



Participant Direction in Managed Care: *Center for HealthCare Strategies August Call*

National Resource Center for Participant-
Directed Services (NRCPS)

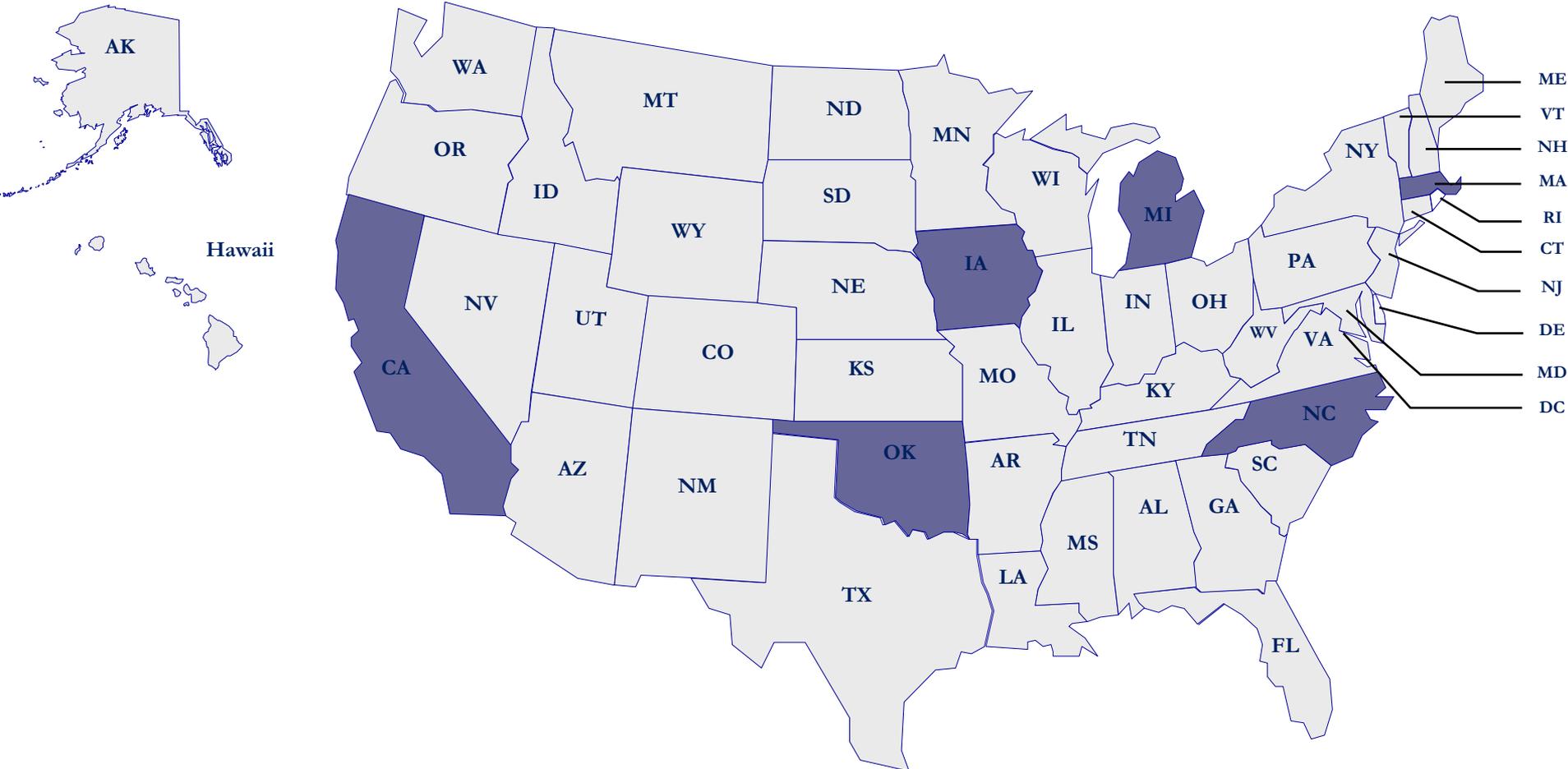
August 27, 2012



Participant Direction Overview

Mark Sciegaj
Senior Consultant

Prevalence of Participant Direction: 1970's



Research on participant direction found:

