnosis, and treatment of members presenting with dementia like symptoms
- Prolonged community-based living



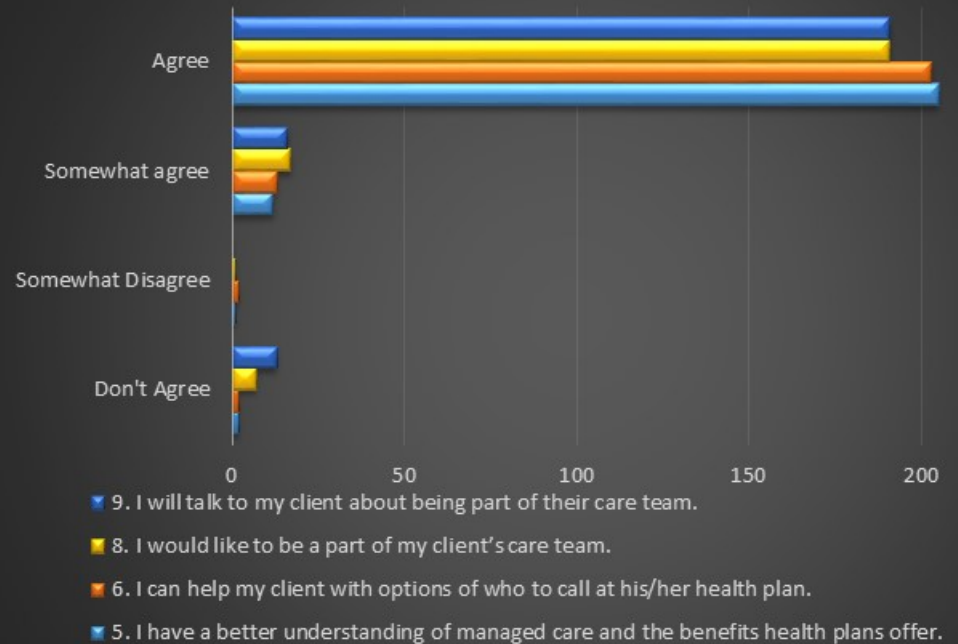
Molina Sponsored Training: Caregiver Feedback

- Knowledge of services and how to access
- Understanding role of managed care, care team
- More caregivers trained with high satisfaction

Caregiver Training: Meeting Needs



Caregiver Training: Resource Awareness & Access



For Additional Information



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Thank You!



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Questions



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Evaluation Form

Thank you for joining our webinar. Please take a moment to complete a brief evaluation on the quality of the webinar.