



Long Term Care Coordinating Council

Minutes of the meeting held Wednesday, December 13, 2017
Child and Family, Main Conference Room, 1268 Eddy St., Providence, RI 02905

Attendance:

Adderlin Bailey	Kathleen Heren	Mykahla Gardiner
Amanda Graziosi	Kathleen Kelly	Nancy Silva
Audra DiChiaro	Kelly A. Lee	Paula Bradley
Bill Flynn	Laurie Ellison	Peggy Allen
Cristina Amedeo	Laurie G. Mantz	Peggy Murphy
D. Karen Enright	Lori Light	Rachel Azzolina
Dawn Allen	Maria Petrillo	Robin Etchingham
Dianna Shaw	Mark Kraics	Sandra Fournier
Donna Valleta	Maureen Maigret	Sandy Curtis
Jim Nyberg	Michelle Szylin	Sheila DiVincenzo
Karen Statser	Mike Walker	Travis Hermance

- 1. Welcome:** Meeting called to order by Maureen Maigret at 10:08am.
- 2. Approval of Minutes of 11/08/17:** Motion to approve with corrections by Kathleen Kelly and all in favor.
- 3. Review of Lewin Report on LTSS Reform: Maureen Maigret**
 - a. Request Power-Point Presentation
 - b. Reports can be found on the EOHHS website
 - c. EOHHS still is working with manual applications for LTSS
 - d. We would like to see the council support the recommended strategies and work with the state to implement the strategies. Kathy Heren makes a motion to adopted seconded by Jim Nyberg and Kathleen Kelly and all in favor. A letter will be drafted and sent out to show our support.
 - e. Perry Sullivan Money \$6.1 million for the current year. A portion of that money was used. 700,000 used in 2015-2016? – not sure what it what used for. Hard to know moving forward because of the issues with UHIP. Useful to amend that law to have annual reporting on that money. As a council, we could propose that legislation.
- 4. Nursing Homes Regulatory Update:**
 - a. 6 surveys completed: 1 harm citation: residents lost a significant amount of weight: they imposed \$11,000 fine
 - b. Follow up: 6 visits: prior citations have been corrected: no new concerns
 - c. 6 complaint investigations: no negative findings
 - d. Moving forward we will move to every other month reporting unless there is a harm citation
 - e. New survey process has begun and it is going well so far.
 - f. DOH needs to provide an Annual Report and it has been requested.
- 5. Transportation Report: Mario Olivieri & Edmundo Donatin**
 - a. Provider late is the main reason for complaints
 - b. They are bringing the providers in and
 - c. Q: Are the numbers higher or lower since the beginning? A: The program is more accessible and there are more trips and riders.
 - d. Fraud Detected: 2 types, transporter fraud or rider fraud: pre & post audit, it is being recorded and reported. It is reported to the Office of Health and Human Services. There is review process for the standing orders.
 - e. Member Fraud cases are under investigation.
 - f. Medicaid rides: what % is RIPTA: 23% is RIPTA
 - g. Sensitivity Training is done before any driver comes on board. Working with Kathy Heren for continuing training. If there is a complaint, they we require actions to change and retake the training.

- h. Starting dementia training into our training. Laurie Mantz will be doing the training.
- i. Post Trip Survey is an automated phone call. Call is to the rider. All the questions are asked. Not everyone takes the survey and not everyone completes it.
- j. Next report to show the number of calls that were made whether or not they took the survey.
- k. BCI are required for all drivers.
- l. We need to encourage riders to call in their complaints. LogistiCare takes it seriously, especially for safety issue. EOHHS will also field calls for complaints and ensure that a formal complaint is filed with LogistiCare.
- m. Meeting last Wednesday of January at the Alliance at 10:30am. Will resume every 3 months.
- n. Complaints will be outsourced and report to LogistiCare. They will capture the complaints. Any complaints against LogistiCare, they will do the investigation. A third party will be watching over LogistiCare. Still in the technical setup.
- o. Fragile Elderly are afraid that it will affect their future trip. LogistiCare has encouraged them to get help with file a complaint to relieve the fear.
- p. A representative can file the complaints for the riders. It does add efficiency as well when the person filing the complaint is better at communicating.

