



## Long Term Care Coordinating Council

Minutes of the meeting held Wednesday, May 10th, 2017, 10:00-11:30am  
Child and Family, Main Conference Room, 1268 Eddy St., Providence, RI 02905

### Attendance:

Adderlia Bailey	Holly Garvey	Michelle Szylin
Amanda Graziosi	Jim Nyberg	Mykahla Gardiner
Arthur A. Pullano	Karen Statser	Nicholas Oliver
Brenda DuHamel	Kathleen Smith	Rachel Flynn
Chris Gadbois	Kathy Heren	Rick Gamache
Connie Milbourne	Laurie Ellison	Robin Etchingam
Craig Dwyer	Laurie Mantz	Sandra Fournier
Daniel J. McKee	Maria Petrillo	Sandy Curtis
Dawn Allen	Marianne Raimondo	Shawn Cournoyer
Deborah Burton	Mary Barry	Susan Bouchard
Dianna Shaw	Maureen Maigret	Virginia Burke

**Welcome:** Meeting called to order by Craig Dwyer at 10:06am.

**Approval of Minutes of April 12<sup>th</sup>, 2017:** Motion to approve as amended made by Nicholas Oliver seconded by Jim Nyberg. Addition by N. Oliver comment regarding legislation.

### ICI Report - Dawn Allen

- No scheduled passive waves for July. Going to quarterly waves.
- The enrollment has exceeded expectations. State law every 6 months' report. Rhody Health Options every 6 month reports have been submitted. Holly will check that they have been posted to the website.
- *Q: Do we know at this point how ICI will be impacted by the plans for the specialized AEs for LTSS?*
- *A: there is proposed language that has been prepared. Yes, it will be through our manage care delivery program.*
- Orientation coming up May 11<sup>th</sup> and May 17<sup>th</sup>. Information will be circulated with the group.

### Transportation Update

- George Souza has been promoted and Edmundo is the new General Manager. Mario Oliviera take over for the State Side. Robin – LogistaCare contract still in the internal process.
- House Finance Committee last night – 2.5hrs testimony on the no fair bus ride program. How important the program is for those who have been impacted. Hopeful that the legislature will do something to help these people. Many people who spoke last night spoke about difficulties with LogistaCare.
- RIPTA has engaged a consultation to do a study. Deb R submitted a resolution for an elder ability study.

### Housing Needs Report – Barbara Fields

- <http://www.rhodeislandhousing.org/filelibrary/HWRI-Projecting-Future-Housing-Needs-Report-04-06-16.pdf>
- *Q: Advocate for a population growth strategy – have you started to think about a population growth strategy?*

- *A: yes, we only have a piece of it. This is the year to get out in front of local government about planning for intentional growth. Burrillville will be breaking ground a 96-unit development.*
- *Q: is there anything in RI that require the new houses to be built to age friendly?*
- *A: right now, it is all voluntary. We are trying to do this voluntarily to make them requirements*
- *Q: is there something in lending that their loan would cover them without charging them with the cost of the adjustments.*
- *A: haven't heard of it, but will look into it.*
- *Q: are these housing developments owned or rented?*
- *A: we work with both.*
- *All housing pays taxes! They pay their local taxes. 8% of the rent role.*
- *Q: universal design elements – in the programs by the bond issue – could you put requirements on the building?*
- *A: bond in 2 parts - \$40 million run by the housing commission. There is a lot of rehab of buildings.*
- *Home modification program: limited resources to help people. A very big issue, but we don't have particular money to do that.*
- *Legislation heard to tomorrow for tax credit for universal accommodations – that RI Housing is testifying in support. Senate Finance Committee tomorrow.*
- *Q: Co-Housing concept – is there any financing?*
- *A: we don't have it in RI. We do not have any proposals right now.*
- *Any ideas please contact us. We are always open to new ideas. We want to be continuously learning.*

## **Subcommittees Review**

- **Alzheimer's Update**
  - Continue to meet at exec bd focus on 5yr plan. Starting to prepare to bring in help to rewrite the report, working to get ready to send out an RFP. \$40mil will be invested in Alzheimer's Federally.
  - Recent Advance RI show on Alzheimer's. we spoke about what the update will look like.
  - We are renewing the Diversity Committee and we are working on a plan to reach into the communities. We are going to bring an update to the committee on the Diversity committee.
  - Conference went very well. We are gaining momentum and trying to keep up with it.
- **Aging in Community / Healthy Aging**
  - Continuing to testify before the committees. Very busy session. Last night both senate and house finance committees, bill to provide to formula to fund local senior centers.
  - Homecare worker increased wages based on our neighboring states
  - Nicholas testified on that bill.
  - Contact your local legislature about any bill you are interested in.

