



Long Term Care Coordinating Council

Minutes of the meeting held Wednesday January 11th, 2017
Child and Family, Main Conference Room
1268 Eddy St.
Providence, RI 02905

Attendance:

Amanda Graziosi	Karen Enright	Maureen Maigret
Brenda DuHamel	Karen Statser	Mike Walker
Cheryl Patnaud	Kathleen Heren	Nelia Botelho
Dawn Allen	Katie Enright	Nicholas Oliver
Deborah Burton	Kelly Lee	Paula Bradley
Diana Beeton	Kim Caplan	Roberta
Donna McGowan	Laurie Ellison	Robin Etchingham
Dori Alger	Maria Barros	Sam Zwetchkenbaum
George Sousa	Maria Petrillo	Sandra Founier
Holly Garvey	Mario Oliviari	Sandy Curtis
Jim Nybers	Mary Lou Moran	Suzanne Carson

Welcome

- Meeting called to order by Maureen Maigret at 10:12am. Around the room introductions.

Approval of Minutes of December 14th, 2016

- Draft partial minutes. Treat as draft and we will complete and recirculate.

Proposed Legislation – Open Discussion

- Not many pieces of legislation on the website.
- Open to anyone that may be working on any legislation right now.
- At the February meeting we will see if we need to call for a subcommittee meeting.
- Governor will be releasing her budget on January 19th. Maybe we can review at the February meeting if it is ready.

Department/Division Director's reports (Invited)

- Holly Garvey – strategic plan that for countable entity program structure. Tomorrow stakeholder meeting 230-4pm. Road map document is on the EOHHS website under initiatives. Having another session next week to talk about the program as it relates to countable entities or long term support.
- Seeking comments on the road map document.
- Support focused investments to build capacity and fill in gaps in infrastructure to more effectively address the needs of vulnerable seniors, support ability to successfully remain in the community.
- Encourage and invest in the development of integrated care delivery models, such that providers (including nursing facilities and community providers) build a collaborative LTSS focused integrated care delivery system that includes a full continuum of care (home care, adult day, SNFs). Ability to address persons with behavioral health needs and dementia will be critical.
- Encourage/require alternative payment models that support this integrated system, and aligns financial incentives both across payors and between the state, MCOs and providers.
- Engage Nursing Facilities and Home and Community Based Service providers in an affirmative partnership. Change financial incentives for Nursing Facilities – encourage them to reduce length of stay, increase quality, and send people home quicker.
- Experience in other states has demonstrated a relationship between institutional capacity and utilization. We are proposing to encourage a staged reduction in institutional capacity while not adversely impacting access, especially for Medicaid beneficiaries.

ICI Report – Dawn Allen



Integrated Care Initiative Enrollment (January 2017)

Snapshot Enrollment by Program and Setting Compiled on the 1st of Each Month

	Neighborhood UNITY	Neighborhood INTEGRITY	PACE	Fee-for-Service	Total Eligible
Nursing Home	2,182	666		1,935	4,783
Community with Long-Term Services & Supports	934	1,096		1,157	3,187
Intellectual & Developmental Disabilities	2,075	40	245	389	2,504
Severe and Persistent Mental Illness	1,794	90		504	2,388
Community without Long-Term Services & Supports	5,946	8,153		3,673	17,772
Medicaid Only	586	-	30	176	792
Total:	13,517	10,045	275	7,834	31,671



The Integrated Care Initiative Enrollment and Call Center Support

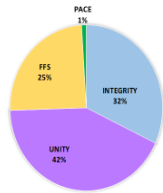
RI Executive Office of Health and Human Services

January 2017



Integrated Care Initiative Enrollment (January 2017)

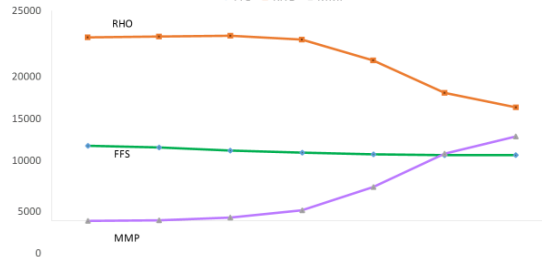
Program Participation by Setting



	Population	Neighborhood UNITY	Neighborhood INTEGRITY	PACE	Fee-for-Service
Nursing Home	46%	14%		40%	
Community with Long-Term Services & Supports	29.5%	34.5%		36%	
Intellectual & Developmental Disabilities	83%	1.5%	1%	15.5%	
Severe and Persistent Mental Illness	75%	4%		21%	
Community without Long-Term Services & Supports	33%	46%		21%	
Medicaid Only	74%	-	4%	22%	
Total:		42.5%	32%	1%	24.5%

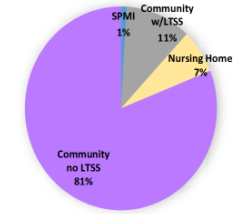


ENROLLMENT



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Total Enrolled as of 1/1/2017



