



**Long Term Care Coordinating Council
Tuesday, February 9, 2016
10:00 am – 11:30 am
Child & Family – Main Conference Room
1268 Eddy Street Providence, RI 02905**

Attendees:

David Antonelli	Bill Flynn	Nicholas Oliver
Paula Bradley	Holly Garvey	Andrea Palagi
Shaun Cournoyer	Kathleen Heren	Nancy Silva
Alison Croke	Joan Kwiatowski	Joseph Solomon
Rosa DeCastillo	Kelly Lee	George Sousa
Jenny Durante	Roberta Merkle	Sindi Terrien
Craig Dwyer	Angelo Miccoli	Mike Walker
D. Karen Enright	Connie Milbourne	
Robin Etchingham	Jim Nyberg	

I. Welcome

- Meeting called to order by **Craig Dwyer** at 10:02 a.m.
- Future meetings will be held on the second Wednesday of the month starting next month, all meetings will be at Child & Family unless otherwise noted

II. Approval of minutes

- September 16th minutes have been amended to reflect that **Shawn Cournoyer** was in attendance.
- **Nicholas Oliver** would like to make an amendment to the minutes from Tuesday January 12th
 - Nicholas Oliver would like his name attached to a public comment in the minutes about a request for a legislative committee/report
- Motion made and minutes approved for 9/16/15, 10/14/15, 11/18/15 and 1/12/16.

III. Report on fingerprint program for LTSS workers

- No one from the attorney general's office was present to make report due their court appearance.
- Next month, a representative from that office will make a report.

IV. Report on PACE

- **Kelly Lee (PACE)** provided overview/snapshot of PACE as of 2016
- Goal of PACE in 2016: work collaboratively with other providers for the benefit of RI aging population
- PACE is a valuable resource with the launch of Phase II of the ICI:
 - Designed for high risk elders
 - Exclusive PACE provider in RI with statewide coverage
- Pace is celebrating its 10th anniversary with an age of innovation community event at Park Theatre, are all invited
- Pace Statistics:
 - 282 participants currently enrolled
 - 46% speak a primary language other than English
 - 38% meet the state's highest level of care and would qualify to live in a nursing home
 - 93% are low-income seniors who are eligible for both Medicare and Medicaid
 - PACE served 800 frail elders over 10 years
 - PACE is available 24/7, administrator and medical personnel on call after business hours
- PACE referral line: (401) 490-6566
- Question **Jenny Durante (Community Relations Representative, Elderwood)**:
When was the data on this handout compiled?
 - Answer: January 1, 2016
- Overview of Elderwood by Jenny Durante
 - Elderwood came to be through series of acquisitions. Elderwood has strong training and operational policies implemented.
 - Elderwood is primarily focused on Medicaid for a higher level of need
 - On March 1st Chestnut Terrace will become Elderwood Riverside
 - Scallop Shell Nursing Home will become Elderwood at Scallop Shell of Wakefield
- Question, Nicholas Oliver: Will you be opening an adult day facility in Woonsocket? Where?
 - Answer: yes but we cannot disclose the location at this time.

- Question: What percentage of your participants live in public housing?
 - Answer: Over 50%, can get specific info to you
- Question, Jenny Durante: In terms of a younger population, are you seeing an increase in those individuals who may otherwise go to group homes?
 - Answer, **Joan Kwiatkowski (CEO, PACE)**: About 75% of our clients have behavioral health issues. We are an alternative to places like Butler that use the traditional model. We offer programs at all 3 of our locations that includes counseling, and psychiatrists
- Craig Dwyer introduces **Andrea Palagi**, new staff member in the Office of the Lt. Governor

V. ICI Report



The Integrated Care Initiative
Phase I

RI Executive Office of Health and Human Services

February 9, 2016



Presentation Overview

ICI Phase I Enrollment as of 2/1/2016

- RHO Mailing of New ICI eligible individuals
- ICI Enrollment by Program and Setting
- CCCC MA only enrollment