Participant direction does not increase incidence of fraud or abuse

Participant direction increases positive health outcomes

Participant direction significantly reduces unmet personal care needs



Participants are more likely to be very satisfied with how they lead their lives



Since implementing participant direction, Arkansas has seen an 18% reduction in nursing facility use

Changes in Federal Law, Regulation, and Policy

CMS

CENTERS for MEDICARE & MEDICAID SERVICES

2001 New Freedom Initiative
2006 Deficit Reduction Act

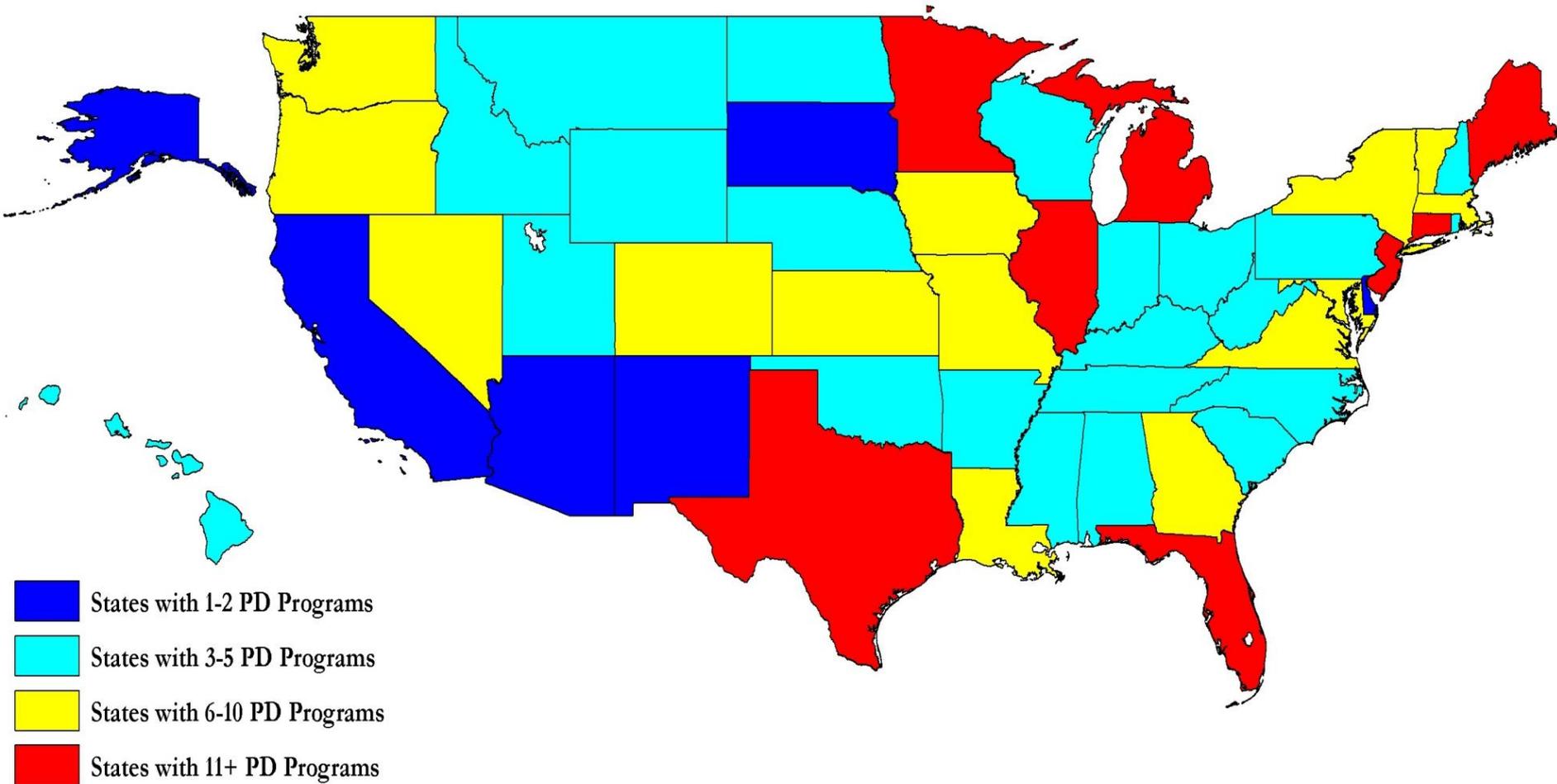
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2006 Reauthorization of Older Americans Act
2007 Aging and Disability Resource Center Program
2008 Community Living Program