- Marianne Raimondo – Age Friendly RI – working with Tufts Health Plan. Excited with the momentum, we have formed subgroups and the leaders are working and pulling people together. If you would like to get involved please reach out, because we are moving forward.
- We have been working with Prof Beth Dugan and staff. We have visited multiple cities and towns and brought the information to them. They were given their data and given ideas to improve their age friendliness. Municipalities are taking a hold of this too.
- Budget Article 12 & 13 in Governor’s Proposed Budget. They have good components for Healthy Aging. Find budget amendments, budget office website, 2018 budget for the exact language.
- **LGBT Report**
  - Series of focus group in communities. List of questions has been put together.
- **Oral Health**
  - Oral Health Conference today
  - Tomorrow 3pm oral health subcommittee at the Alliance.

**Nursing Homes Regulatory Update – Arthur**

- April – 5 LTC surveys
- 4 of them had citation – no harm level
- 1 facility – substandard quality of care finding – on a quarterly basis will have visit.
- 6 visits – all previous citations were corrected
- 9 of 11
- 2 facilities had deficiencies – waiting for plans of correction.
- Marie Bennet from Blue Cross, she will be joining our office Monday, LTC.
- Assisted Living, still interviewing.

**Legislative Reports**

- We are getting close on getting the LTCCC restructuring bill. We are working on correcting the changes. Feel confident by the end of the week.

**Public Comment**

- As of last Sept the fed govt rates nursing facilities on a 1-5 stars, we were 2<sup>nd</sup> in the country. We are right now #6 in the country. We do move up and down, but we have been working without a steady cash flow.

**Next Meeting June 14<sup>th</sup>, 2017.**

- We would like to invite some of the new state officials to this meeting.

**Meeting Adjourned by Maureen Maigret at 11:22am.**

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



## The Integrated Care Initiative Enrollment and Call Center Report

RI Executive Office of Health and Human Services

May 2017



## Integrated Care Initiative Enrollment (May 2017)

Snapshot Enrollment by Program and Setting Compiled on the 1<sup>st</sup> of Each Month

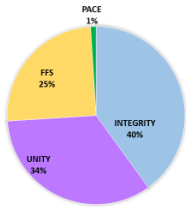
	Neighborhood UNITY	Neighborhood INTEGRITY	PACE	Fee-for-Service	Total Eligible
Nursing Home	2,255	593		1,866	4,714
Community with Long-Term Services & Supports	828	1,185		1,172	3,185
Intellectual & Developmental Disabilities	792	1,298	258	419	2,509
Severe and Persistent Mental Illness	457	1,471		539	2,467
Community without Long-Term Services & Supports	6,163	8,553		4,166	18,882
Medicaid Only	579	-	30	183	792
<b>Total:</b>	<b>11,074</b>	<b>13,100</b>	<b>288</b>	<b>8,345</b>	<b>32,807</b>

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## Integrated Care Initiative Enrollment (May, 2017)

Program Participation by Setting



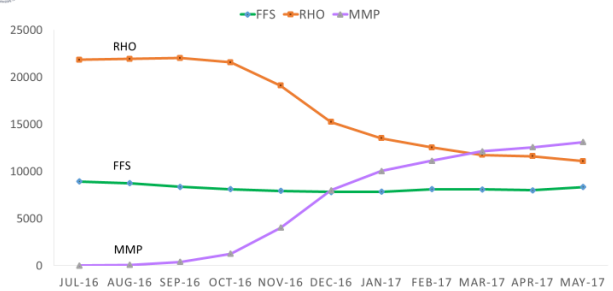
	Population	Neighborhood UNITY	Neighborhood INTEGRITY	PACE	Fee-for-Service
Nursing Home		48%	13%		40%
Community with Long-Term Services & Supports		26%	37%		37%
Intellectual & Developmental Disabilities		32%	52%	1%	17%
Severe and Persistent Mental Illness		19%	60%		22%
Community without Long-Term Services & Supports		33%	45%		22%
Medicaid Only		73%	-	4%	23%
<b>Total:</b>		<b>34%</b>	<b>40%</b>	<b>1%</b>	<b>25%</b>

