

Long Term Care Coordinating Council
Integrated Care Initiative Consumer Advisory Council

October 28th, 2013 2:00 p.m.
HealthCentric Advisors
Conference Room 1
235 Promenade St.
Providence, RI 02906

MINUTES

Kathleen Heren
Al Vario
Alison Croke
Edward Miller
Diana Beaton
Holly Garvey
Lt. Governor Roberts

Paula Parker
Joan Kwiatkowski
Sister Marietta Walsh
Vinne Ward
Jenn Bergergon
Sharon Kernan
Jenn Wood

Nicholas Oliver
Maureen Maigret
Jordan Kennedy
Jennifer Reid
Nick Passarelli
Donna Leong
Sadie DeCourcy

1. Welcome and introductions

Lt. Governor Roberts convened the meeting at 2:00 p.m.

2. Integrated Care Initiative Consumer Advisory Council charter

Lt. Governor Roberts explained that the purpose of the Integrated Care Initiative's Consumer Advisory Council (ICI CAC) is to create a forum for meaningful consumer input. The discussions in the ICI CAC will guide the implementation and ongoing operations of the Integrated Care Initiative, which is overseen by the Executive Office of Health and Human Services. This council will provide guidance on system gaps and recommendations for improvements.

The ICI CAC was established as a subcommittee under the Lt. Governor's Long Term Care Coordinating Council. The ICI CAC is a joint effort between the Lt. Governor's Office and the Executive Office of Health and Human Services. This subcommittee will be comprised of consumers, advocates, and stakeholders; there will be monthly meetings.

Lt. Governor Roberts requested that the advisory council members invite ICI-eligible consumers they may know to attend the meetings of the ICI CAC. Please send consumer member recommendations to Donna Leong (dleong@ltgov.state.ri.us).

3. Overview of the Integrated Care Initiative (presentation attached)

Sharon Kernan gave a presentation on the Integrated Care Initiative, focusing on Phase 1 of rollout. Please see the Integrated Care Initiative presentation (attached) for more information.

Questions from the advisory council members

- There were several concerns raised by advisory council members about the ICI call center staff. One of the concerns was about whether the call center staff knows how to walk a consumer through the opt-out process for those who wish to remain fee-for-service. Sharon Kernan advised that council members contact her directly (sharonk@ohhs.ri.gov) with instances of such concerns so that she can address it through additional trainings with the call center staff. The staff at the call center is working through an HP contract.
- Kathy Heren asked whether dental and transportation services were a part of the ICI. Sharon Kernan stated that dental services are not covered under the ICI and some ambulatory transportation services were not. *Clarification based on Dec 4th meeting: Sharon clarified that while dental and ambulatory transportation services are not coordinated under ICI, dual-eligible consumers are still able to access them as part of Medicaid. She noted that ICI care managers are able to assist consumers in these two matters.*
- There were also issues that the advisory council members raised about the combined rates for homemakers and nursing home assistant services. Sharon Kernan noted that there have been meetings between EOHHS, providers, and Neighborhood Health Plan to address this issue.
- Maureen Maignet shared a publication from the Community Catalyst that notes the work of other states in the development and implementation of Integrated Care Initiatives (view it [here](#)).
- There were questions from some advisory council members about how to convince and encourage consumers and clients to enroll in ICI. Sharon Kernan noted that most changes will not be immediate, but that integrated care would eventually create a patient-centered system. There was discussion that there should be more of a concerted dialogue to sell the “product.”
- There was a question about what the definition for a permanent resident in a nursing home is. The definition pertains to a person who has no plans to leave in the near future.
- Lt. Governor Roberts asked how EOHHS is going to target marketing around the different services covered by BHDDH and Medicaid (under the ICI). Sharon Kernan stated that the Integrated Care Initiative would cover the medical expenses for people who are under BHDDH and ICI. Lt. Governor Roberts noted that it will be important to educate the community mental health organizations (CMHO) about this information.

Lt. Governor Roberts also asked the advisory council to think about inviting ICI consumers who are in the BHDDH population to attend the ICI CAC meetings.

4. Next steps for the ICI CAC

As contracted providers of the ICI, Carelink and Neighborhood Health Plan are required to create their own consumer advisory councils. To ensure that feedback for the ICI as a whole is robust, there will be intermittent (quarterly) meetings in which the ICI CAC, NHPRI consumer council, and Carelink consumer council come together.

Additionally, because many of the consumers who are eligible for the Integrated Care Initiative may be in different parts of the state, there was discussion about creating “listening sessions” for the ICI CAC. The listening sessions would visit homes and nursing facilities to meet with consumers to gather input directly.

5. November 1st ICI launch

There is a 6-month rollout period and the first wave of coverage starts on November 1st. The consumers received a new member welcome call from the providers. They will also receive a new member health screening.

6. Adjournment

Lt. Governor Roberts adjourned the meeting at 3:20 p.m. A schedule of future meetings was circulated and is attached below.

Questions? Please email Donna Leong at dleong@ltgov.state.ri.us