



Kansas Senior Care Task Force (Senior Day Care)

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United
Healthcare

Community Transitions...

A PATH TO HOME

UnitedHealthcare works with members, caregivers, providers and communities to help our members live in the safest and most independent setting possible.

Identify

Identify individuals interested in transitioning to community setting, using initial assessment and direct referrals.

Assess

Complete comprehensive assessment of member goals, needs and barriers.

Plan

Co-develop comprehensive transition plan including connections to community supports.

Engage

Engage community and provider partners in securing transition resources and supports.

Transition

Transition member from institutional setting to community, with constant supports and re-assessments.



COVID Impact On Transitions

- 16% increase in member's transitioning from a Nursing Facility into the community in 2020.
- 16% decrease in 2021
- Challenges for community placement
 - COVID visit restrictions
 - Workforce shortages
 - Legal history
 - Behavior challenges



Workforce Shortage

- Aging population with increased need for caregiver services in the home setting
- MCO's complete needs assessment to determine caregiver support hours
- Challenges/barriers assessed hours include:
 - Lack of workers particularly in rural and frontier areas of the state
 - Need for 24/7 care
 - Need for 1-2hrs/day
 - Medicaid rates lag other employment options
 - Discrepancy in rates between HCBS waivers
 - Workers want remote jobs for personal safety
 - Fewer people working multiple jobs



Addressing the shortage

Convened workgroup in 2019

- MCO's, stakeholders, Wichita State University, Dept of Commerce, KU, Board of Regents, Senator Schmidt
- Not just a Medicaid issue
- Curriculum development
- Gena Ervay testified at social services committee

Kansas Personal Care Directory

- Online directory and job board
- Free subscriptions for KanCare members
- Consumers can search for workers or post ad on job board
- Workers can apply to posted job and connect directly to people needing to hire
- UHC financial support for 2020, 2021 and 2022

Technology Solutions

- Remote Patient Monitoring
- Monitoring health indicators such as blood pressure, weight, blood sugar
- Enhanced Telehealth
- Access to care team 24/7
- Remote therapy

Alternative Payment Arrangements

- Single Case Agreements
- Mileage Reimbursement



Additional Opportunities

- Family paid caregivers. Improves family's financial situation and frees up resources.
- Align rates for personal care service and specialized medical care across all waivers.
- Increase rate for Personnel Care Services (PCS) and adjust annually.
- Launch a statewide recruitment effort targeting high school, junior and technical college, retirees and possibly refugees.
- Match workers with individuals through a robust service registry.
- Develop a pay scale that rewards completed training/education.
- Pay for training and time off to take the training.
- Increase utilization and reimbursement of alternative technology solutions.



CareBridge

- Connects members on the FE, PD, and TA waivers with a care team through a tablet
- Care team is available 24/7
- Tablet is free to the member and delivered to the home
- Member pushes red button to connect to a member of the care team
- Benefits to member include:
 - Doctor/nurse available 24/7 through push of a button
 - Order/refill medications (non-narcotics)
 - Order a mobile x-ray to come to member's home
 - Order therapies
 - Order supplies and/or medical equipment
 - Emotional support for the member and family/caregivers
 - Advance care planning



Member DK

Member Background	52M with Hemiplegia from stroke, COPD, depression, opioid use, hypertension, Hyperlipidemia, and chronic pain
CareBridge Experience	<p>Initial visit completed with CareBridge provider Oct 2021</p> <p>On Nov 24 DK pushed his red button on his CareBridge tablet with concerns about abdominal pain</p> <p>Concerns were quickly triaged by a CareBridge RN and then escalated to CareBridge provider</p> <p>CareBridge Provider worked with member and caregiver to discuss aggressive treatment plans – which included aggressive hydration and exploring what medications he had on hand for treatment options.</p> <p>Follow up with member confirmed resolution and DK stated: "I'm feeling a lot of relief (Re: Constipation). "I appreciate it. I really thank you for being there for me, so that I didn't have to go to the emergency room.'</p> <p>Jan 11 DK called into CareBridge with complaints of a “productive cough, green phlegm, sweaty, congestion;” when CareBridge provider reached out for provider visit DK did not answer. At 3am on Jan 12 he messaged to his table that he needed to be seen immediately and had a visit with CareBridge provider at 3am and was provided advice and treatment plan.</p> <p>Follow up on Jan 13 – DK was already feeling relief from his acute respiratory infection.</p>
Follow-up Plan	<p>ER visits avoided in both situations</p> <p>DK has gotten his care needs met acutely including during holidays and after hours</p> <p>DK now seen more consistently by his own PCP (starting Dec 2021); however, CareBridge will continue to provide support for acute needs.</p>



