



**Long Term Care Coordinating Council**  
 Minutes of the meeting held Wednesday November 9, 2016  
 Child and Family, Main Conference Room  
 1268 Eddy St.  
 Providence, RI 02905

**Attendance:**

Amanda Graziosi  
 Bonnie Sekeres  
 Dawn Allen  
 Donna McGowan  
 Edmundo Donatin  
 Faye Zuckerman  
 Holly Garvey  
 Jacqueline Dowdy

Karen Statser  
 Kathleen Heren  
 Kathleen Smith  
 Katie Enright  
 Kelly Lee  
 Laurie Ellison  
 Maureen Mairget  
 Nicholas Oliver

Paula Bradley  
 Rita Towers  
 Sandy Curtis  
 Sharon Kernan  
 Shawn Cournoyer  
 Virginia Burke

**Welcome**

- Meeting called to order by Maureen Mairget at 10:07am.

**Approval of Minutes of October 19<sup>th</sup>, 2016**

- Motion by Bonnie Sekeres seconded by Kelly Lee.

**ICI Report – Holly Garvey**

The January numbers have not been run yet. Change in number due to changing into Phase II.



**The Integrated Care Initiative**  
 Phase I Neighborhood Unity  
 Phase II Neighborhood Integrity  
 RI Executive Office of Health  
 and Human Services  
 November 9, 2016



**Neighborhood UNITY (Rhody Health Options)**

Projected Passive Enrollments – Two Months Look Ahead

	Effective date 12/1/16	Effective date 1/1/17
SPMI	10	-
ID/DD	2	-
Community w/ LTSS	20	-
Nursing Home > 90 days	19	-
Community no LTSS	120	-
MA Only	10	-
<b>Total:</b>	<b>181</b>	<b>-</b>

12/2/2016

Rhode Island EOHHS



**Enrollment**

Enrollment by Program and Setting

	RHO - UNITY	PACE	Not Enrolled	Total Eligible
Nursing Home > 90 days	1,970	273	2,827	4,797
Community w/ LTSS	1,844		1,339	3,183
ID/DD	2,081		403	2,484
SPMI	1,798		552	2,350
Community no LTSS	13,293		3,890	17,183
MA Only	575	192	796	
<b>Total:</b>	<b>21,561</b>	<b>273</b>	<b>9,203</b>	<b>31,037</b>

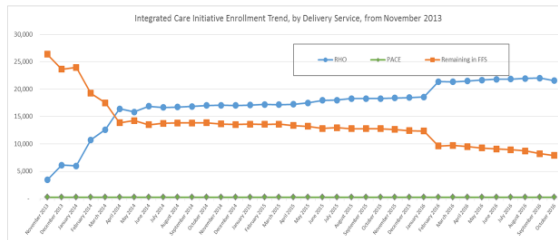
12/2/2016

Rhode Island EOHHS



**Enrollment**

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



12/2/2016

Rhode Island EOHHS

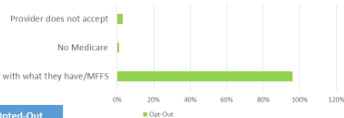


### Neighborhood UNITY (RHO)

Opt-Out/Disenrollment

Setting	# Opted-Out	% Opted-Out
SPMI	256	9%
ID/DD	277	10%
Comm w/ LTSS	1,335	29%
NH > 90 days	1,378	19%
Comm no LTSS	2,511	12%
MA Only	157	13%
<b>Total:</b>	<b>5,992</b>	<b>16%</b>

October UNITY Opt-Out Reasons

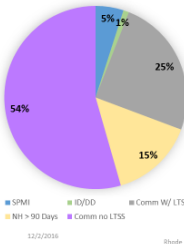


October 2016  
 Total Calls: 38  
 Total Opt-Out Requests: 14  
 Average talk time: 3:54  
 Average # of Calls Daily: 17



### Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Total Enrolled as of 11/1/2016



Enrollment by Month

	August	Sept	Oct	Nov
SPMI	10	58	27	188
ID/DD	2	20	7	36
Community w/ LTSS	20	95	33	998
NH > 90 Days	1	7	732	613
Community no LTSS	44	214	290	2218
<b>Total:</b>	<b>77</b>	<b>394</b>	<b>1,089</b>	<b>4,053</b>

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

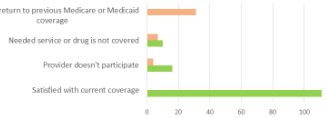
Projected Enrollments - Two Months Look Ahead

	Effective 12/1/2016	Effective 1/1/2017
SPMI	26	8
ID/DD	2	-
Community w/ LTSS	39	4
Nursing Home > 90 days	55	5
Community no LTSS	4,019	2,379
<b>Total:</b>	<b>4,141</b>	<b>2,396</b>



### Neighborhood INTEGRITY (MMP)

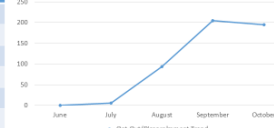
October INTEGRITY Opt-Out and Disenrollment Reasons



