



Department of Health Services - State of Wisconsin Town Hall Results Advocate (Family Care Program)

WI Assisted Living Association (WALA)

What could the Department of Health Services improve?

1. Providers need predictable rates over an extended period of time or at least through the contract period. When rates change during the contract period providers lack the ability to budget and manage costs over a period of time. 2. An increase in a resident's health due to proper care can result in a reduced provider rate. No pay for performance options in the contracts. 3. Frustration over the duplication over Case Management and RN Management between MCO care teams and provider staff. 4. Concerns regarding the management of waiting lists in counties whose start up or entitlement will be delayed in the next budget. Providers struggle with the destructive impact of the Nursing Home relocation rules which require a stay in the nursing home prior to relocation. Moving people from the AL facility to the SNF to meet a SNF stay requirement only to move back in 90 days is destructive to the person and poor use of taxpayer money.

Do you have any cost savings suggestions for the Department of Health Services?

1. Eliminate case management through the MCO's for elders who live in SNFs and all assisted living settings. 2. Reduce redundancy, an RN evaluation should not be required of the MCO if the assisted living facility already has an RN who is managing the assessment and care plan development process. 3. Rate & service inclusions should be negotiated on an annual basis and are not subject to change during the contract period without agreement from both the Provider and the MCO. The current requirement to include transportation as part of the rate will simply reduce the amount of Family Care recipients get to be out of their facility since transportation costs were never part of the rate negotiation with the MCO. 4. Encourage CMS to issue a waiver to allow bed holds in settings other than the SNF. 5. Tighten and strengthen divesture rules. Money is wasted by members and families during spend down to achieve the eligibility threshold. 6. Reinstate the nursing home diversion program rather than utilizing the nursing home relocation program. 7. Require more consistency between MCOs. Their policies should support streamlining processes for providers who contract with more than one MCO.

Carrie

What could the Department of Health Services improve?

Knowledge of and increased support/finances on agencies/programs that support/advocate and assist individuals with mental illness. In the long run, these programs save a lot more \$ as these individuals are less likely to have as many crisis situations, therefore will not need as many hospitalizations.

Do you have any cost savings suggestions for the Department of Health Services?

None

Christine

What could the Department of Health Services improve?

Ensure individuals do not linger in nursing homes due to lack of case management, adequate discharge planning, or just lack of paying attention. Analysis of cost effectiveness of purchasing durable medical equipment and doing home modification compared to cost of PCW's and supportive home care over time.

Do you have any cost savings suggestions for the Department of Health Services?

Management at MCO's appears to be heavy. It seems that MCO's have multiple managers who do similar roles. This is expensive and confuses members on the roles of those on their teams and at meeting.

Kathryn

What could the Department of Health Services improve?

Thank you for this opportunity to share my perspective on the state's Medical Assistance program. I am a breast cancer survivor—tomorrow will mark 8 years since I was diagnosed. I am also a volunteer with the American Cancer Society. My cancer was found at a relatively early stage, thanks to a screening mammogram covered by insurance I had through my employer. My doctor has told me that even a one-year delay would have probably meant a different outcome for me. Many people are not as fortunate as I. They rely on Wisconsin Medical Assistance programs for screenings and exams. A strong Medicaid program is vital in providing access to care for these people, access that is so necessary to fight cancer. Delays in diagnosis and treatment result in increased costs associated with later-stage cancers. Today we know that as many as 60% of cancer deaths could be avoided if we apply our knowledge about cancer prevention and detection. This would create huge savings for our health care system. People who have a regular source of care, including those enrolled in Medicaid, are more likely to access prevention services, get their recommended screenings, and have health problems identified early. Tools such as reminder systems, quality measures and provider accountability should be developed to further encourage the use of preventive services. An emphasis on proven prevention and wellness strategies in our health care delivery systems can help curtail health care costs and save lives. However, increased cost-sharing for preventive services can create barriers that discourage working families from accessing those services, ultimately increasing the incidence of late-stage disease and their associated costs. Many people who have chronic medical conditions see several health care providers. A lack of communication can sometimes lead to duplication of services and conflicting prescriptions. Studies have shown that having a regular source of coordinated care with the same provider over time leads to better quality of care, better outcomes, and lower costs. Over half of current Medicaid benefit expenditures in Wisconsin are still fee-for-service payment systems that reward volume and may not provide incentive for communication and coordination across providers. I also am the co-guardian of my sister who has Down Syndrome. She relies on Family Care for transportation and supportive services so she can continue to live in her home in the community. Over the past 7 months, because of fluctuations in the hours she worked, her eligibility and the amount of her premium for Medical Assistance changed almost weekly. Without the eligibility grace periods and the staff to work with me on these issues on her behalf, she may have been without coverage at a time when she needed medical care for her multiple health issues. I urge you to keep people like my sister in mind when you consider changes to these programs. Thank you.

Do you have any cost savings suggestions for the Department of Health Services?