Exploring Technology Support

Membercare Hub Pilot

- HIPAA compliant; cellular Wi-Fi
- Voice activated device
- Video calls with Care Coordinator
- Telehealth visits with Provider
- Video calls with members of care team (including family)

Additional Pilot Opportunity:

- Program that addresses loneliness and social isolation through app technology
- Outbound support to members who score as lonely, depressed, SDOH issues or just need companionship



Value Added Benefits

- Health Rewards Program – member earn debit card credits for completing health screenings, wellness checkups, and flu shots. Reward can be used to CMS approved health items.
- One full set of dentures every 5 years for members on the Frail Elderly waiver.
- Free smartphone: 350 free minutes per month, 3 GB of data per month and unlimited messaging for members 18 years and older, max one device per household. Members will be able to opt into engagement and outreach enabling health-related campaigns and text messaging with health professionals. Members will also be encouraged to use the device for telehealth with local providers.
- Transportation – 12 total round-trip rides per year to cover: pharmacy, grocery store, food bank, job related activities, local community activities. Members can also get an additional 12 rides per year (24 rides a year when combined with above benefit) to and from support group meetings.
- Pest control treatment for members on an HCBS waiver who own their own home.



Value Added Benefits

- Home Helper Catalog: Members on the FE, PD, I/DD waivers can pick up to \$50 in items/year. Items include things such as adult briefs, tub safety rails, shower bench, over the counter items, home safety and support items.
- Vision: An additional \$60/year to use toward enhanced frames.
- Food: Members can get 14 meals (two meals/day for seven days) if they have been discharged from a hospital, skilled nursing facility, or rehab facility and have mobility needs, no family support to assist with food access, and/or be at risk for readmission due to nutritional issues (no age requirement).
- Activity: Adults on the PD or FE waiver can get access to one \$50 activity per member per year at local Parks and Recreation locations.
- Internet Access: Person on the FE, PD, I/DD waivers may receive internet service as incentive completing health activity.





Kansas Dual Special Needs Plan (D-SNP) Overview

Dually Eligible Individuals

People who qualify for both Medicare and Medicaid must live in the Dual Special Needs Plan service area. Most programs cover:



Hospital stays



Doctor visits



Prescription drugs



Coordination of care
between Medicare &
Medicaid



Additional benefits
such as dental and
transportation

DSNPs can help make health care more affordable.



Who is a Dual Eligible Beneficiary?

Studies found significantly worse health outcomes and poorer health care quality for people with low socioeconomic status.

Low Income Elderly

More chronic conditions, cognitive and functional limitations.

- Poverty (86% <150% FPL).
- 50% rate health status as “fair” to “poor”
- Transient, underserved

