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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