6. ICI Report: Dawn Allen

- a. Request Power-Point Presentation
- b. March passive enrollment for Integrity is being held to allow NHP to focus on their current members. You will still be able to enroll if you choose to.
- c. Opt-out rates are dropping, we believe this is due to more education.
- d. Not sure if there have been any paper applications.
- e. Nursing Home opt-out: any particular reason. Most people say they are happy with their current coverage. They could be in unity.

7. Subcommittees Review

- a. **Alzheimer's Update:** for the State plan update: have received part of a grant from Tufts, the remainder will come through RI Foundation. Money due in next week. RI Foundation sometime after January 1. Run through the ALZ Assoc. we are working on a RFP/RFQ or a letter of intent. 2019 session is the goal.
- b. **Aging in Community / Age Friendly RI:** waiting to hear back from Tufts on another round of funding. Hoping to know by the end of next week. Looking at 2018 legislative agenda. Strengthening resource center, restoring funding, support for caregivers.
 - i. Medicare part B: increase for people on a lower income spectrum
 - ii. Because of the increase people are picking riskier plans because of the cost. Dropping dental plans because of the increase.
- c. **LGBT Report:** a new group forming and interested in the plan. Kathy Gorman sent email to Maureen with an update.
- d. **Oral Health:** finalizing different things. Well underway and moving forward.
- e. **New Behavioral Health Subcommittee:** first meeting to get to know each other and working on getting information to the people. Meg Clingham offered to do a training. Gail Patry made her technology available for that. Looking to do it through a web-based system.

8. **Pending Legislative Discussion:** no comment

9. Public Comment:

- a. **Butler: New drug for Alzheimer's Dr. Salloway will be making a presentation.**
- b. SHIP program is active continuing until the end of December with the funding. Unsure what will happen with the SHIP program. Senior Companion could be effected as well. We have to wait for Congress to make their decision.
- c. Dementia training Class – January 26th
- d. Bill Flynn reported the Senior Agenda Coalition is sponsoring a Legislative Leaders forum on March 6th at Crowne Plaza from 10am to 11am to discuss issues important for senior population.

10. **Next Meeting:** January 10, 2018 at 10am at Child & Family

11. **Adjournment:** Meeting adjourned by Maureen at 11:25am.



The Integrated Care Initiative Enrollment and Call Center Report

RI Executive Office of Health
and Human Services

December 2017



Integrated Care Initiative Enrollment (December 2017)

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

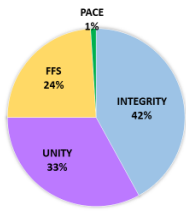
	Neighborhood UNITY	Neighborhood INTEGRITY	PACE	Fee-for- Service	Total Eligible
Nursing Home	2,157	520		1,645	4,322
Community with Long-Term Services & Supports	797	1,252		1,230	3,279
Intellectual & Developmental Disabilities	800	1,265	257	447	2,512
Severe and Persistent Mental Illness	449	1,466		524	2,439
Community without Long-Term Services & Supports	6,263	9,745		3,882	19,890
Medicaid Only	573	-	35	320	928
Total:	11,039	14,248	292	8,048	33,627

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Integrated Care Initiative Enrollment (December, 2017)

Program Participation by Setting



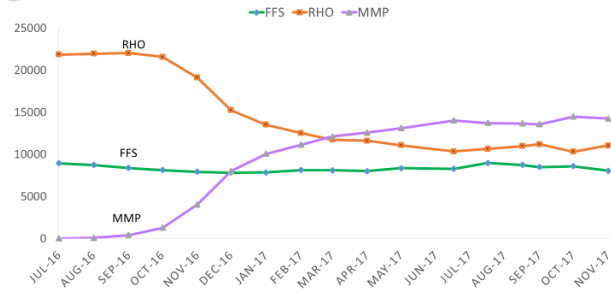
Population	Neighborhood UNITY	Neighborhood INTEGRITY	PACE	Fee-for- Service
Nursing Home	50%	12%		38%
Community with Long-Term Services & Supports	24%	38%		38%
Intellectual & Developmental Disabilities	32%	50%	1%	18%
Severe and Persistent Mental Illness	18%	60%		21%
Community without Long-Term Services & Supports	31%	49%		20%
Medicaid Only	62%	-	4%	34%
Total:	33%	42%	1%	24%