Under 65 Disabled

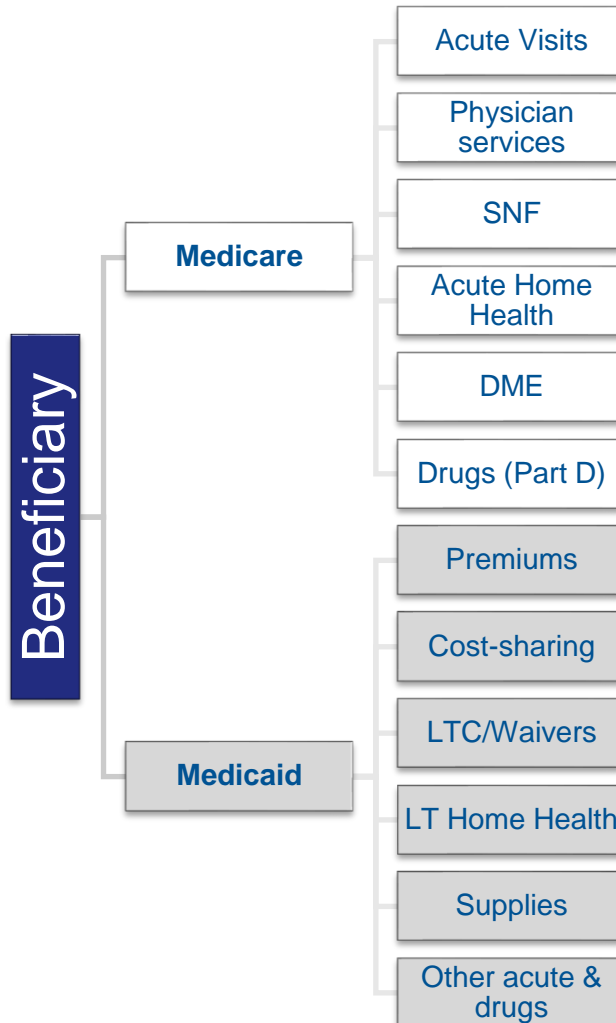
- Community or group home settings
- High rates of:
 - ✓ Significant physical disability
 - ✓ HIV/AIDS
 - ✓ Affective disorders
 - ✓ High utilization/complex LTSS



*Agency for Healthcare Research and Quality. (2016). 2015 National Healthcare Quality and Disparities Report and 5th Anniversary Update on the National Quality Strategy. AHRQ Pub. No. 16-0015.



Benefit Coordination and Integration



- Medicare is the primary payer of medical services.
- Medicaid is a companion program, covering some of the out-of-pocket costs and benefits not covered by Medicare such as dental, vision and long-term care.
- Medicare covers medical care such as:
 - Hospital (Part A), physician, diagnostic tests, post-acute and other services (Part B) and prescription drugs (Part D).
- Medicaid picks up some or all of the out-of-pocket costs for dual eligible.



Meet Our DSNP Members

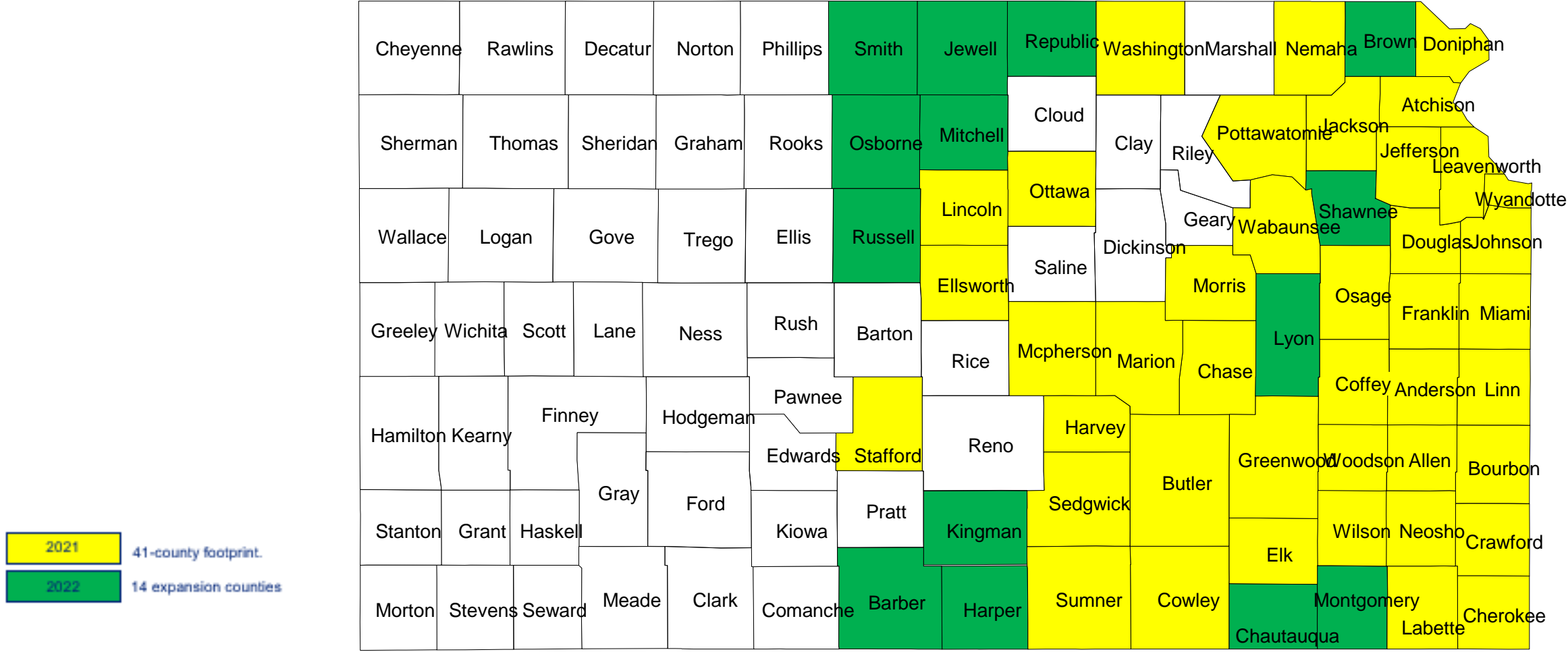
- DSNP members represent 15% of the Medicaid population and 20% of the Medicare population but represent **one-third of the expenditure** with these programs.
- Large numbers of DSNP members (30-40%) **struggle to afford healthy food** or find it close to home.
- About **1 in 3 have transportation needs** getting to/from medical appointments. Nearly half report they have **missed a medical appointment** because of the lack of transportation.
- UnitedHealthcare (UHC) DSNP **members report high Net Promoter Score (NPS)**; competitively, UHC continues to be a leader in the marketplace.
- DSNP consumers **trust doctors the most**, followed by **family** when attempting to learn about health plans.



