



Long Term Care Coordinating Council
 Minutes of the meeting held Wednesday October 19, 2016
 Child and Family, Main Conference Room
 1268 Eddy St.
 Providence, RI 02905

Attendance:

Amanda Graziosi
 Brenda DuHamel
 Dawn Allen
 Deborah Burton
 Diane Facha
 Donna McGowan
 George Sousa
 Holly Garvey
 Jacqueline Dowdy
 Jim Nyberg

Karen Statser
 Katherine Polomsky
 Kathleen Kelly
 Kathleen Smith
 Kathy McKeon
 Katie Enright
 Kelly Lee
 Laurie Ellison
 Mary Lou Moran
 Maureen Maignet

Mike Walker
 Paula Bradley
 Paula Parker
 Paulette Hamilton
 Rita Towers
 Robin Etchingham
 Sandra Fournier
 Sandy Curtis

Welcome

- Meeting called to order by Maureen Maignet at 10:38am.

Approval of Minutes of September 14th, 2016

- Motion by Kelly Lee seconded by Paula Bradley at 10:39am.

ICI Report – Holly Garvey



The Integrated Care Initiative
 Phase I Neighborhood Unity
 Phase II Neighborhood Integrity
 RI Executive Office of Health
 and Human Services
 October 19, 2016



Neighborhood UNITY (Rhody Health Options)

Projected Passive Enrollments – Two Months Look Ahead

	Effective date 11/1/16	Effective date 12/1/16
SPMI	24	10
ID/DD	6	2
Community w/ LTSS	24	20
Nursing Home > 90 days	25	19
Community no LTSS	284	120
MA Only	21	10
Total:	384	181

11/1/2016

Rhode Island (CIHS)

Enrollment

Enrollment by Program and Setting September 2016

	RHO - UNITY	PACE	Not Enrolled	Total Eligible
Nursing Home > 90 days	2,753		2,032	4,785
Community w/ LTSS	1,833		1,335	3,168
ID/DD	2,081	276	403	2,484
SPMI	1,788		528	2,316
Community no LTSS	13,020		3,931	16,951
MA Only	570		195	765
Total:	22,025	276	8,424	30,745

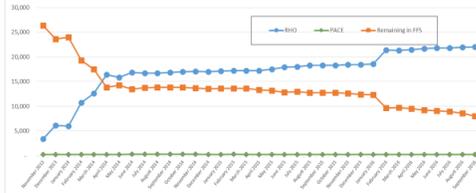
11/1/2016

Rhode Island (CIHS)



Enrollment

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



11/1/2016

Rhode Island (CIHS)

Neighborhood UNITY (RHO)

September UNITY Opt-Outs Reasons



Opt-Out/Disenrollment

Setting	# Opted-Out	% Opted-Out
SPMI	256	9%
ID/DD	277	10%
Comm w/ LTSS	1,332	29%
NH > 90 days	1,376	19%
Comm no LTSS	2,503	12%
MA Only	157	13%
Total:	5,986	16%

September 2016
 Total Calls: 72
 Total Opt-Out Requests: 23
 Average talk time: 3:54
 Average # of Calls Daily: 17

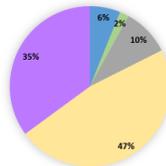
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Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Total Enrolled as of 10/1/2016



11/1/2016

Rhode Island (CIHS)

Enrollment by Month

	July	August	Sept	Oct
SPMI	1	10	58	27
ID/DD	0	2	20	7
Community w/ LTSS	2	20	95	33
NH > 90 Days	0	1	7	732
Community no LTSS	0	44	214	290
Total:	3	77	394	1,089

SPMI: Individuals with Serious and Persistent Mental Illness
 ID/DD: Individuals who are Intellectually/Developmentally Disabled
 Comm w/ LTSS: Community residents with Long Term Services and Supports
 NH > 90 Days: Nursing Home residents who have resided in a nursing home for more than 90 days
 Comm no LTSS: Individuals in the community without Long Term Services and Supports



