

Elder Justice in the Age of Managed Care: County Perspective

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Aging & Independence Services (AIS)

- Integrated agency including:
 - Adult Protective Services, Ombudsman and PA/PG/PC
 - Older Americans' Act programs
 - Community Based Care Transitions
 - Veterans Services
 - In-Home Supportive Services
 - Case Management (MSSP & others)

History of Integration Effort

- AIS planning for integration began in 1999
- 14 year stakeholder involvement
- Receipt of numerous State funding planning and demonstration grants
- Receipt of Cal Endowment and other grant funding to develop model

Make-up of San Diego's System

- Geographic Managed Care for Medi-Cal
- Five plans, includes Kaiser and local non-profit plan (Community Health Group)
- Three for-profit plans (Care1st, HealthNet, Molina)

AIS Involvement with Plans

- Meeting with plans since October 2011
- Advocated to be part of demonstration – supported plan applications
- Regular monthly meetings
- MOU's for IHSS and Public Authority
- Contract for MSSP
- Discussion of additional services for purchase by health plans

Issues Arising

- Plans now responsible for SPDs
 - Health care only, no LTSS yet
- Care coordination for difficult clients
 - APS has difficulty determining who is responsible for care coordination
 - Home health needed – who should arrange for services?

Questions about Future Roles

- Not clear which long term care facilities will have contracts with Managed Care plans
- How will information be shared with Omb?
 - Client consent needed to share information
- Referrals to programs may increase:
 - Plans will send clients to AIS for Information and referral and meals – OAA programs
 - Mandated reporters/care coordinators will increase referrals for abuse/neglect issues

Will Need Close Coordination to Succeed

- Both the plans and service providers will need to coordinate care
 - Need for responsive points of contact in all systems
 - Timeliness of response will impact ability to keep clients safe and out of premature facility care

How Can We Help?

- Training plans on abuse/neglect (mandated reporter training)
- Managed Care 101 for our staff
- Learning new system of care – what can be expected from LTSS?
- Close collaboration on high-risk clients – join MDT/ITD

How Can We Help? - continued

- Understanding confidentiality restrictions
 - APS in investigative mode – can share and receive health care information
 - Ombudsman – cannot share without consent
- Escalation – understanding chain of command
 - Use of external Ombudsman to resolve complaints – unclear how this will work

Call to Action – CCI counties

- Meet regularly with health plans:
 - Develop relationships
 - Identify areas needing focused attention
 - Ongoing training on elder/dependent adult abuse provides linkage opportunity

Call to Action – CCI Counties

- Participate on stakeholder/advisory groups
- Develop local outreach plans and materials for clients/caregivers
- Develop webinars and briefings for staff
- Connect with HICAP to learn their role in educating clients
- Meet with local CCI ombudsman provider once selected

Call to Action for All

- Participate in webinars/training
- Read excellent background materials:
 - www.calduals.org
 - National Senior Citizens Law Center
- Develop webinars and briefings for staff
- Leverage our network to get the word out
- Advocate for truly coordinated care (including CPO) to meet client needs

Questions

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