Opt-Out/Disenrollment

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

Monthly Opt-Out/Disenrollment Trend



### Neighborhood INTEGRITY (Medicare-Medicaid Plan)

MMP Call Center Statistics October 2016

For Week Ending	Total Calls Received	Total Calls Answered	Average Talk Time (minutes)
10/8/2016	217	217	5:20
10/15/2016	184	184	5:06
10/22/2016	179	179	5:25
10/31/2016	183	183	5:20
<b>Total for Month</b>	<b>763</b>	<b>763</b>	<b>5:18</b>



### Neighborhood INTEGRITY (Medicare-Medicaid Plan)

MMP Call Center Statistics October 2016 - Call Actions

For Week Ending	Disenrolled from INTEGRITY	Opted Out of INTEGRITY	Educated Member	Enrolled Member	Transferred Calls
10/8/2016	5	54	119	11	32
10/15/2016	9	39	94	6	34
10/22/2016	10	22	88	3	47
10/31/2016	24	33	73	7	45
<b>Total for Month</b>	<b>48</b>	<b>148</b>	<b>374</b>	<b>32</b>	<b>158</b>



### Neighborhood INTEGRITY (Medicare-Medicaid Plan)

MMP Call Center Statistics October 2016 - Paper Applications

For Week Ending	Total Applications Received	Total Enrolled	Ineligible	Missing Information
10/8/2016	0	0	0	0
10/15/2016	21	13	4	4
10/22/2016	0	0	0	0
10/31/2016	34	26	0	2
<b>Total for Month</b>	<b>55</b>	<b>39</b>	<b>4</b>	<b>6</b>

## Questions & Answers

Q: "Comm w/ ltss" at 29% is that lower?

A: Yes, it was high 30s mid 40s.

Q: Is there a difference in reporting from the chart on page 2 to chart on page 3?

A: Have to take it back to the analysts to check the numbers. Will get an answer for the council.

Q: Wasn't the new system to help make the numbers accurate for Pace?

A: There is a certain point in time when the data is being captured. We will work together with Pace to accurately capture numbers.

Q: Call center numbers don't seem to match up?

A: Not able to distinguish between the different calls received by the call center. The 38 total calls were regarding Unity (RHO), as were the 14 Opt-Out Requests; however, the average talk time and number of calls per day reflect the entire call center.

Q: chart bottom on page 3 – remind which ones were passive enrollment and which ones were active enrollment?

A: We will get that information to you via email.

Q: Do we know when the Ombudsman program will be up and running?

A: Calls are being taking and the first of this month their data program is up and running.

Hoping to get the Consumer Integrated council together by January 2017. One group combined with consumers and providers. Once that group is running, we would like to put together a provider workgroup. NHP to come to answer questions with a provider driven agenda; Nov 30<sup>th</sup> is the tentative date.

- Comment: Would be good to get some feedback from folks working as information specialist working with the Point to hear about their experience.
- ICI advisory council meeting Nov 21<sup>st</sup> 2-330 HP in Warwick.

## Subcommittees Review

- **Alzheimer's Update**
  - i. Donna McGowan– Maria Barros is retiring from the industry and also as chairperson of the Diversity committee. Diversity committee needs a chair or co-chair; please contact Donna or the Lt. Governor's office if interested.
- **Aging in Community / Healthy Aging**
  - Subcommittee has a developed into a coalition. Looking for individuals that are interested in joining the coalition. There are 9 issue areas that we explored in the subcommittee work; adding a local initiative domain. Want to develop community level groups that would identify what they would like to work on. Professor from RIC and UMASS working with student in a few communities starting in January to do some information gathering. Anticipate a good amount of activity.
  - Comprehensive letters have been sent in support of senior housing construction.
  - Revised adult home legislation hopefully will pass.
  - Looking for someone who could put together a catalog of home modifications available.
  - A lot of different activity that can be worked through this coalition.
  - Green Bond passed – meet with DEM to use money for senior
  - Suggested that 50mil bond issue has been air marked not to include senior housing development. Unless they start receiving letters from the community – recommend for this council that we strongly support senior housing development with this money.
  - Maureen to send email to see if they are interested if anyone would like to be involved.
  - Webinar – Beth Dugan to present the data report Nov 14<sup>th</sup> 2-3pm and Nov 15<sup>th</sup> 12-130pm register at [healthlyagingdatareport.org](http://healthlyagingdatareport.org) there will be a sign up for the webinars.
- **LGBT Report**
  - Met last month – One group is working on building LGBT confidence. Second group's goal is #1 from the plan support system for caregivers and elders living independently.
  - Nov 16<sup>th</sup> 2pm at Care Link – expend the taskforce to get work initiated.
  - Sage conference event: café program is still operating. Nov 18<sup>th</sup>. The notice was sent out by Lt. Governor's office.