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

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ENROLLMENT

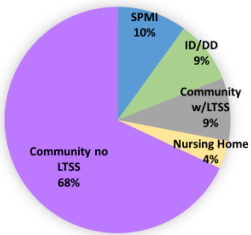


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Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Total Enrolled as of 12/1/2017



Cumulative Enrollment by Month

Population	Oct	Nov	Dec
Nursing Home	541	434	520
Community with Long-Term Services & Supports	1,284	1,247	1,251
Intellectual & Developmental Disabilities	1,289	1,267	1,265
Severe and Persistent Mental Illness	1,491	1,468	1,466
Community without Long-Term Services & Supports	9,918	9,825	9,749
Total:	14,289	14,241	14,251

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Estimate of Projected New Enrollments

Neighborhood UNITY (RHO)

Population	Jan 2018	Feb 2018
Nursing Home	62	44
Community with Long-Term Services & Supports	30	14
Intellectual & Developmental Disabilities	14	14
Severe and Persistent Mental Illness	31	27
Community without Long-Term Services & Supports	440	379
Medicaid Only	120	99
Total:	697	577

Neighborhood INTEGRITY (MMP)

Population	Jan 2018	Feb 2018
Nursing Home	-	-
Community with Long-Term Services & Supports	3	-
Intellectual & Developmental Disabilities	1	-
Severe and Persistent Mental Illness	1	-
Community without Long-Term Services & Supports	33	-
Total:	38	-

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Neighborhood UNITY (Rhody Health Options)

Opt-Out/Disenrollment: Nov. 2013 – Nov. 2017

Setting	# Ever Mailed	# Opted-Out	% Opted-Out
Nursing Home	8,201	1,335	16%
Community with Long-Term Services & Supports	5,008	1,366	27%
Intellectual & Developmental Disabilities	2,805	287	10%
Severe and Persistent Mental Illness	3,247	267	8%
Community without Long-Term Services & Supports	25,159	2,365	9%
Medicaid Only	1,382	156	11%
Total:	42,132	6,289	15%



November 2017

Total Calls: 266

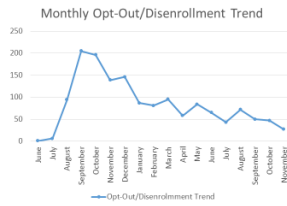
Total Opt-Out Requests: 207

Average talk time: 3:28

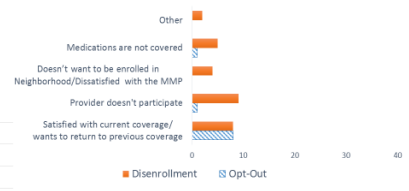
Average # of Calls Daily: 24



Neighborhood INTEGRITY (Medicare-Medicaid Plan)



November Opt-Out and Disenrollment Reasons



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Opt-Out/Disenrollment: July 2016 – Nov. 2017

Setting	Total Ever Enrolled	# Opted Out/Disenrolled	% Opted Out/Disenrolled
Severe and Persistent Mental Illness	1,746	61	4%
Intellectual & Developmental Disabilities	1,425	67	5%
Community with Long-Term Services & Supports	1,579	150	10%
Nursing Home	912	141	16%
Community without Long-Term Services & Supports	11,619	533	5%
Total:	16,660	921	6%



Neighborhood INTEGRITY (Medicare-Medicaid Plan)

Enrollment Line (Call Center) Statistics

Month	Total Calls Received	Total Calls Answered	Average Talk Time (minutes)
June 2017	365	365	7:56
July 2017	244	244	8:32
August 2017	455	455	7:05
September 2017	295	295	7:37
October 2017	483	483	6:35
November 2017	399	399	6:45

Enrollment Line (Call Center) Call Actions

Month	Disenrolled from INTEGRITY	Opted-Out of INTEGRITY	Educated Member	Enrolled Member	Transferred Calls
June 2017	63	2	169	12	119
July 2017	37	6	136	6	59
August 2017	26	46	80	80	112
September 2017	17	33	38	38	84
October 2017	47	17	169	54	181
November 2017	27	11	204	43	109

Respectfully Submitted by: Tabatha Dube, Office of Lieutenant Governor Dan McKee