Neighborhood INTEGRITY (MMP) Enrollment

Projected Enrollments – Two Months Look Ahead

	Effective 11/1/2016	Effective 12/1/2016
SPMI	118	15
ID/DD	11	-
Community w/ LTSS	957	9
Nursing Home > 90 days	6	14
Community no LTSS	1,919	4,075
Total:	3,011	4,113

11/1/2016

Rhode Island EDHHS



Neighborhood INTEGRITY (MMP)

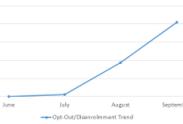
September INTEGRITY Opt-Out and Disenrollment Reasons



Opt-Out/Disenrollment

Setting	# Opted-Out/Disenrolled	% Opted-Out/Disenrolled
SPMI	-	-
ID/DD	-	-
Comm w/ LTSS	-	-
NH > 90 days	-	-
Comm no LTSS	-	-
Total:	-	-

Monthly Opt-Out/Disenrollment Trend



11/1/2016

Rhode Island EDHHS



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

MMP Call Center Statistics September 2016

For Week Ending	Total Calls Received	Total Calls Answered	Average Talk Time (minutes)
9/3/2016	68	68	6:08
9/10/2016	158	158	5:23
9/17/2016	184	184	4:25
9/24/2016	135	135	5:09
10/1/2016	120	120	5:05
Total For Month	665	665	5:05

11/1/2016

Rhode Island EDHHS



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

MMP Call Center Statistics September 2016 – Call Actions

For Week Ending	Disenrolled from INTEGRITY	Opted Out of INTEGRITY	Educated Member	Enrolled Member	Transferred Calls
9/3/2016	0	7	35	11	11
9/10/2016	0	52	83	6	18
9/17/2016	0	60	100	3	17
9/24/2016	1	48	65	5	12
9/30/2016	2	38	52	7	21
Total For Month	3	205	335	32	78

11/1/2016

Rhode Island EDHHS



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

MMP Call Center Statistics August 2016 – Paper Applications

For Week Ending	Total Applications Received	Total Enrolled	Ineligible	Missing Information
9/3/2016	20	13	3	4
9/10/2016	10	6	1	3
9/17/2016	8	7	0	1
9/24/2016	0	0	0	0
10/1/2016	1	1	0	0
Total for Month	39	27	4	8

11/1/2016

Rhode Island EDHHS

- Voluntary program with a monthly enrollment.
- Q: Difference between dis-enrolled and opt-out?
 - A: Dis-enrolled is when a person is enrolled automatically and then chooses to stop receiving benefits. Opt-out is when a person receives the informational paperwork and chooses not to participate.
- Q: Any data on enrolled/dis-enrolled/reenrolled?
 - A: Too early to obtain the information and it is not available for phase I. We can ask to see if we can get it done.

Subcommittees Review

• Alzheimer's Update

- Donna McGowan gave the update. In transition and regrouping, older members falling off and this year hopefully focusing on the plan and sub committees.
- Research, caregiver task force, legal issues/safe driving, workforce.
- Couple of vacancies for chairs diversity committee, Kathleen Kelly to consider to chair Workforce Committee.
- Research – review state plan, how to get all researchers in the state to communicate what they are doing; bring the parties together and bring the info to the public.
- Workforce what skills are needed are the skills in place okay, what type of workers are needed. Training and development, what we have and what we don't have. Best practices from other states.
- Legal issues, guardianship was one of the first things. What do we do from a legal standpoint when they shouldn't be driving?
- Website development is happening at URI. Any interest please contact Donna McGowan or Craig Dwyer.
- Diversity is working on how to get the word out to all different communities for trials.
- The plan is on the Lt. Governor's website. Next meeting is November 16th at 9am at Seven Hills RI. The Executive Board meeting is open to the public.

- **Aging in Community / Healthy Aging**

- Presented at a briefing at the state house last week. Interactive website available. You can go into each community to find specific information. Researchers will be doing webinars in November.
- Encourage the formation of local groups and look at the data and come up with very specific things to tackle in their community.
- Forming a coalition to build an age friendly RI. Hoping to have more information on that for the next meeting. Want to break it up into 9 domains; looking for leads in those areas.

