



Behavioral Health Series: Promising Practices for Supporting Dually- Eligible Older Adults with Complex Pain Needs

Continuing Education (CE) Activity Information & Instructions
(Enduring Activity #: WE-E06272019-MMCO)

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Activity Information

Activity Description

Chronic pain is one of the most common conditions encountered by healthcare professionals, particularly among those caring for older adults.[1] Approximately half of all older adults report experiencing bothersome pain within the last month, with three quarters of these older adults reporting pain in more than one location.[2] In addition, older adults who are dually-eligible for both Medicare and Medicaid have higher rates of chronic pain than adults with all other types of coverage.[3] Chronic pain that is untreated or ineffectively managed can lead to significant health consequences among older adults, including depression, decreased ability to socialize, impaired sleep, increased falls, malnutrition, and decreased quality of life.[4] Research suggests that chronic pain is often underdetected and undertreated with advancing age.[5]

This interactive webinar discussed the common causes and types of pain among dually-eligible older adults, identified promising practices for biopsychosocial pain management, and demonstrated practical strategies for conducting geriatric pain assessments, delivering evidence-based treatment interventions, and supporting older adults in achieving their pain management and wellness goals. Speakers also discussed appropriate use of opioids and strategies to help older adults with opioid use disorder effectively manage chronic pain. Speakers, including an older adult with lived experience managing chronic pain, shared lessons learned on how to effectively care for and support dually-eligible older adults.

Please click below to access the recorded webinar:

https://www.resourcesforintegratedcare.com/BehavioralHealth/2019_BH_Webinar/Complex_Pain.

[1] Reid, M. C., Eccleston, C., & Pillemer, K. (2015). Management of chronic pain in older adults. *BMJ (Clinical research ed.)*, 350, h532. doi:10.1136/bmj.h532.

[2] Patel, K. V., Guralnik, J. M., Dansie, E. J., & Turk, D. C. (2013). Prevalence and impact of pain among older adults in the United States: findings from the 2011 National Health and Aging Trends Study. *Pain*, 154(12), 2649–2657. doi:10.1016/j.pain.2013.07.029.

[3] Dahlhamer, J., Lucas, J., Zelaya, C., Nahin, R., Mackey, S., DeBar, L., ... Helmick, C. (2018). Prevalence of chronic pain and high-impact chronic pain among adults. *Morbidity and Mortality Weekly Report*, 67, 1001-1006. <http://dx.doi.org/10.15585/mmwr.mm6736a2>.

[4] Ayres, E., Warmington, M., Reid, M. (2012). Managing chronic pain in older adults: 6 steps to overcoming medication barriers. *The Journal of Family Practice*, 61(9), S16-S21. Retrieved from <https://www.mdedge.com/familymedicine/article/116938/geriatrics/managing-chronic-pain-older-adults-6-steps-overcoming>.

[5] Ibid.

Target Audience

This activity is designed for all health care professionals.

Learning Objectives

By the end of this activity, participants should be able to:

- Identify common causes and types of pain among older adults
- Recognize effective strategies and approaches for assessing older adults' pain management needs

- Recognize how to provide tailored pain management interventions to meet the needs of older adults, including appropriate opioid use and alternatives to opioids
- Identify promising practices for how to engage older adults in self-managing their pain and collaborating with providers in the community for biopsychosocial supports

Participation

Register for the webinar, participate in the webinar, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the end of this document.

Speaker Bios & Disclosures (alphabetical by last name)

No one in a position to control the content of this activity has anything to disclose. All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Beth Darnall, PhD, presenter, is a Pain Scientist and an Associate Professor in the Department of Anesthesiology, Perioperative, and Pain Medicine at the Stanford University School of Medicine. Dr. Darnall is also an Affiliated Faculty Member of the Stanford Wu Tsai Neurosciences Institute and is a Faculty Member by courtesy in the Psychiatry and Behavioral Sciences Departments. She is a principal investigator for the National Institutes of Health (NIH) and the Patient-Centered Outcomes Research Institute-funded (PCORI-funded) clinical trials that broadly investigate the benefit of behavioral medicine and self-management strategies to manage acute and chronic pain and reduce need for prescription opioids. Dr. Darnall investigates mechanisms of pain catastrophizing, targeted pain psychology treatments and developed prevention of post-surgical pain, and patient-centered outpatient opioid tapering protocols. In addition, she is the Chief Science Officer at AppliedVR.

Dr. Darnall earned a Doctor of Philosophy degree in Clinical Psychology from the University of Colorado, Boulder.

Angela George, MSPH, developer/planner, has been employed as a Senior Consultant with the Lewin Group, a healthcare and human services policy consulting firm, since July 2011. She has supported numerous contracts for federal clients. Ms. George has supported the development of numerous webinars and technical assistance products as part of the Resources for Integrated Care Series. At Lewin, her work focuses on projects related to the dually-eligible population, behavioral health, and the diffusion of promising provider practices.

Ms. George earned a Master of Science in Public Health degree with an emphasis in Health Policy from the Bloomberg School of Public Health at Johns Hopkins University.

