LTC Redesign Project Timeline

- **January 2016**: Concept paper
- **June 2016**: Key Informant discussions
- **September 2016**: Statewide Listening Sessions
- **January 2017**: LTC Redesign Draft
- **March 2017**: Statewide Listening Sessions
- **June-July 2017**: Finalize LTC Redesign

Accepting comments on the draft LTC Redesign until May 1, 2017
Guiding Principles in Long Term Care Redesign

• Improve the quality of services and health outcomes of recipients.
• Promote independent living in the least restrictive setting through the use of consumer focused and individualized services and living options.
• Strengthen access, coordination, and integration of care through streamlined Long Term Care eligibility processes and collaborative care management models.
• Improve the capacity to match available resources with individual needs through innovative benefit structures.
• Streamline and better align the programmatic & administrative framework to decrease fragmentation for clients and providers.
• Refocus & balance the system in order to match growing demand for supports in a sustainable way.
Meet Arvin

• Arvin is a 90 year old with significant macular degeneration, recovering from a recent 6 month stay in a hospital/rehab following a significant head injury.

• Currently being cared for in the home by his wife (a former nurse).

• Needs to be turned 3 times per night, prompted to eat, on blood thinners, incontinent, and at times is combative when confused.

• Currently receives no assistance.

• Wife has significant health issues of her own. How is the “LTC” working with hospital discharge nurses/rehab facilities to ensure that both Arvin and Judy can remain at home and in their communities?

• If Judy were to call for assistance, who would she likely call? How is the state reaching out to help her do that?
Help for Arvin and Judy through the No Wrong Door

- Judy would be able to learn about the No Wrong Door system from her doctor, library, grocery store, church, or any of a wide variety of sources.

- Judy would be helped by any of the partners in the No Wrong Door: the League of Human Dignity, Area Agencies on Aging, Aging and Disability Resource Center, or the Medicaid Agency. They would provide her with:
  - Public outreach & coordination with key referral sources
  - Person-centered counseling
  - Assessments
  - Streamlined functional and financial eligibility
  - Publically funded program and private pay options
Meet Bob

- He is a 29 year old that has been in a wheelchair since a sledding accident in his teen years.

- He needs personal attendant services to help with some areas of personal hygiene. Bob wants to be able to be in charge of hiring and firing the staff that provide assistance to him and would like some support to do that.

- Bob would like to get a job but is fearful of losing his Medicaid and therefore has remained largely isolated in his apartment.

- Bob needs support to help him out of bed in the morning and worries what will happen if his attendant does not show up.
Help for Bob under the Redesign

• The aging and disabled waiver would be amended to include consumer-direction as an option so that Bob could hire/fire and manage his support under a personal budget determined by his level of need.

• Bob wouldn’t have to worry about paying taxes, logging overtime, or learning how to budget for his needs because the state would hire a Fiscal Management Services Agency that would provide that as a service to Bob.

• Bob would also be able to use a broker to help him find workers and help with locating, training, and supervising individual workers.

• Bob would also have the assurance that his workers would show up, or a backup would be sent, because of the state’s new Electronic Visit Verification system which allows for remote monitoring that can help ensure that the attendant showed up, provided the services requested, and how long it took to do the required tasks.

• Bob could also learn about the Medicaid Buy-In program that would allow him to work without losing his Medicaid benefits.
Meet Maria

- Works as a personal care attendant
- Finds it difficult to find and maintain employment
- Is frustrated with the multiple ways that she has to provide documentation of her work
- Is barely able to keep working in this field, even though she loves it
Help for Maria under the Redesign

• Maria could have more clients than ever before because of the expansion in the ability of consumers to self-direct their care.

• Maria wouldn’t have to worry about not being paid on time and her taxes withheld because the Fiscal Management Services Agency would ensure payment.

• Maria would also have confidence that she was being paid fairly for the services that she is providing because she would be using the new system to track when she was delivering services and how long it took her to do them.

• Maria would also be able to have her name and resume included in the support brokerage to advertise her skills and services.
Meet Jeffrey

- 19 year old non-verbal male with intellectual & developmental disabilities
- Needs assistance with walking/stairs
- Cannot feed or dress himself
- Likely will be a suitable candidate for a day program but doesn’t know where to find one
- Currently cared for by parents
- Needs an assessment to see if he is qualified for a group home
- Because he is non-verbal, assessments are often difficult
- Needs assistance to find out what services he will receive after he graduates from high school
Help for Jeffrey under the Redesign

• Jeffrey’s mom and dad would know that Jeffrey’s long term care needs could be better met because of the new standardized assessment system the redesign will put in place. The tool would be able to be used even for individuals like Jeffrey who are non-verbal. They would also know that the person doing the assessment has had training on the tool.