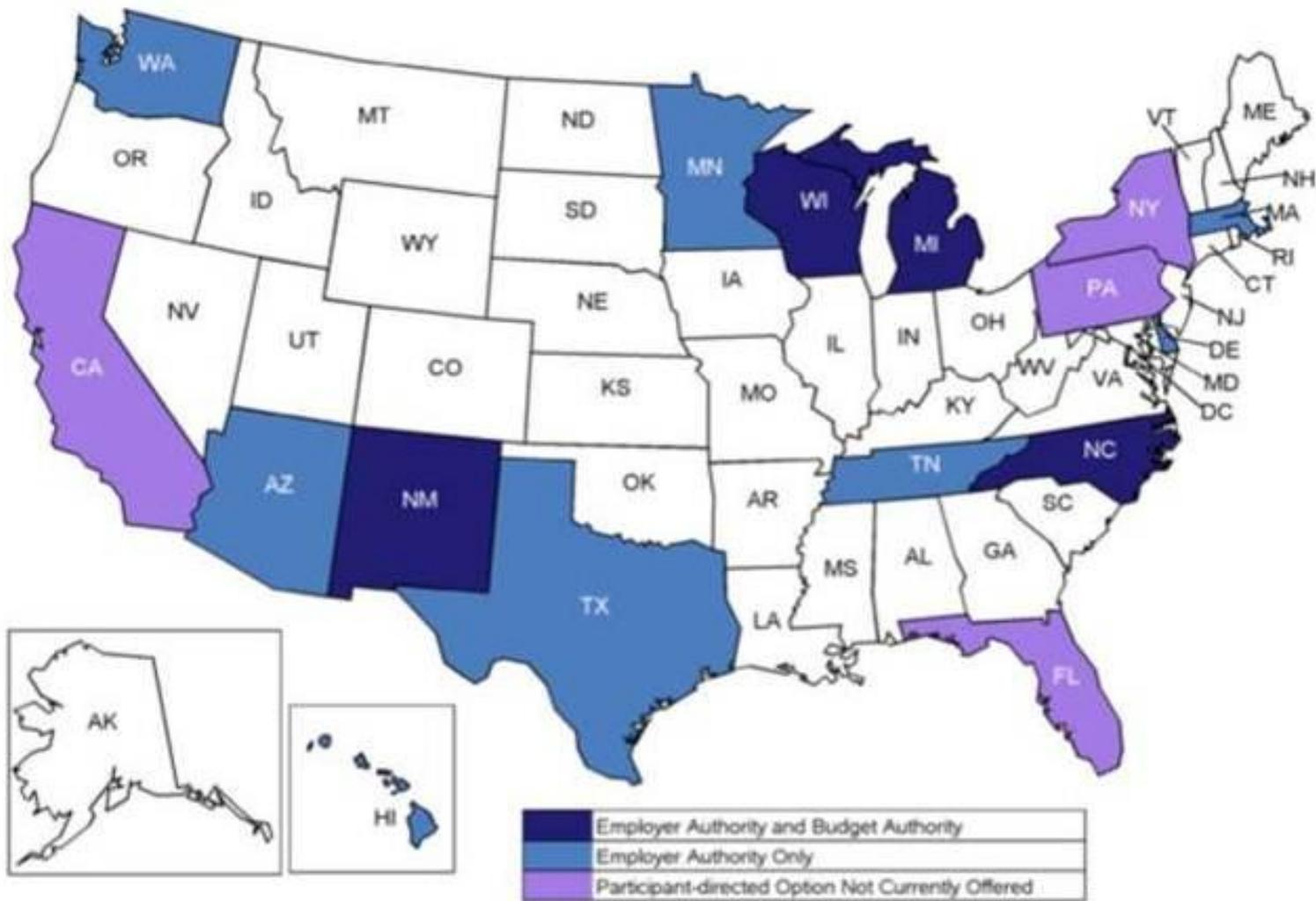


2008 Veterans-Directed Home and
Community -Based Care Program

Majority of States have more than one Participant-Directed LTSS Program



MLTSS States with Self-Directed Options





Participant Direction and Managed Care

Suzanne Crisp
Director of Program Design and Implementation

NRCPPDS Managed Long-Term Services & Supports (MLTSS) Activities

- Collaboration with Commonwealth Care Alliance
 - Develop model protocols, practices, and policy
- Financial Management Services (FMS) Issue Brief
 - Role of participant direction and managed care developed for our FMS Membership
- Technical assistance to states to take advantage of incentive opportunities
- Site visits to increase NRCPPDS operational understanding of MCOs

Are MLTSS and Participant Direction Compatible?

- Medical/Clinical model versus Non-Medical/Social model
- High concentration on coordination
- Member(Person)-Centeredness
- MLTSS administrative commitment to the philosophy and practice of participant direction
- Position and duties of the FMS

Participant Direction Findings to Date

- Acceptance correlates with attention of state administrators
- Training on “Member-Centeredness” and “Member Direction” conducted in-house
- If program allows budgets, they are small without a great deal of flexibility
- Take-up rates are relatively low but increasing
 - How strong is participant direction in the state prior to MLTSS?
 - Shortage of available workers

Findings – Counseling Support

- Who introduces the option?
- Who provides counseling support?
- MCO case management hesitancy
 - Lack of understand and buy-in of participant direction
 - More complex to explain
 - More work if member selects participant direction option
 - Ambiguity of roles and responsibilities

Findings - FMS

- Participant is the employer of record
 - Agency with Choice option in a few states
- Most MCOs directly contract with FMS Agency
 - Programs may contract with one FMS
 - Eases the administrative oversight task
 - Results in uniformity across the state