## Nursing Homes Regulatory Update

- October – 11 long term care surveys & complaints
- All reports were sent to providers. None at harm level; currently waiting for correction plans.
- Previous citations have been corrected.
- Complaint visits – 2 visits – 1 in compliance – 1 citation pass noncompliance.
- Cedar Crest - Medication for seizures - the facility did not give it for 2 days and the resident had a brain seizure.
- Q: random visits? A: all unannounced visits between 9-15 months.
- Q: how do you select? A: all facilities have an agreement.

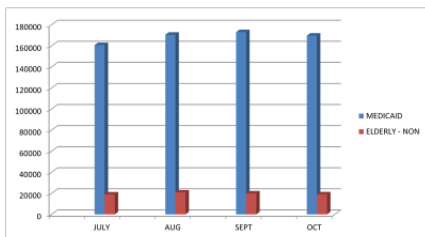
- Q: do multiple offenders get put on a special list? A: no, we have a complaint unit and the nurse will triage them depending on level. We track the issues.
- Special focus facilities get every 6 month surveys.
- Request for Arthur to provide a summary of the process and provide the complicated grid.
- IDR – informal dispute resolution – if the facility believes that the citation that received is incorrect. Arthur will issue an advisory and the team will determine the outcome.
- Rare for a facility to not have any deficiencies; there are 400 areas to check.
- Medicare.gov you can read the latest inspection report on facilities.
- Assisted living facilities now available on Department of Health website

## Transportation Update:

EOHHS representative to answer any questions

- **LogistiCare Presentation by Edmundo Donatin**
  - RITPA decided not to enter into an agreement Oct 17<sup>th</sup>. All 100 members were assigned to other providers. Similar vehicles were chosen for the members.
  - Vehicle signage is complete. Deadline by Nov 30<sup>th</sup>.
  - Currently over a year – surveys 1% of unduplicated rider report will be at the next meeting. How many members are using the system? Phone calls with questions approved by EOHHS.
  - 35% of the trip are to adult day care center.
  - Medicaid includes elderly on Medicaid. Please provide how many on the Medicaid are elderly.
  - Complaints don't represent how our members are feeling. We are working very hard to lower the complaints. We have created efficiencies to correct the issues.
  - Encourage people to make the complaints so that LogistiCare can correct the issues.
  - Interested in the complaints by the elderly.
  - Elderly non Medicaid type of trip to type of complaint.
  - Q: lack of RITPA contract effect? A: no, we had improved our network with similar vehicles.
  - Q: 3 year initial contract – has the process start yet with Division of Purchasing? A: we have not taking any action with Division of Purchasing. We are working closely with LogistiCare. We have the right to extend for 2 years. We are looking at the needs of the population. Looking in the future to provide.

Gross Trips  
FY 2016



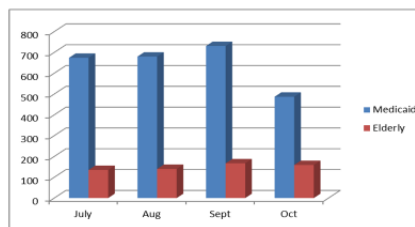
July – 179,545

Aug – 191,300

Sept – 192,802

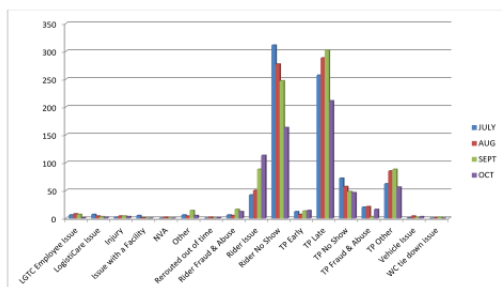
Oct – 188,616

Complaints by Broker Client  
FY 2016

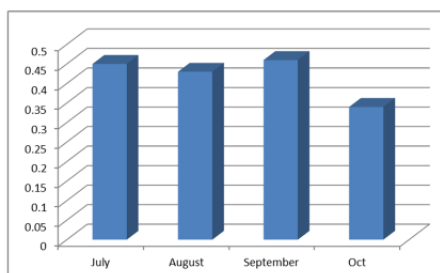


	July	Aug	Sept	Oct
Medicaid	674	680	731	487
Elderly	135	140	167	159

Complaint Breakdown  
FY 2016



Complaints as a Percentage to Gross Trips  
FY 2016



## **Public Comment**

- Rhody Health Options – budget proposal – article had a lot of misinformation. Delays in Medicaid eligibility. 6months-1year to approve Medicaid application. Putting a burden on the nursing homes and it's back breaking. The issues are not resolved.
- Donna McGowan– Alzheimer's Walk a great success. Thank you to all participants - Newport 1,000 people & 4,000 people at Roger Williams Park. Providence & Newport walk committees loved to have you involved.
- Nov 30<sup>th</sup> Rhodes on Pawtuxet - Culinary Chef Contest – chefs from facilities.
- Caregivers Journey conference – Fri April 21<sup>st</sup>, 2017 – 8am-5pm Crowne Plaza.
- Research Symposium April 21<sup>st</sup> 2017 Crowne Plaza

**Next Meeting December 14<sup>th</sup>, 2016.**

**Meeting Adjourned at 11:37pm by Maureen Maigret.**

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