Sources: CMS; Medicare-Medicaid Coordination Office Fiscal Year 2018 Report to Congress; 2018; UHC C&S: Background on Who are Duals; 2018; Kaiser Family Foundation; Medicare's Role for Dual Eligible Beneficiaries, 2008.



Dual Complete Member Demographics





Kansas Extra Benefits

2022 Extra Benefits for UnitedHealthcare Members



Combined Healthy Food and OTC Card

\$175/month on a debit card to buy fruits, vegetables, dairy products, meats and OTC items



Vision

Routine eye exam and \$400 allowance for contacts or frames lenses covered in full



Foot Care – Routine

Up to six visits per year with \$0 copay to help keep feet healthy with routine exams and preventive care



Dental

Up to \$4,000 for covered types of preventive and comprehensive dental services, including cleanings, fillings, crowns, root canals, extractions and dentures. Level 4 / no cost sharing



Hearing

Routine hearing exam and \$3,600 allowance toward name brand hearing aids or UnitedHealthcare's Hearing brand Relate™



Extra Benefits for UnitedHealthcare Members



Meal Benefit

\$0 copay for up to 42 meals for 21 days, delivered two times per year after a hospital stay to maintain nutrition



Telehealth Medical & Mental

\$0 copay virtual provider visits to discuss non-emergency medical concerns or general mental health conditions from home.



HouseCalls

Yearly check-ups at home to help stay up-to-date on your health between regular doctor's visits at no extra cost



Fitness Program

Renew Active™ is a fitness program for body and mind to help stay active, at a gym or from home, at no additional cost.



FitBit

Offer Fitbit devices at no cost to members. Fitbit® help members reach their health/ fitness goals by tracking their activity, sleep, stress levels and more.



Personal Emergency Response System

Personal emergency response device that can get you help quickly, 24 hours a day at no extra cost



Extra Benefits for UnitedHealthcare Members



Chiropractic

\$0 copay for up to 20 routine chiropractic visits per year for relief of nausea or nerve, muscle, or joint pain



Transportation

48 one-way flexible trips for medical appointments, supplemental benefits, worship and community centers



Rx Extra Help

\$0 drug copays on all tiers of covered medications with option for home delivery



Nursing Hotline

Speak to a registered nurse about your health-related questions or concerns anytime, day or night at no extra cost



Questions?

