

March 18<sup>th</sup>, 2014

# ***Disability-Competent Care Webinar Roundtable Series: Training in Disability- Competent Care and Supports***

## **Meeting the Transportation Needs of Enrolled Participants**



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Training in Disability-Competent Care and Supports**

## Meeting the Transportation Needs of Enrolled Participants



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## Overview

- This is the fifth session of an eight-part “Disability-Competent Care Webinar Roundtable Series”
- Each session will be interactive (e.g., polls and interactive chat functions), with 20 minutes of presenter-led discussion, followed by 40 minutes of presenter and participant discussions
- Video replay and slide presentation are available after each session at:

**<http://www.ResourcesForIntegratedCare.com/>**

# Disability-Competent Care Webinar Roundtable Series

## What We Will Explore in This Series

- Unique experiences of adults with disabilities and their needs and expectations
- Provision of specific components of Disability-Competent Care and supports
- Approaches to being person-centered in care and interactions
- Achieving the Triple Aim goals of improving the health and participant experience of health care delivery while controlling costs in their work with adults with disabilities

## Agenda

- The role of transportation in accessing care
- Review transportation alternatives for participants with disabilities
- Strategies for matching the unique transportation needs of participants
- Audience questions

## Learning Objectives

- Understanding the value of community participation
- Understanding the range of transportation options for participants with functional limitations
- Learning how a plan assesses the unique needs of each member and provides transportation support

# Introductions

## ***Moderator***

Christopher Duff  
Disability Policy & Practice  
Consultant



## ***Presenters:***

James Bremer  
Manager, Transportation Services  
Medica Health Plan, MN

June Isaacson Kailes  
Disability Policy Consultant  
Associate Director, Center for Disability  
and Health Policy at Western University  
of Health Sciences, California



## Understanding the Value of Transportation Services

- Overarching transportation service business principles:
  - Put the participant first
  - Believe that quality of life and health outcomes improve through access to services
- Results from impactful transportation principles:
  - Participant's experience increased security, belonging, and community participation
  - Happier participants = healthier participants

## Range of Transportation Options

- Informal transportation: family, friends, or caregivers
- Public transportation – all public options – fixed routes
- Para-transit public transportation
- Volunteer driver programs
- Cab service
- Specialized transportation (for assisted transportation)
- Ambulance



## Preparing for Exponential Growth in < 65 Membership

- Background: Minnesota changed from an opt-in to opt-out system statewide in 2012
- Preparation: Medica anticipated significant membership growth in <65 stimulating the need to re-evaluate their structure and processes for transportation services
- After expansion: Medica worked to further refine the transportation program as we became more aware of the needs of our members and saw procedures that became problematic

## Preparing for Exponential Growth in < 65 Membership

A team was created to deal specifically with transportation needs of our growing membership. Responsibilities included:

- Maintain and support the vendor network
- Established new provider contracts and services
- Systems to address and track complaints
- Systems to provide for individual problem solving as needed

## Preparing for Exponential Growth in < 65 Membership

### **Established new procedures and functions:**

- Coordination of transportation services
- Email boxes dedicated to transportation
- Process improvement
- Work with stakeholders: members, care coordinators, care coordination operations, call center, and vendors

# Care Coordinators & Customer Service Assess Individual Transportation Needs

## Identifying member needs:

- Care coordinator assessment / reassessments
- Direct member input
- Provider input
- Call center staff are trained specifically to assist members in care coordinated programs

## Typical arrangements:

- Standing orders for routine transportation
- Scheduled appointments
- Urgent or emergency transportation

## What We've Learned

- Design processes to meet the broadest needs, with flexibility to modify based on individual need - embrace the gray area
  - Each member situation is unique
  - Each event is an individual experience
- Conduct member surveys
- Benefit Exception Inquiry (BEI) process
- Strive to prevent care coordination and transportation from being in separate silos

# Considerations for Participant Centered Policies for Transportation Services

Helpful questions to understand if there are policy gaps:

- How is what you are doing meeting the needs of people enrolled in your plans?
- Are there people inside or outside of your organization that can offer insight and support initiatives to improve your transportation program?
- Are your processes clearly defined?
- Do you have the flexibility to accommodate the things that don't fit into your processes when needed?
- Is what you are doing helping the enrollees?

## Summary

- Transportation is a small portion of the benefit but has a huge impact on member experience that can't be overlooked
- In many cases, transportation is the most direct and routine way members interact with the plan
- Defined yet flexible process that adapts to meet the needs of members and the business

# Audience Questions and Discussion



# Speakers

## ***Moderator***

Christopher Duff  
Disability Policy & Practice  
Consultant



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Manager, Transportation Services  
Medica Health Plan, MN

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Associate Director, Center for Disability  
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of Health Sciences, California



## Send Us Your Feedback

Help us diversify our series content and address current Disability-Competent Care training needs – your input is essential!