Cumulative Enrollment by Month

	Population	Oct	Nov	Dec	Jan
Nursing Home	650	634	628	671	
Community with Long-Term Services & Supports	118	995	1,009	1,102	
Intellectual & Developmental Disabilities	27	36	38	40	
Severe and Persistent Mental Illness	84	187	212	90	
Community without Long-Term Services & Supports	381	2,178	6,116	8,166	
Total:	1,260	4,030	8,003	10,069	



Estimate of Projected New Enrollments

Neighborhood UNITY (RHO)

Population	February 2017	March 2017
Nursing Home	50	99
Community with Long-Term Services & Supports	8	15
Intellectual & Developmental Disabilities	5	17
Severe and Persistent Mental Illness	24	21
Community without Long-Term Services & Supports	224	418
Medicaid Only	23	41
Total:	334	611

Neighborhood INTEGRITY (MMP)

Population	February 2017	March 2017
Nursing Home	1	-
Community with Long-Term Services & Supports	2	-
Intellectual & Developmental Disabilities	-	1,114
Severe and Persistent Mental Illness	1,230	30
Community without Long-Term Services & Supports	74	1
Total:	1,307	1,135

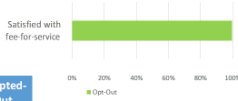


Neighborhood UNITY (Rhody Health Options)

Opt-Out/Disenrollment: Nov. 2013 - Dec. 2016

Setting	# Ever Mailed	# Opted-Out	% Opted-Out
Nursing Home	7,244	1,249	17%
Community with Long-Term Services & Supports	4,743	1,337	28%
Intellectual & Developmental Disabilities	2,700	277	10%
Severe and Persistent Mental Illness	3,071	258	8%
Community without Long-Term Services & Supports	21,764	2,054	9%
Medicaid Only	1,214	148	12%
Total:	37,643	6,001	16%

December 2016 Opt-Out Reasons

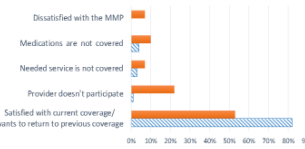


December 2016
 Total Calls: 21
 Total Opt-Out Requests: 10
 Average talk time: 3:18
 Average # of Calls Daily: 11



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

December Opt-Out and Disenrollment Reasons



Monthly Opt-Out/Disenrollment Trend



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Enrollment Line (Call Center) Statistics

Month	Total Calls Received	Total Calls Answered	Average Talk Time (minutes)
July 2016	378	378	6:49
August 2016	627	627	6:10
September 2016	665	665	5:05
October 2016	763	763	5:20
November 2016	743	743	5:22
December 2016	681	681	5:31

Enrollment Line (Call Center) Call Actions

Month	Disenrolled from INTEGRITY	Opted-Out of INTEGRITY	Educated Member	Enrolled Member	Transferred Calls
July 2016	0	6	169	103	62
August 2016	3	103	279	127	85
September 2016	3	205	335	32	78
October 2016	48	148	374	35	158
November 2016	35	104	398	20	184

Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Enrollment Line (Call Center) Application Processing

Month	Total Applications Received	Total Enrolled	Ineligible	Missing Information	Other*
June 2016	156	72	0	17	67
July 2016	205	180	0	22	3
August 2016	317	256	2	7	0
September 2016	71	59	4	6	0
October 2016	88	72	4	6	6
November 2016	20	20	0	0	0
December 2016	11	11	0	0	0

* Applications requiring manual intervention and later processed by EOHS

- Q: Monthly enrollment will change to quarterly?
- A: Yes, that is correct. We will be sending out opt in letters and also passively enroll those who are eligible.
- Q: how do your numbers match your projections?
- A: they are actually higher than expected.

- Q: what is the timeframe for opt-out notification to the providers?
- A: we are working on making some changes on our portal so that providers will no the specific coverage.
- Q: nursing home patients coming home taking too long to get approval for an authorization?
- A: we are aware and NHP is aware. NHP is having meetings to correct the issues and bring some changes. We have a provider workgroup (4th wed of every month at HPE 2-330) to bring these issue to light.
- Jan 18th 230-4pm - meeting