ICI Phase I Opt-Out as of 2/1/2016

- RHO Opt-Outs by Setting
- CCCC Opt-Outs by Setting
- Enrollment Trend

ICI Phase I Enrollment Help Line Statistics

- December and January 2015-2016

ICI Demographics as of 2/1/2016

- Dual Eligible Demographics – Average Age and Gender
- MA Only Demographics – Average Age and Gender
- Total ICI Demographics

RHO Enrollment Mailing to New ICI Eligible Individuals

RHO Mailing by Enrollment Category for March 1, 2016 Effective Date

Total RHO Enrollment Mailing	Nursing Home > 90 Days	Community with LTSS	ID/DD	SPMI	Community no LTSS	RHO MA Only*
445	32	28	10	23	326	26

*Includes DD and SPMI

ICI Enrollment Statistics as of January 1, 2016

ICI Enrollment by Program and Setting

Setting	RHO	CCCC	PACE	Total ICI Enrollment **	Not Enrolled	ICI Eligible Total
Nursing Home > 90 Days	2,720	206		2,926	2,149	5,075
ID/DD	1,723	371		2,092	424	2,518
Comm. With LTSS	1,429	364	280	1,793	1,363	3,156
SPMI	1,357	439		1,796	765	2,561
Comm. No LTSS	10,999	1,494		12,493	4,525	17,018
MA Only*	493	535		1,028	116	1,183
Total	18,721	3,409	280	22,130	9,342	31,752

*Includes DD and SPMI
**Excludes PACE

CCCCP MA Only Enrollment by Category

CCCCP MA Only Enrollment as of January 1, 2016

Total	Nursing Home > 90 Days	ID/DD	SPMI	Community with LTSS	Community no LTSS
535	29	2	12	62	430

RHO Opt out Statistics

RHO Opt Outs by Setting as of January 1, 2016

Setting	# Opt Out RHO	% Opt Out of total ever enrolled	% Opt Out of total ever mailed
SPMI	262	13%	11%
ID/DD	274	14%	12%
Community with LTSS	1,266	50%	33%
Nursing Home > Days	1,205	24%	19%
Community no LTSS	1,959	13%	11%
MA Only*	136	16%	14%
Total	5,743	20%	17%

*Includes DD and SPMI

CCCCP Opt out Statistics

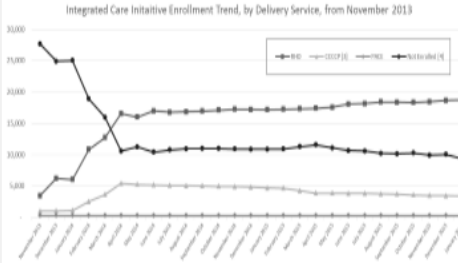
CCCCP Opt Outs by Setting as of January 1, 2016

Setting	# Opt Out CCCC	% Opt Out of total ever enrolled	% Opt Out of total ever mailed
SPMI	167	20%	17%
ID/DD	103	19%	16%
Community with LTSS	309	41%	29%
Nursing Home > Days	115	21%	18%
Community no LTSS	651	23%	18%
MA Only*	16	2%	2%
Total	1,398	24%	18%

*Includes DD and SPMI

ICI Enrollment Trend

Integrated Care Initiative Enrollment Trend, by Delivery Service, from November 2013



ICI Enrollment Help Line Statistics

ICI Enrollment Help Line Statistics November and December 2015

Description	December 2015	January 2016
Total Calls	90	321
Total Opt-Out Requests	34	170

December Statistics:

- 85% Satisfied with MFFS
- 13% Provider does not accept
- 1% Not happy with NHP Benefits

January Statistics:

- 58% Satisfied with MFFS
- 42% Provider does not accept

January

Average talk time: 4:01

Average # of All Calls Daily: 21

Dual Eligible Demographics: Average Age

Setting	RHO	CCCCP	PACE	Not Enrolled	Total ICI Eligible
Nursing Home > 90 Days	83	78	76	82	82
ID/DD	47	50		47	47
Comm. With LTSS	73	69	76	75	73
SPMI	47	52		51	49
Comm. No LTSS	58	65		62	60
Total	61	62	76	67	63