 - More than one FMS
 - Offers participants free choice of agencies
 - Might be difficult to monitor several FMS agencies
 - Systems may differ between FMS agencies

Future is Promising

- Desire on the part of state administrators to increase participant direction
- Use of Community First Option offers incentives
 - Federal financial participation increases by 6%
- Medicare & Medicaid Alignment Demonstration
 - Coordination between Medicare & Medicaid Enrollees
 - Use of a global budget
- Health Homes

What is Needed?

- State Contractual Standards:
 - Degree of flexibility specified
 - Introduction must be objective
 - Processes must be streamlined
 - State reviews and approves policy and procedures
- Quality Assurance are Specified:
 - Monitoring strategies
 - Performance measures
 - Data collection and reporting
- Training Curriculum
 - Consistent and comprehensive to all MCO staff

Example Tools

- Participant Direction Checklist for Managed Care Organizations
- Sample Roles and Responsibilities Chart
- Under construction:
 - Example contractual language specific to participant direction
 - Example performance indicators to determine quality

Questions?

- Please type your question in the “Chat” box found in the lower left-hand corner of your screen.
- If we are unable to answer your question at this time, it will be included in our follow-up Q&A document posted on our website:

www.training.participantdirection.org





Tools and Resources

Dianne Kayala
Director of New Initiatives

Helpful Resources

- [Participant Direction Checklist for Managed Care Organizations](#)
- [Sample Roles and Responsibilities Chart](#)
- Truven Report: [The Growth of Managed Long-Term Services and Supports \(MLTSS\) Programs: A 2012 Update](#)
- [Developing and Implementing Participant Direction Programs and Policies: A Handbook](#)
- Participant Direction Toolkit (Coming Soon)



Advancing choice and control for people living with disabilities

For questions related to this training, please email us at training@participantdirection.org