Disability-Competent Care: Supporting Participants with Complex Behavioral Health Needs

Continuing Education (CE) Activity Information & Instructions
(Enduring Activity #: WE-E03142018-MMCO)

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Activity Information

Activity Description
This webinar provides a background on the needs of adults with disabilities with complex or co-occurring behavioral health needs. These challenges range from highly variable to severe mental health issues, commonly co-occurring with substance use disorders or other functional limitations. The presentation includes an introduction to the population and their experiences with mental illness, a summary of treatment options, and recovery and resilience.

By understanding the participant perspective, providers can learn to deliver participant-centered care and empower participants to engage in their care experience. This webinar examines the innovative approach the Commonwealth Care Alliance (CCA) health plan developed to address the needs of its population. CCA partnered with a local community provider to create a structured living setting as an alternative to institutionalization. This is just one example of a flexible approach to care aimed at improving the accessibility, quality, and care experience for participants and providers.

Please click below to access the recorded webinar:

Target Audience
This activity is designed for all health care professionals.

Learning Objectives
By the end of this activity, participants should be able to:
• Recognize the prevalence of behavioral health needs among dually eligible beneficiaries
• Identify the participant with functional limitation’s experience of living with a mental illness and seeking treatment
• Recognize the importance of using an interdisciplinary team (IDT) to serve participants with functional limitations and behavioral health needs
• Recognize the role of the IDT in supporting the participant's recovery and engagement

Participation
Watch the recorded webinar linked to in the Activity Description section of this document, 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)
All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Sue Abderholden, MPH, presenter, has devoted her career to changing laws and attitudes that affect people with disabilities and their families. For the past 16 years, she has served as the Executive Director for the Minnesota National Alliance on Mental Illness (NAMI Minnesota). Under her guidance, NAMI Minnesota has become the largest provider of family and public education and support in the State of Minnesota and the State’s strongest advocacy organization.
Her previous experience includes serving in leadership positions with Arc of Minnesota, U.S. Senator Paul D. Wellstone, and the PACER Center. Ms. Abderholden is a frequent presenter at workshops and conferences in Minnesota and across the country on issues related to increased understanding of adults and children with mental illnesses, mental health, and health care policy.

Ms. Abderholden earned a Master of Public Health degree from the University of Minnesota.

Ms. Abderholden has nothing to disclose.

**Chris Duff, MDiv, BS, presenter**, directed a rehabilitation facility for persons with disabilities, and developed numerous community-based programs to support independent living from 1978 through 1998. Mr. Duff subsequently founded and served as President and CEO of AXIS Healthcare in 1998, a care management organization that partnered with UCare Minnesota to develop and deliver the Minnesota Disability Health Options program, from 2001 through 2009. This partnership established one of the first demonstration programs in the country servicing adults with disabilities on Medicare and/or Medicaid. He established and led the Disability Practice Institute, sponsored by the Commonwealth Care Alliance of Massachusetts and Independence Care System of New York in 2010. Mr. Duff has worked as a Consultant for the Lewin Group, under their contract with the Medicare and Medicaid Coordination Office (MMCO) since 2011.

Mr. Duff has worked in the field of rehabilitation with persons with disabilities for more than 40 years. He began his career as a Licensed Independent Clinical Social Worker and developed and managed several new home and community-based waiver programs in Minnesota. He has served in numerous professional capacities in the areas of program development, care management, risk adjustment, and advocacy.

Mr. Duff earned a Master of Divinity degree from the United Theological Seminary and a Bachelor of Science degree in Management from the University of Minnesota.

Mr. Duff has disclosed that he is a Consultant for The Lewin Group.

**Lauren Easton, MSW, LCSW, presenter**, has served as a Behavioral Health Leader for Commonwealth Care Alliance (CCA) for over a decade. She embraced the integration of behavioral health and medical care before the concept became trendy. Ms. Easton has made behavioral health integration a hallmark of program development throughout her professional life. She oversees the development and expansion of the One Care and Senior Care Option Programs for CCA. Ms. Easton is responsible for the oversight of CCA’s behavioral health services delivered through its network of behavioral health providers and internal behavioral health specialists to CCA’s more than 22,000 members.

Ms. Easton is responsible for developing CCA’s behavioral health integration processes, care models, creating a responsive network, and creating many innovative programs, including CCA’s Crisis Stabilization Units. She is also responsible for assisting clinical leadership with improving the level of integration of primary care and behavioral health services for CCA members. In addition, she is responsible for guiding network development, cost management, and quality improvement activities.
Ms. Easton earned a Master of Social Work degree with Licensure as a School Social Worker from Simmons College.

Ms. Easton has nothing to disclose.

**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.

Ms. Loeser has nothing to disclose.

**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 **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 March 14, 2020.

**International Association for Continuing Education and Training (IACET)**

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 March 14, 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.


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.mlnms.com
2. Enter title “Disability-Competent Care: Supporting Participants with Complex Behavioral Health 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.