Dual Eligible Demographics: Gender (% Female)

Setting	RHO	CCCCP	PACE	Not Enrolled	Total ICI Eligible
Nursing Home > 90 Days	75%	73%	70%	70%	73%
ID/DD	45%	47%		49%	46%
Comm. With LTSS	72%	70%	70%	76%	73%
SPMI	50%	51%		52%	51%
Comm. No LTSS	61%	60%		63%	61%
Total	61%	59%	70%	65%	62%

MA Only Demographics: Average Age

Setting	RHO	CCCCP	PACE	Not Enrolled	Total ICI Eligible
Nursing Home > 90 Days	60	59	69	65	59
ID/DD	-	34		40	34
Comm. With LTSS	56	59	69	75	57
SPMI	-	47		65	56
Comm. No LTSS	-	55		70	57
Total	56	55	69	71	58

MA Only Demographics: Gender (% Female)

Setting	RHO	CCCCP	PACE	Not Enrolled	Total ICI Eligible
Nursing Home > 90 Days	52%	55%	64%	100%	53%
ID/DD	-	50%		0%	50%
Comm. With LTSS	68%	69%	64%	92%	69%
SPMI	-	67%		58%	63%
Comm. No LTSS	-	61%		71%	62%
Total	64%	62%	64%	74%	64%

ICI Demographics: Total

Demographic	RHO	CCCCP	PACE	Not Enrolled	Total ICI Eligible
Average Age	61	61	75	67	63
% Female	62%	60%	69%	65%	62%

- Holly Garvey provided an update on ICI enrollment as of 2/1/16
- As of January 1st 9,342 individuals are eligible but not enrolled. RHO are numbers up slightly, CCCP down slightly, PACE numbers are up by 1, total ICI enrollment is up from 21,920 to 31,752
- New info: average call time is 4:01
- Holly Garvey will get more information about the jump in “provider does not accept” to 42% that occurred in January
- Nicholas Oliver requests benchmarking information relating to opt in/opt out number. He notes that the figures are alarming to an outsider. He also asks if an 80% opt out rate is something we anticipate for the rollout of Phase II. Holly Garvey will return next month with more details.

VI. Subcommittees Review

- **Alzheimer’s**
 - Donna was not present, Craig reports that Sandy Fournier from Seven Hills and Donna have been meeting and came up with possible funding sources for the state plan update. Donna will have further reports next meeting
- **Aging in Community**

- Maureen Maignet was not present. **Bill Flynn (Executive Director, Senior Agenda Coalition)** and **Connie Milbourne (Associate Professor Marketing, Rhode Island College)** provide update
- The committee is focusing on understanding how elder affairs/protective services work in case of abuse
- New developments: Tufts Health Plan Foundation has given a grant to RI College Foundation to look at aging community issues that are similar to the issues looked at by this committee
- Tufts Health Plan also started study focusing on RI elders and their situation. The study is moving fast and is a good supplement to the work of this committee. At the end of the process the group will have some good data and analysis of where seniors are at in RI.
- The grant project is a 1 year project with the goal of building an age friendly RI
- The committee is building on focus groups that were created for the DEA where seniors were asked what their biggest challenges were
- The committee is also looking at best practices for age friendly communities in other states. They are forming sub-committees to match areas of concern (housing, income, transportation).