Subcommittees Review

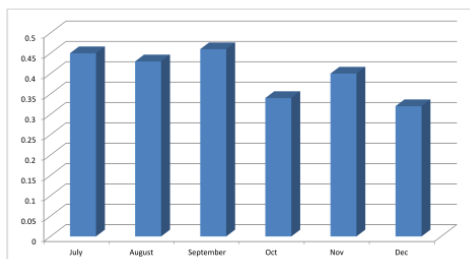
- **Alzheimer’s Update**
 - Donna – website is up and running, ryaninstitute.uri.edu. we will be reviewing and see what else we can add. Please take a look and send any additions to Donna and Craig. Still looking for a subcommittee chair for workforce enhancement and development. If interested, please reach out to Donna and Craig. We are looking for funding for projects. Dir Fogarty will be invited to our next meeting.
 - Next meeting: February 8th 9:00am
 - Q: is NHP going to do any training?
 - A: Sandra, yes we are and it will be put on our website and URI’s website.
- **Aging in Community / Healthy Aging**
 - RI College Foundation has been given a grant for Age Friendly Project. We are now going to be able to move on all our work that we have done already. Address behavioral health issues with the elderly. Home visits for homebound people with behavioral health issues.
 - Age Friendly RI – Jan 25th
 - Q: where will the behavioral health specialists be located?
 - A: the tufts grant has a piece to work with the providence center, a very small piece.
- **LGBT Report**
 - January 18th Carelink 2-3pm
 - 2 subgroups - Focusing on consumers and one for providers.
 - We are going to be having focus groups for consumers and what they want.
- **Oral Health Commission**
 - Numbers have gotten better and more people are keeping their teeth.
 - Medications that you start taking as you get older, cognitive changes, physical ailments, are all contributing to dental issues as they age.
 - Oral Health America – they are piloting a program to bring oral health education to seniors.
 - Would like to have a subcommittee – anyone interested please contact Craig.
 - We need to educate CNAs about elder oral health.

Nursing Homes Regulatory Update

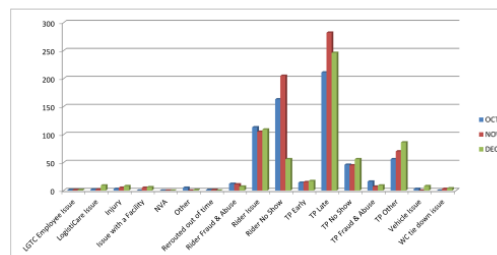
- December
- 10 surveys completed
- Waiting for plans of correction for deficiencies
- 8 follow up surveys – they were all completed and recertified

Transportation Update: LogistiCare Presentation by George Sousa

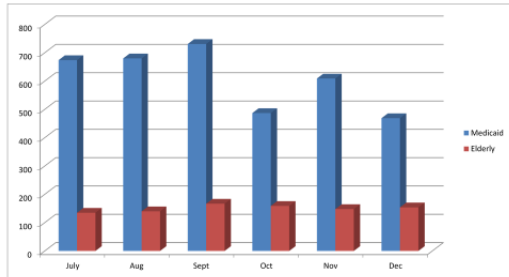
Complaints as a percentage to Gross Trips
FY 2016



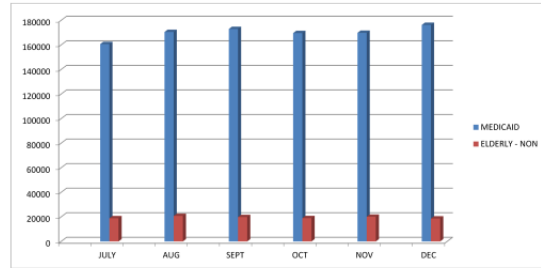
Complaint Breakdown
FY 2016 – Q4



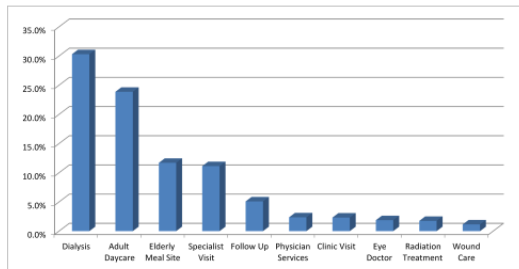
Complaints by Broker Client
FY 2016



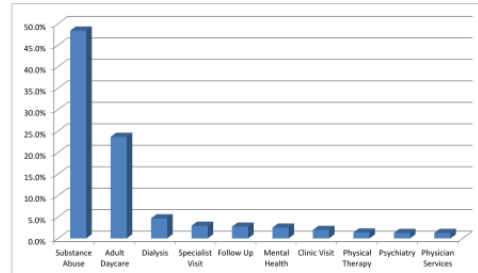
Gross Trips
FY 2016



Treatment Types
Elderly – Non Medicaid **Calendar 2016**



Treatment Types
Medicaid – Calendar 2016



Public Comment

- Congressional delegation – Sunday – saving healthcare, Medicare, Medicaid
- Introduction of Paulette Hamilton – new to the Lt. Governor’s office
- Donna McGowan – Free 7th annual caregivers journey conference April 2017- looking for sponsorships – up on the website by the end of the month
 - Same day - 2nd annual research symposium – 3 key speakers
- Inquiry about the RIPTA recertification process
- Logistic – Feb 22nd 10:30am
- Nicholas Oliver – propose that we have a standing agenda item for the UHIP issues

Next Meeting February 8th, 2017.

Meeting Adjourned at 11:28 am by Maureen Maigret.

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