Ombuds Services in Dual Demonstration Projects

The National Consumer Voice for Quality Long-Term Care
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Office of Duals Demonstration Ombudsman Technical Assistance
Presentation Overview

• Background Information on the Financial Alignment Initiative
• Demonstration Ombudsman Programs
• Common Issues Reported by Demonstration Ombudsman Programs
• Successful Practices
What is the Financial Alignment Initiative?

• Partnership between CMS and select States to test models to better align the financing of Medicare and Medicaid and integrate primary, acute, behavioral health, and long term services and supports for dual eligible individuals.

• Two models:
  – Capitated Model
  – Managed fee-for-service Model
Key Objectives of the Financial Alignment Initiative

- Improve beneficiary experience in accessing care
- Deliver person-centered care
- Promote independence in the community
- Improve quality
- Eliminate cost shifting between Medicare and Medicaid
- Achieve cost savings through improvements in care and coordination
State Demonstration Approval Process

- To participate a State had to submit a proposal outlining its proposed approach in 2012 (26 states).
- CMS evaluated each proposal to determine whether it has met the CMS standards and conditions.
- Memorandum of Understanding in place once a State proposal has met certain standards and conditions.
- For States pursuing Capitated Model, States must work with CMS to select qualified health plans that will result in a Three Way Contract.
Signed MOUs - Status

• Capitated Model
  • California, Illinois, Massachusetts, Michigan, New York, Ohio, South Carolina, Texas, Virginia, Washington

• Managed Fee for Service
  • Colorado, Washington

• Alternative Model
  • Minnesota
Demonstration Ombudsman Program
Support for Ombudsman Programs

• Provide funding to support the creation and/or expansion of ombudsman programs for beneficiaries of the Financial Alignment Initiative

• Ensure that the beneficiaries of these models have access to person-centered assistance

• Inform States, Plans, CMS, and other stakeholders regarding beneficiary experience with Plans and make systemic recommendations
Role of ACL in the Ombudsman FOA

• ACL has an Interagency Agreement with CMS to provide technical assistance to CMS grantees.

• Assist during the Planning Phase:
  – Refining strategies and updating work plans
  – Developing reporting elements and systems
  – Developing a learning collaborative for grantees
  – Facilitating outreach and stakeholder engagement
  – Developing training curriculum
  – Providing feedback on contract requirements
Role of ACL in the Ombudsman FOA (cont’d)

• Assist during the Implementation Phase
  – Strategizing in problem solving
  – Working through complex issues or cases
  – Providing guidance on how to analyze and communicate trends in consumer issues
  – Continuing support in training needs, outreach and stakeholder engagement, data collection, evaluation and reporting
States Participating in Ombudsman Grant

<table>
<thead>
<tr>
<th>Current Grantees (7 States)</th>
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<tbody>
<tr>
<td>• California</td>
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<td>• Virginia</td>
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<td>• Washington</td>
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<table>
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<th>Applied, but Awaiting Decision (4 States)</th>
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<tr>
<td>• Connecticut</td>
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<td>• Michigan</td>
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<td>• South Carolina</td>
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<td>• Rhode Island</td>
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Operational Demonstration Ombudsman Programs

<table>
<thead>
<tr>
<th>States (5 States)</th>
<th>Operational Date of Ombudsman Program</th>
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<tbody>
<tr>
<td>Massachusetts</td>
<td>February 2014</td>
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<tr>
<td>California</td>
<td>April 2014</td>
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<tr>
<td>Ohio</td>
<td>May 2014</td>
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<td>Virginia</td>
<td>July 2014</td>
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<td>Illinois</td>
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Activities of an Ombudsman Program

• Support and protect beneficiaries who are served under the Financial Alignment Initiative

• Empower beneficiaries in resolving problems or issues

• Investigate and resolve beneficiary problems with Plans

• Provide systems-level analysis and recommendations
Common Issues Reported by Demonstration Ombudsman Programs
Issues Reported

- General Questions about the Demonstration
- Enrollment and Disenrollment
- Continuity of Care
- Service Denial or Delay
- Network Adequacy
- Customer Service
Successful Practices
Successful Practices

• Develop a communication plan, and develop it early
• Make connections
• Engage consumers for beneficiary input
• Develop a robust training program for the ombudsman
Successful Practices

• Leverage existing complaint tracking system, leave room for improvements
• Review inquiry and complaint data; have a process in place for analyzing them
• Stay tuned-in
• Use collaborative learning
For additional information:

ACL’s Office of Duals Demonstration Technical Assistance Program
Website: [http://www.acl.gov/Programs/CDAP/ODDTAP/index.aspx](http://www.acl.gov/Programs/CDAP/ODDTAP/index.aspx)
Email: DualsOmbudsmanTA@acl.hhs.gov

CMS Financial Alignment Initiative ("Demonstration")
Website: (Click the link to “Medicare and Medicaid Coordination”)
[http://cms.gov/Medicare-Medicaid-Coordination/Medicare-MedicaidCoordination.html](http://cms.gov/Medicare-Medicaid-Coordination/Medicare-MedicaidCoordination.html)