- **LGBT Report**

- Kelly – meeting at 2pm today at Care Link. Developing 2 task forces. Having challenges with consistency regarding attendance.

Nursing Homes Regulatory Update

- September – completed 2 long term care surveys
- 1 facility not compliant with both state & federal laws (low level citations)
- 7 follow up visits – citations have been corrected and no new citations
- 2 investigations – facilities in compliance

Transportation Update:

- **RIPTA - Mark Therien, Executive Director for RIDE (ADA)**

- ADA is for folks who cannot ride the bus, physical or mental.
 - 1800-2000 passenger a day.
 - Drivers are not supposed to enter the homes or buildings.
 - 78 vans a day.
 - 96.7% on time – judged by GPS.
 - Mobile App – 22% use – make a reservation, person can see the window of time and the projected pick up time; the app adjusts all day. Interactive voice system for customers to cancel and get a reminder for pickup time.
 - Very serious no-show monitoring. You will get suspended for no showing multiple times.
 - Enforcing new policies and they are all on the website. All federal regulations to improve the system.

- Within the next year the ADA application progress will be changing. You will have to be interviewed by RIPTA to see if you are capable to ride the bus and they can train you to ride the bus.

Additional Information

1. Can we provide a further breakout of the Levels of Service for each destination type?

Yes. After researching the current data (July – Sept) we are seeing the same percentage point for each LOS and in each destination type. That detail is:

	Mass Transit	Ambulatory	Wheelchair	ALS	Stretcher
SUBSTANCE ABUSE	25%	15%	0.20%	n/a	n/a
ADULT DAY CARE	0.06%	25%	1.20%	n/a	n/a
DIALYSIS	0.01%	5.30%	2%	0.01%	0.06%

2. Do the Complaints per Gross Trips include all Levels of Service including Bus Trips? Is this the case, can we provide data for percent of complaints for non – bus trips?

When we report Gross Trips, Complaints etc. we include ALL LOS. This will include – Mass Transit, Ambulatory, Wheelchair, Stretcher, BLS Ambulance and ALS Ambulance. This will include ALL types of Transportation Providers – BIPTA, RIDE, Ambulance Providers, PMV (unmarked Sedans and Vans) and Taxi Providers (sedans and vans with signage)

We can provide data with regard to what LOS the complaints come from. For this discussion and Bus Trips we historically find a very low volume of complaints for Mass Transit. As Mass Transit represents approximately 32% of all of our trips we see much, much less than 1% of the trips end in complaints. For example:

*September 2016 – LGTC had 194,179 trips and 35% were MT (67,963 Trips) We filed 9 Complaints – **0.013%**

The only reason for a complaint would be a member not receiving their pass through the mail or did not receive it through their facility. With such a low % of complaints coming from the Mass Transit LOS – consider ALL complaints are from Non Mass Transit members

- Member experience team to work with participants with similar complaints. Try to get in front of complaints rather than track them.
- Substance abuse participants are the biggest cause of rider no show and we cannot suspend them. We are getting together with their case workers and facilities to try and lower the number.
- Since July zero no vehicle available. No report until we get some.
- Q: What do the Medicaid riders pay? A: Nothing. Only to a meal site will they have to pay \$2.00.
- Non Medicaid - \$2.00 each way (providers take the loss if they do not collect the fee from rider)

Public Comment

- Kathy McKeon – Diocese of Prov. November 2nd Caregiver Alliance sponsoring a kickoff at the State House. November is National Caregiver Recognition month. Looking for recommendations on extraordinary caregivers; form available, please send in by Monday or Tuesday.
- RI Minority Elder Task Force – Nov 4th Cultural Competency Conference for Caregivers
- Senior Agenda Coalition - Friday Crowne Plaza 8:30am

Next Meeting November 9th, 2016

Meeting Adjourned at 11:45am by Maureen Maigret.

Respectfully Submitted by:
Tabatha Dube
Executive Secretary
Office of the Lieutenant Governor