- **LGBT**
 - This group will be reconvening. Anyone who wants to participate can participate.
 - Next meeting: March 23rd at CareLink, 1 Virginia Ave. Providence

- **Nursing Homes Regulatory**
 - No one present to give report

VII. Transportation Update

Logisticare Solutions Monthly Statistics January – 2016

	GROSS TRIPS	DAILY AVERAGE	COMPLAINTS	COMPLAINT %	NVA	NVA %	NVA Recovered
Jan-16							
EOHHS - MEDICAID	162,139						
EOHHS - ELDERLY	17,228	6,879	788	0.43%	18	0.01%	0
TOTAL	179,367						
	Complaint Breakdown						
	Rider No Show	267 or 34%					
	Provider Late	250 or 32%					
	Rider Issue	84 or 11%					
	Provider No Show	72 or 9%					

Terms and further information

NVA – No Vehicle Available

Occurs when a member makes a reservation and LogistiCare cannot secure suitable transportation.

NVA Recovered – No Vehicle Available / Recovered

Occurs when a LogistiCare agent works in conjunction with a member to move the potential NVA appointment to a different time / day.

- **Robin Etchingam (EOHHS) and George Sousa (General Manager, LogistiCare)** provided an update on transportation
- Three transportation meetings have been set up by the Deputy Secretary at EOHHS with the goal of identifying difficulties and challenges with the system and population and to look at next steps:
 - Taxi cab companies February 9th 1pm - 3pm
 - Public motor vehicles February 2pm - 4pm
 - Ambulance February 23rd 11 pm - 1 pm
- Monthly meeting will be held at Alliance office 10:30 a.m. – 12:00 p.m. on February 24th
- Drivers training for LogistiCare drivers at Alliance office Tuesday February 16th
- This month rider no show letters will be implemented and sent out to riders who are not present at their scheduled pick up time
- It is necessary to curb the number of riders who do not show up to be picked up
- LogistiCare statistics for January
 - 179,367 trips
 - 788 complaints from trips
 - Top complaint: rider no show
 - 2nd complaint: provider late
 - 3rd complaint: rider issue

- Currently, there are no liquidated damages for providers. The network is too fragile, but this will be put into effect eventually as is done in other markets.
- George Sousa notes that complaints are important to the operation and introduces **Joseph Solomon** who handles all of the organization's complaints
- Update on "No vehicle available" numbers
 - There are 18 or .01% no vehicles available. These are all stretcher services that cannot be fulfilled.
 - There have been no recoveries this past month on this issue. LogistiCare is having trouble getting ambulances to go to private residences due to pay, time, and liability issues.
 - To address the stretcher issue, LogistiCare has approached wheelchair providers to ask them to become stretcher providers. So far, three have come on board and they are looking for more.
- LogistiCare will be hosting provider training/orientation to eliminate problems with lateness, downloading manifest, billing issues, etc.
- LogistiCare currently has 80 providers, up from 22 previously
- Question, **Kathleen Heren (Alliance for Better Long Term Care)**: Have you met with RIPTA?
 - Answer, George Sousa: No. We are currently receiving information on the change regarding single trip passes for medical appointments. The single day pass will be eliminated and replaced with either a 10 day pass or a full day pass. The 10 day pass will require tracking on our end to make sure the rider is only using the pass for medical appointments.
- Question: If the person uses the 10 day pass for other trips and then needs it for a medical appointment, is that person out of luck?
 - Answer, George Sousa: In general, he would be out of luck if nothing has changed. We can however do post audits on non reported medical visits.
- Nicholas Oliver raised issues of riders stopping on the way home from a medical appointment with a prescription and George Sousa noted that such a stop would be covered.
- Information from RIPTA on the passes has been slow. The conversations have just started. George Sousa will come back next month with updates.

VIII. Public Comment

- Kathleen Heren announced that the Emergency Management program has received a promise from Elizabeth Roberts to be funded for the next 2 years.
- Nicholas Oliver would like the council to be updated on the Lt. Governor's priorities this legislative session in terms of budget and things that impact the council indirectly

IX. Next Meeting Wednesday March 9, 2016

- E-mail Craig Dwyer (craig.dwyer@ltgov.ri.gov) if you'd like something on the agenda for next month

X. Adjournment

- Motion to adjourn by **Jim Nyberg**, seconded by Nicholas Oliver at 11:22 a.m.