Please contact us with your suggestions at

[RIC@Lewin.com](mailto:RIC@Lewin.com)

### **What We'd Like from You:**

- How best to target future Disability-Competent Care webinars to health care providers and plans involved in all levels of the health care delivery process
- Feedback on these topics as well as ideas for other topics to explore in webinars and additional resources related to Disability-Competent Care

## Thank You for Attending



- For more information contact:
  - Christopher Duff at [cduff@DPInstitute.org](mailto:cduff@DPInstitute.org)
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## Resources & References

### Including People with Disabilities In Coordinated Transportation Plans

[http://www.wsdot.wa.gov/acct/documents/Including\\_People\\_with\\_Disabilities\\_in\\_Coordinated\\_Planni.pdf](http://www.wsdot.wa.gov/acct/documents/Including_People_with_Disabilities_in_Coordinated_Planni.pdf)

### Neighborhood Wayfinding Assessment Pocket Guide

[http://advsearch.projectaction.org/\(S\(s3wovg45me52qg45d0nlp345\)\)/App\\_Themes/IFrames/images/dwnButton.png](http://advsearch.projectaction.org/(S(s3wovg45me52qg45d0nlp345))/App_Themes/IFrames/images/dwnButton.png)

### Innovative Approaches for Increasing Transportation Options for People with Disabilities in Florida

[http://www.cutr.usf.edu/programs/ttat/files/NEW\\_FDDC\\_low.pdf](http://www.cutr.usf.edu/programs/ttat/files/NEW_FDDC_low.pdf)

# Resources for Integrated Care Website

We encourage you to explore [www.ResourcesforIntegratedCare.com](http://www.ResourcesforIntegratedCare.com) for a wide array of resources related to integrating care for Medicare-Medicaid enrollees:

## Resources

- Assessment tools
- Concept guides
- Topic-specific briefs
- Educational webinars

## Topic Areas

- Disability-Competent Care
- Self-Management Support
- Integrating Primary Care in Behavioral Health
- Care Coordination Workforce Development
- Navigation Services

## Stakeholders

- State Medicaid Agencies
- Health Plans
- Long-Term Services and Supports Providers
- Behavioral Health Providers

## Individuals with...

- Intellectual and developmental disabilities
- Physical disabilities
- Serious mental illness

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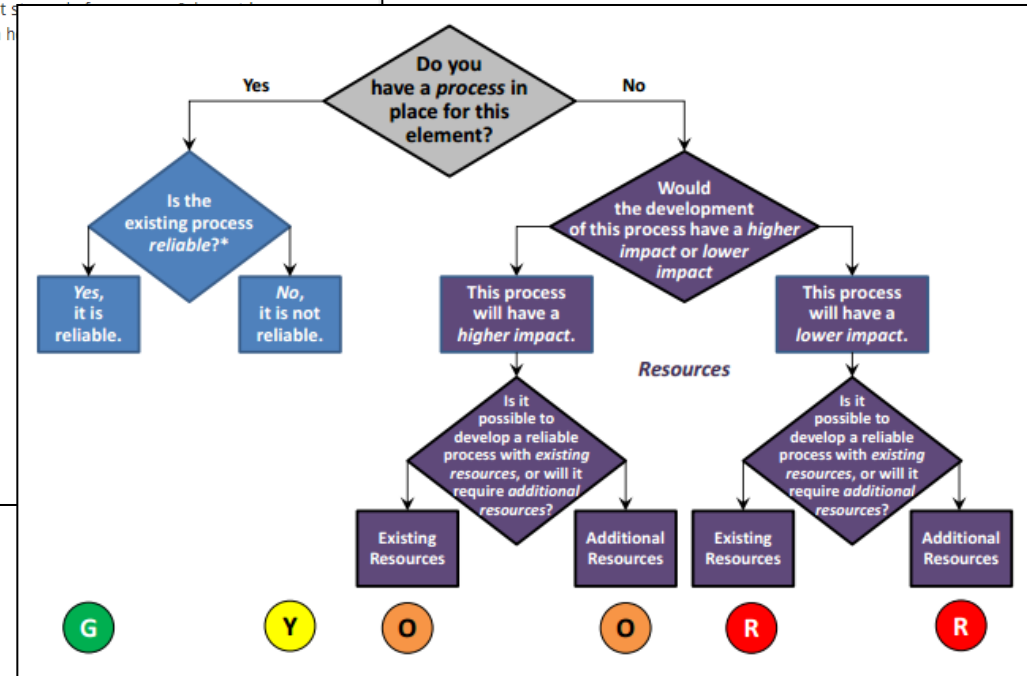
# Disability-Competent Care Self-Assessment Tool

Introduction	1. Relational-Based Care Management	2. Highly Responsive Primary Care	3. Comprehensive Long-Term Services and Supports	Appendix A	Results	Forum
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## 1. Relational-Based Care Management

Participant-centered care is based on the recognition that the participant is not merely a passive recipient of medical care, but rather the primary source for defining care goals and needs. This type of care requires cultivating a relationship with the participant, seeing him or her as a whole person with hopes and preferences, and recognizing that the participant is oftentimes the best person to make choices about their care. Participant-centered planning of care goals and needs is also the concept of the dignity of risk, which holds that participants have the right to make choices even if they are inconsistent with the recommendation of the IDT.

- ▶ 1.1. Participant-Centered Practice
- ▶ 1.2. Eliminating Medical and Institutional Bias
- ▶ 1.3. Interdisciplinary Team
- ▶ 1.4. Assessment
- ▶ 1.5. Individualized Plan of Care
- ▶ 1.6. Individualized Plan of Care Oversight and Coordination
- ▶ 1.7. Transitions
- ▶ 1.8. Tailoring Services and Supports
- ▶ 1.9. Advance Directives
- ▶ 1.10. Allocation of Care Management and Services



Disability-Competent Care Self-Assessment Tool available online at:  
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## Next Webinar

Disability-Competent Care Webinar Roundtable Series:  
Training in Disability-Competent Care and Supports

### **Providing Home Modifications**

Tuesday March 25<sup>th</sup>, 2014  
2:00-3:00PM EST