



Long Term Care Coordinating Council  
**Integrated Care Initiative Consumer Advisory Council**

June 4<sup>th</sup>, 2014

10:00-11:30

Child and Family Services

1268 Eddy St.

Providence, RI 02905

**Draft Minutes**

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Barbara Hallock	Jennifer Baron	Alison Croke
Kathleen Heren	Ken Pariseau	Maria Petrilo
Anne Mulready	Kathy Ullrich	Marlanea Peabody
Tracy Vadeboncoeur	Aida Crosson	Holly Garvey
Paula Parker	Diane Taft	Craig Syata
Michelle Marcandola	Maureen Maigret	Patrick Ross
Sister Marietta Walsh	Loren Sidman	Laura Jones
Bill Flynn	Jim Nyberg	Marianne Raimondo
Claire Rosenbaum	Kara Neymeyr	Diana Beaton
Jennifer Reid	Linda Katz	Bessie Deloach
Marjorie Waters	Kate Sullivan	Michelle LaFrance
Nicolas Oliver	Lisa Corrente-Hetland	Anne Roach
Louise Povall	Sharon Kernan	Sadie DeCourcy
Alison Buckser	Donna Leong	Lt. Governor Roberts
Donna Martin	Shirley Palmer	

**1. Welcome**

Lt. Governor Roberts called the meeting to order.

**2. Approval of minutes from May 7th meeting**

Minutes were sent out through email. They are also posted on the Secretary of State's Website. Minutes were approved.

**3. Updates on enrollment and opt-out trends**

*Holly Garvey, Medical Services Manager, EOHHS and Xerox  
Presentation Available Upon Request*

Holly Garvey presented on the enrollment numbers as of June 1<sup>st</sup>, 2014.

Lt. Governor asked about whether EOHHS is looking into finding more enrollment statistics for consumers who had opted-out. Alison Croke stated that there will be a drill-down analysis on the 39% opt-out rate of the consumers living in the community with LTSS. They are hoping to map the trends within this population. Alison stated that perhaps there is a correlation between the other programs that the consumers are all enrolled in, in addition to the ICI. The drill-down on trends is not currently available. Holly also stated that they are also looking at some information gathered from the call center, which is averaging about 40 calls a day regarding the ICI.

Maureen Maigret asked if the call center asks the consumers why they are opt-ing out. Alison stated that these questions are only voluntary and they are collecting more qualitative measures rather than quantitative.

To ensure concise messaging of the ICI to physicians and providers, Diana Beaton, Maureen Maigret, and Bill Flynn will be hosting the **Marketing and Outreach Subgroup**, which will meet on June 24<sup>th</sup> from 3:30-4:30 at the YMCA of Providence on Pine Street. More information will be sent out.

Bessie Deloach stated that it was incredibly important for EOHHS and this group to provide outreach to providers and organizations who interact with the consumers of the ICI. She stated her own experience in receiving the letters from the ICI. She added that most people who qualify for the ICI are happy with their existing health coverage options and do not want change. She stated that it was only after she found out that there are extra benefits in the managed care plans that she joined. She reiterated the need to make it clear to consumers that there are extra benefits to the ICI. Marjorie Waters stated that Bessie's story is a common theme that she has heard from consumers.

It was stated in the previous ICI CAC meeting that there will be an ICI CAC subgroup centered around the outreach to consumers who have opted-out of the ICI. However, there is an open procurement process currently pending and Alison Croke stated that reaching back out to consumers who have opted out would confuse the consumers further. Additionally, EOHHS might face a bid protest if the enrollment numbers landscape is significantly different from what is stated on the procurement document.

All of the ICI CAC members have been added to the procurement email list from the Division of Purchasing. It is through the Division of Purchasing that ICI CAC members will be hearing updates about the procurement.

Lt. Governor Roberts asked if EOHHS would allow for the ICI CAC to create a subgroup for the engagement of the opted-out consumers. It was stated that this subgroup could be created.

Linda Katz asked if there can be a concerted effort to look at the opt-out letter. Alison stated that she will send this letter to the full email list for the ICI CAC.

Jim Nyberg stated that when Medicare Part D came out, there was a large, concerted effort for outreach and education to ensure that everyone knew about the changes. He asked if the ICI has the ability to create a similarly large outreach campaign. Lt. Governor Roberts stated that there was specifically a lot of money funneled into the marketing of Medicaid Part D; the Integrated Care Initiative does not have the same type of funding for its outreach efforts.

#### **4. Updates on the procurement process for Phase II**

*Alison Croke, Assistant Project Manager, EOHHS and Xerox  
Timeline available upon request*

Alison Croke stated that there is an updated timeline of events for ICI and ICI Phase II.

The Letter of Intent was released through the Department of Purchasing on Friday, May 30th. Maureen Maigret stated that the deadline for the letters for questions to be submitted is June 9<sup>th</sup>, which is not reasonable for the 100+ page document.

Jim Nyberg stated that purchasing has been able to push the deadline back a few days for the questions submission. Maureen asked if the Lt. Governor can push the deadline back for question submission. Lt. Governor Roberts stated that she would work with EOHHS to see if this could occur.

EOHHS will respond to all of the questions submitted through the Division of Purchasing. Alison Croke stated that there will be an MOU signed for EOHHS and CMS. Once the MOU is signed. It will be shared publically. The signing is sometime in July. After it is signed and the bidder(s) are selected, the readiness assessment phase will start. NHPRI will be grandfathered into the readiness phase.

Linda Katz asked if there is an opportunity to review the scoring guidelines of the MOU. Jennifer from CMS stated that there will be a three way contract between EOHHS, CMS, and the winning bidders.

Paula Parker stated that all questions must be directed to the Division of Purchasing. The division of purchases will also be the main communicator for this. Lt. Governor Roberts will defer to division of purchasing for this.

#### **5. ICI and people with developmental disabilities and SPMI**

Craig Sayada stated that the DD/SPMI opt-out numbers are lower than he had initially imagined. It was stated that many of the individuals with DD/SPMI are not their own guardians.

Donna Martin stated that there have been problems in the past regarding physician engagement and many specialists have not signed on to the program. Sharon Kernan stated that provider groups are able to provide information for consumers, but are not able to make mass disenrollment decisions for individuals living in group homes. Anne Mulready of the Disability Law Center asked to be included in the discussion of the integration of the ICI and people with DD/SPMI.

Shirley Palmer stated that the letters that were sent out to the consumers were hard to understand, especially for individuals who have DD/SPMI.

#### **6. Public comment**

Linda Katz asked if consumers are able to access neutral help when they are contemplating signing up for the ICI. Currently, there are no resources, but the ombudsman grant should be awarded once the MOU is signed. The ombudsman grant will help consumers with information regarding the ICI.