\*Numbers may not add up to 100% due to rounding

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## ENROLLMENT

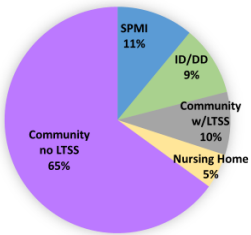


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## Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Total Enrolled as of 5/1/2017



Cumulative Enrollment by Month\*

Population	Feb	Mar	April	May
Nursing Home	654	624	627	595
Community with Long-Term Services & Supports	1,076	1,082	1,221	1,210
Intellectual & Developmental Disabilities	38	1,120	1,311	1,299
Severe and Persistent Mental Illness	1,285	1,283	1,477	1,471
Community without Long-Term Services & Supports	8,082	8,018	7,965	8,558
<b>Total:</b>	<b>11,135</b>	<b>12,127</b>	<b>12,601</b>	<b>13,133</b>

\* Data has been updated to eliminate duplicate counting

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## Estimate of Projected New Enrollments

Neighborhood UNITY (RHO)

Population	June 2017	July 2017
Nursing Home	21	68
Community with Long-Term Services & Supports	7	12
Intellectual & Developmental Disabilities	15	10
Severe and Persistent Mental Illness	25	20
Community without Long-Term Services & Supports	355	322
Medicaid Only	19	22
<b>Total:</b>	<b>442</b>	<b>454</b>

Neighborhood INTEGRITY (MMP)

Population	June 2017	July 2017
Nursing Home	26	-
Community with Long-Term Services & Supports	25	-
Intellectual & Developmental Disabilities	48	-
Severe and Persistent Mental Illness	17	-
Community without Long-Term Services & Supports	961	-
<b>Total:</b>	<b>1,077</b>	<b>-</b>

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## Neighborhood UNITY (Rhody Health Options)

Opt-Out/Disenrollment: Nov. 2013 - April, 2017

Setting	# Ever Mailed	# Opted-Out	% Opted-Out
Nursing Home	7,670	1,278	17%
Community with Long-Term Services & Supports	4,821	1,349	28%
Intellectual & Developmental Disabilities	2,743	281	10%
Severe and Persistent Mental Illness	3,134	261	8%
Community without Long-Term Services & Supports	22,546	2,075	9%
Medicaid Only	1,305	149	11%
<b>Total:</b>	<b>39,191</b>	<b>6,078</b>	<b>16%</b>

April 2017 Opt-Out Reasons



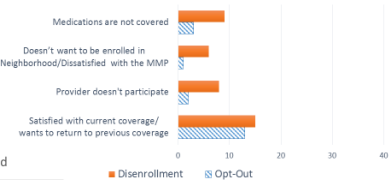
April 2017  
 Total Calls: 26  
 Total Opt-Out Requests: 20  
 Average talk time: 3:54  
 Average # of Calls Daily: 10

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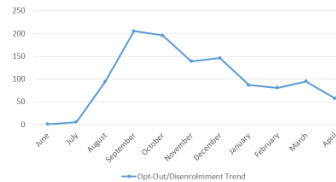


## Neighborhood INTEGRITY (Medicare-Medicaid Plan)

April Opt-Out and Disenrollment Reasons



Monthly Opt-Out/Disenrollment Trend



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### Neighborhood INTEGRITY (Medicare-Medicaid Plan)

#### Enrollment Line (Call Center) Statistics

Month	Total Calls Received	Total Calls Answered	Average Talk Time (minutes)
November 2016	743	743	5:22
December 2016	681	681	5:31
January 2017	651	651	6:06
February 2017	581	581	5:56
March 2017	581	581	6:00
April 2017	363	363	6:42

#### Enrollment Line (Call Center) Call Actions

Month	Disenrolled from INTEGRITY	Opted-Out of INTEGRITY	Educated Member	Enrolled Member	Transferred Calls
November 2016	35	104	398	20	184
December 2016	73	73	355	14	166
January 2017	56	31	323	46	187
February 2017	51	30	297	43	155
March 2017	51	44	334	16	136
April 2017	39	19	192	11	102



### Neighborhood INTEGRITY (Medicare-Medicaid Plan)

#### Enrollment Line (Call Center) Application Processing

Month	Total Applications Received	Total Enrolled	Ineligible	Missing Information	Other*
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
January 2017	49	43	2	1	3
February 2017	68	45	19	4	0
March 2017	13	13	0	0	0
April 2017	11	11	0	0	0

\* Applications requiring manual intervention and later processed by EOHHS