• Jeffrey’s parents would also know that their son’s services would be the same as anyone else in the state with the same assessment score.

• Department of Health & Human Services is also going to work with Jeffrey, his family, and the Department of Education to help make the transition from school to the community as easy and as well coordinated as possible.

• The No Wrong Door System will also assist Jeffrey and his family in planning his eventual move into a community setting such as a group home.
Meet Long Term Care Providers

• Some share that they are having to provide care management for the families they serve.

• Many are having to stay informed on multiple state system changes, multiple programs, different terms for different programs, all with different rules that seem to be changing all the time.

• Some worried about Medicaid payments not keeping up with the costs of running the business.
Help for Providers under the Redesign

• Consolidating the functions of the Department of Health & Human Services will
  ✓ ensure consistency in how providers enroll in the program
  ✓ improve the day to day program operations
  ✓ improve their experience overall because the Department will be interacting
    them one time for each issue, instead of multiple times depending on what
    program.

• The state will also continue to address issues in provider enrollment to ensure
  that it is easy and encourages participation.

• The state will also establish a process to rebase the Home and Community
  Based Services rates more frequently.
Meet Nebraska Citizens

- Don’t understand what Heritage Health is.
- Are skeptical about managed care.
- Have heard reports from neighboring states.
- Are confused about how the Managed Care Organizations are paid.
- Want to understand why the state may move in this direction.
- Are worried about the quality of the services provided under managed care.
- Consumers with disabilities are concerned that they will lose services or be forced to return to institutional settings.
- Are concerned about losing their job as services are transferred to managed care.
Help with Medicaid Managed Care

• Since January 2017, three Managed Care Organizations are under contract to provide services to Medicaid consumers for their physical, behavioral, and pharmacy needs.

• Heritage Health is the name of the state’s overall Medicaid program. The three managed care companies that are under contract are Wellcare, Nebraska Total Care, and UnitedHealthcare.

• Managed Care Organizations are reimbursed based on an amount per person per month for members of their plan. Managed Care Organizations receive higher monthly rates for members with higher needs.
What Services are Covered Now by Managed Care?

- Doctor visits
- Prescriptions
- Hospitals
- Medical Supplies and Equipment
- Skilled nursing
- Therapies
- Xrays & lab work
- Dialysis
- Hospice

- Birthing center
- Treatment for Substance Use
- Mental Health
- Emergency Room Visits
- Vision and Glasses
- Chiropractic Visits
- Family Planning
- Hearing exams and Hearing Aids
- Home Health
- Transplants
Managed Long Term Services and Supports (MLTSS) is a long-term care benefit that a person is determined to need, coordinated through a Heritage Health managed care organization (MCO).

MLTSS can include services such as:

- Personal care
- Respite
- Care management
- Home and vehicle modifications
- Home delivered meals
- Personal emergency response systems
- Adult Day services
- Assisted living
- Supported employment
- Non-medical transportation
- Nursing home care

* For illustration purposes only. The Department will determine the list of services that the MCOs must include.
Why Managed Long Term Services and Supports?

• Will allow for consumers to be served in a way that is uniquely tailored to suit their needs. The Managed Care Organizations have flexibility that is not available in traditional Medicaid programs.

• Will support more consumers like Bob who want to stay in the community and receive services.

• Will put the entire care of an individual under one plan, not requiring people to carry multiple cards and understand multiple systems.

• Will provide the citizens of Nebraska with the ability to know how much the program will cost over time.
Department of Health & Human Services’ Responsibilities under the Redesign

- Will need to go slowly to ensure successful rollout of Managed Long Term Services and Supports
- Should measure consumers’ quality of life now and going forward, to ensure that this is a high quality program
- Will need to continue to engage with stakeholders
- Will need to hold Managed Care Organizations accountable
- Will need to learn from other states how to monitor plans and achieve outcomes
- Will need significant financial support upfront from the legislature to ensure the success of the Long Term Care Redesign
- Will need to continuously monitor what is happening with federal changes to Medicaid.
# Statewide Listening Tour

## Dates and Cities

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<td>March 20</td>
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Visit [http://dhhs.ne.gov/LTC](http://dhhs.ne.gov/LTC) for specific times and locations.
Offering many ways to provide feedback:

Online via website:  [http://dhhs.ne.gov/LTC](http://dhhs.ne.gov/LTC)

Email:  dhhs.ltcredesign@nebraska.gov or mrohertyNE@nasuad.org

Phone:  402-7-MLTSS-1 or 402-765-8771 to leave a voice message

Mail:  DHHS
      Attn: Donna Brakenhoff
      301 Centennial Mall
      Lincoln, NE 68506

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Submit your feedback by May 1, 2017