Caroline Loeser, BS, developer/planner, is a Research Consultant at the Lewin Group. Ms. Loeser brings expertise related to technical assistance, program support, and developing products for providers serving individuals with severe mental illness and substance abuse. At Lewin, Ms. Loeser supports several federal contracts with the Centers for Medicare & Medicaid Services (CMS). Her current work focuses on providing technical assistance and performing qualitative data analysis for the Health Care Innovation Awards Round Two (HCIA2). In addition, Ms. Loeser supports Lewin in engaging subject matter experts and key informants to shape products, resources, and tools for providers who serve Medicare-Medicaid enrollees.



Ms. Loeser earned a Bachelor of Science degree in Public Health and Tropical Medicine from Tulane University.

Melissa Myers, MSW, ASW, presenter, has been employed as an Associate Clinical Social Worker and Behavioral Health Care Manager with Inland Empire Health Plan since May of 2015. As a Behavioral Health Care Manager and Program Developer, she works with the Medicare and Medicaid and dually-eligible older adult population in the Behavioral Health Integrated Pain Program. Ms. Myers collaborates with a multidisciplinary team to ring integrated pain treatment to our complex pain members by assessment, care coordination and care management. In addition to providing direct services, she has expanded her knowledge of complex pain both from a provider and healthcare organization point of view, with a focus on delivering high quality services to individuals suffering from chronic pain. Ms. Myers is certified in multiple modalities as a trainer/facilitator and has trained team members on chronic pain and best practices for engaging this population.

Ms. Myers earned a Master of Social Work degree from the California State University, San Bernardino.

Katrina Profitt, MEd, presenter, has been employed by Aetna Better Health of Ohio, a Health Care Managed Care Organization, from May 2014 to the present as a Behavioral Health Clinical Liaison. She is also employed as a Counseling Supervisor for Catalyst Counseling which provides therapy services in schools. Prior to Aetna, she worked at a community mental health center for 20 years as a Clinical and Utilization Management Director.

Ms. Profitt has 25 years of experience working with individuals with severe and persistent mental illness. She has worked with individuals receiving Medicaid and Medicare for all of these years as well as serving many older adults with chronic pain and comorbid behavioral health and addictions issues. Ms. Profitt provides training on a variety of behavioral and addictions issues to AAA, MCO, and community mental health center care managers and clinicians.

Ms. Profitt earned a Master of Education degree in Counseling from Xavier University.

Randall Rehkamp, presenter, is a dually-eligible older adult who struggles with chronic pain. He works closely with speaker, Katrina Profitt and will speak about his personal experience managing his chronic pain. Mr. Rehkamp also struggled with opiate addiction and he will speak about his path to recovery.

Nicolas Stettler-Davis, MD, MSCE, developer/planner, has been a Managing Consultant in the Federal Health Practice of the Lewin Group since 2013. Prior to Lewin, he was an Academic Physician at the University of Pennsylvania's Children's Hospital of Philadelphia. As a physician and epidemiologist, Dr. Stettler-Davis has more than two decades of experience in the scientific and clinical aspects of health and diseases. He works on health and health care policies, learning and diffusion activities, and evidence-based guidelines contracts with the U.S. Departments of Health & Human Services (HHS), Defense (DoD), and Veterans Affairs (VA).

Dr. Stettler-Davis earned a Doctor of Medicine degree from Lausanne University.

Continuing Education Credit Information

Continuing Education Credit

Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **enduring activity** for a maximum of 1.5 AMA PRA Category 1 Credit™. Physicians should only claim credit commensurate with the extent of their participation in the activity. Credit for this course expires at midnight on June 27, 2020.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.2 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on June 27, 2020.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credit for this enduring activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

Already have an account with the MLN LMS?

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”

Don’t have an account with the MLN LMS?

Accessing the LMS/registering if you have NO account

- Need step by step instructions with screen shots?
- Forgot your password?
- Want to edit your account information?

How do I create an account?

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Select “Need an Account?”
3. Enter information for all the required fields (those with asterisks)

***NOTE:** Your login ID is case sensitive. Your password must include at least the following:

Eight characters

- One number
- One lowercase letter
- One uppercase letter
- One of the following six symbols: ! @ \$ % & ?

You may select “Other” for the “Health Care Provider” and “Health Care Facility Type” fields. You may select “Other” or “None” for the “Association” field, if you are not associated with an association or your’s is not listed.

4. At the “Select Organizations” screen, type “CMS” in the “Find Organization” field, and select “Search.” Select “CMS-MLN Learners Domain – Organization,” and select “Save”
5. Complete the “Time Zone,” “Region,” and “# of Records (per page)” fields
6. Select “Create” to create your LMS account
7. A verification code will be sent to your email address that was used to create the new account. Enter the code and select “Go”

Add MLN@cms.hhs.gov to your address book to prevent MLN communications from going to your spam folder.

Finding the Post-Assessment

1. Log In at <https://learner.mlnlms.com>
2. Enter title “**Behavioral Health Series: Promising Practices for Supporting Dually-Eligible Older Adults with Complex Pain Needs**” in the “Browse Catalog” box. If you do not see the “Browse Catalog” box, you will need to open your browser more
3. Click on the title in the dropdown, scroll to the bottom of the page
4. Click “Enroll,” scroll to the bottom of the page
5. Click “Access Item,” scroll to the bottom of the page
6. Click “Post-Assessment,” open item

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation. [Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMSCE Program Policies

[Please click here for CMSCE Program Policies.](#)

CMS Privacy Policy

[Please click here for CMS' Privacy Policy.](#)

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at CMSCE@cms.hhs.gov via email.

