



Ombuds Services in Dual Demonstration Projects

The National Consumer Voice for Quality Long-Term Care

November 17, 2014

Eliza Navarro Bangit, Director

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

Current Grantees (7 States)

- California
- Virginia
- Illinois
- Ohio
- Massachusetts
- Washington
- Colorado

Applied, but Awaiting Decision (4 States)


- Connecticut
- Michigan
- South Carolina
- Rhode Island

Operational Demonstration Ombudsman Programs

States (5 States)	Operational Date of Ombudsman Program
Massachusetts	February 2014
California	April 2014
Ohio	May 2014
Virginia	July 2014
Illinois	July 2014

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>

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>