

AAA

THE AREA AGENCY ON AGING NETWORK:
The Best Route to Successful Long Term Care

Unified Long Term Care Budget Workgroup
November 15, 2007

AAA Route is already well established...

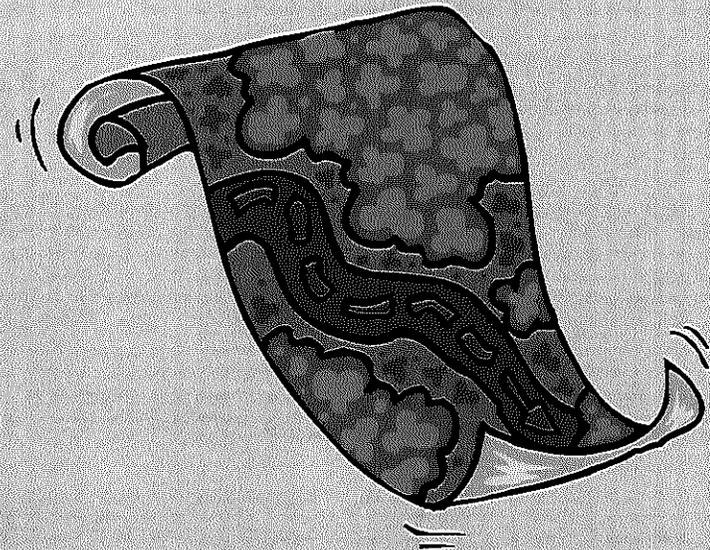
- Caregiver Support
- Wellness & Prevention
- Home & Community Based Care
 - PASSPORT Waiver
 - Choices Waiver



- Nursing Home Pre-Admission Review
- Home First
- Senior County Levies
- Assisted Living Waiver

..A few more destinations need to be added to the AAA long term care route

- State Plan Services
 - Home Health
 - Supplies
 - Medical Equipment
 - Hospice
- Nursing Home Care



Allow AAA's to case manage Medicaid nursing home clients

- There is no ongoing process that provides for Medicaid nursing home residents to be reviewed for continued eligibility and appropriate placement
- AAA's screen nursing home clients at the point they switch payor source to Medicaid to ensure they meet level of care. No annual review afterward.

Allow AAA's to case manage Medicaid nursing home clients

- Medicaid PASSPORT and Assisted Living clients are re-evaluated at least annually to make sure they meet the level of care – this process is not in place for nursing home residents
- Nursing home residents with acute conditions often extend beyond 30 day convalescent nursing home stay due to lack of follow-up assessment requirement.

Allow AAA's to manage and authorize Medicaid State Plan services

- No third party (case management) review of eligibility, quality of care and appropriate service amount is conducted for Medicaid State Plan services. PASSPORT consumers can simultaneously receive care from state plan services and PASSPORT without appropriate coordination of benefits

State Plan Services (cont.)

- State-plan services are administered by ODJFS. There is no independent case management oversight of the services authorized and delivered
- A conflict of interest exists with providers of Medicaid state plan services being responsible for enrolling clients and billing for services that are provider
- Case management would ensure that services are necessary and coordinated with the PASSPORT care plan. Quality and provider selection would also be monitored.

With the addition of those destinations we need only to...

**Expand and
Modify our
“Front Door”**



Broaden the AAA Front Door to allow for integrated Screening/Assessment...

- Investment in information technology is required to ensure that technology supports integration
- Critical pathways need to be defined and integrated that allow for better coordination with hospitals, nursing homes, rehabilitation facilities etc.



Promote the availability of the AAA network...

- Outreach & Education: People need to know where to knock! AAA's need to be able to reinvest some savings into outreach. Individuals find us now primarily through our reputation and word-of-mouth.



Allow AAA's to streamline eligibility determination..

- There must be a TIMELY and CONSUMER DRIVEN financial eligibility determination process
 - Allow AAA's to do FINANCIAL eligibility determination in addition to the current role of level of care determination



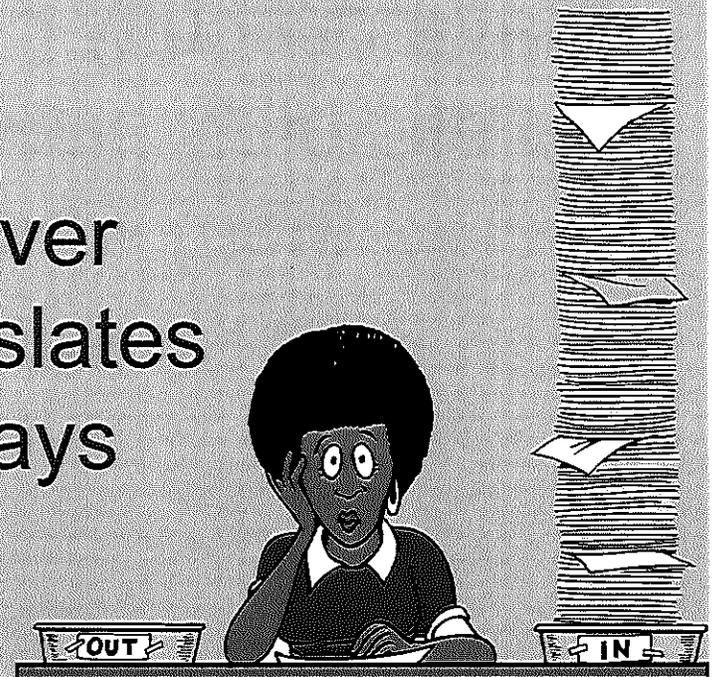
Why combine functions?

- Speed of service delivery is critical for PASSPORT clients who are trying to decide between a nursing home and PASSPORT
- The delays slow down the ability to begin providing critical services needed to keep seniors safe and independent in their homes



Why should the AAA do both?

- All 88 counties in Ohio have varying levels of quality and responsiveness in processing Medicaid applications.
- In many counties, the departments have high turnover and understaffing which translates into Medicaid application delays



Why should the AAA do both?

MOST IMPORTANTLY..

We provide HOME BASED AND CLIENT FOCUSED services...our clients have difficulty getting to eligibility sites. We serve them where they can best be served.



Review the entire Provider Reimbursement System

- Provider rates are insufficient to ensure ongoing quality providers in the long term care system
- The “Any Willing Provider” rule in PASSPORT has a negative impact on quality and operational efficiency.
- Current process yields only requests for provider rate increase
- Explore filing a 1915 (b) waiver option

Provider Contracting (cont.)

- Current system requires that we contract with every agency that meets the requirements set by the program
- System can yield more providers than needed and increases administrative oversight costs
- Quality isn't considered in the contracting process
- Unable to leverage service volume to achieve economies of scale

Provider Contracting (cont.)

- Current system yields low market penetration by our provider network which creates instability in the provider network as there isn't enough volume to sustain their business and volume is unpredictable due to new providers constantly entering the system.