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Kathy

What could the Department of Health Services improve?

All around communication, staff is not knowledgeable on available resources.

Do you have any cost savings suggestions for the Department of Health Services?

None

Connie

What could the Department of Health Services improve?

Consider a single payer plan for health care. Do not cut Medicaid programs or family planning. The 36 countries who have better and less expensive care have either a single payer or some hybrid of a single payer plan.

Do you have any cost savings suggestions for the Department of Health Services?

BadgerCare should be income based and asset based.

Jackie

What could the Department of Health Services improve?

More transparency-put individual MCO's contract with DHS on the website. Talk to IDT team staff to learn exactly what's going on at the MCO with administration management and the processes they are implementing within organizations to reduce choice and options for members.

Do you have any cost savings suggestions for the Department of Health Services?

Investigate fraud within family care & IRIS programs. Reduce executive pay at MCO's. Reduce paperwork, decrease caseloads of nurses, increase caseloads of social workers.

Helen

What could the Department of Health Services improve?

Please don't abandon seniors and poverty families or those on the border.

Do you have any cost savings suggestions for the Department of Health Services?

None

Wes

What could the Department of Health Services improve?

Cutting funds to programs like IRIS for people with disabilities is no the place to find cost saving ideas.

Do you have any cost savings suggestions for the Department of Health Services?

Boosting the state sales tax by just 1% would bring \$860 million dollars per year in revenue. This method of sharing would be fair to all income levels. We need to create a revenue to solve our budget crisis not cut services from people who need them the most.

Kim

What could the Department of Health Services improve?

Improve efforts to diagnose and treat Alzheimer's disease and related disorders sooner. Improve integrated care coordination. Study cost benefits of referring WI veterens to federally funded VA benefits. Provide alternatives to existing inpatient and emergency department services. Consider the unintended costs of freezing family care.

Do you have any cost savings suggestions for the Department of Health Services?

None

Thomas

What could the Department of Health Services improve?

Against all cuts to poor and tax cuts to the rich.

Do you have any cost savings suggestions for the Department of Health Services?

None

Ronald

What could the Department of Health Services improve?

In 2008 my son joined family care program due to a traumatic brain injury. I retired from the State early to care for my son. Family Care with MCO's involved is more of a business model of health care not a consumer model. The primary goal is no longer the welfare of my son but cost control.

Do you have any cost savings suggestions for the Department of Health Services?

None

Elizabeth

What could the Department of Health Services improve?

SeniorCare is a great program. Family Care allows people to stay in their homes and have care in a comfortable safe environment.

Do you have any cost savings suggestions for the Department of Health Services?

None

Tom

What could the Department of Health Services improve?

Diagnos and effectively treat alzheimers sooner. As alzheimers numbers increase, public health issues arise. Early diagnosis helps detect other illnesses that share the same symptoms. Need improved care coordination. The unintended cost of freezing family care is going to be huge. If people are forced into nursing homes you are doubling the cost. Also, MA beds will be taken up and they are already difficult to find.

Do you have any cost savings suggestions for the Department of Health Services?

None

Dorothy

What could the Department of Health Services improve?

Inner city people need ins, can't afford to go to private doctors. What do you expect people to do when you cut their ins?

Do you have any cost savings suggestions for the Department of Health Services?

None

nancy

What could the Department of Health Services improve?

None

Do you have any cost savings suggestions for the Department of Health Services?

Use the social security determination that they are disabled. family care sends nurses out to see if people are ok charging about \$80.00 per hour. that could be something done by someone not charging that much. the disabled and elderly already go to the doctor. Sometimes 2 social workers visit at the same time.

Molly

What could the Department of Health Services improve?

Can't ask people living in poverty to pay premiums or copays.

Do you have any cost savings suggestions for the Department of Health Services?

None

peter

What could the Department of Health Services improve?

Financially support job coaches and senior care workers more appropriately to coincide with this economy

Do you have any cost savings suggestions for the Department of Health Services?

decrease the amount paid to the political representatives and cut back on travel expenses for these individuals

Julie

What could the Department of Health Services improve?

None

Do you have any cost savings suggestions for the Department of Health Services?

Decrease spousal impoverishment asset limits. Stop all divestments and trust. County community spouse IRA accounts as an available asset. Eliminate FC non-nursing home eligibility. Allow us to put liens on homes for consumers in alternate care.

Eliminate lodging and meal expenses as a MA billable. Reduce nursing home personal allowance to \$30/month. Restructure alternate care rent expense .

fern

What could the Department of Health Services improve?

Stop with the plan to take away programs that keep people in their homes. As a daughter of aged parents the cost for nursing homes is crazy compared to what staff to assist the elderly in their homes but so much has been cut that both my parents and mother-in-law did have to go to the nursing home. The young people come out of a great education system to nothing with the wait list for community services. After sitting at home for 5 to 6 years they have lost so much they learned at school this is a waste to everyone.

Do you have any cost savings suggestions for the Department of Health Services?

With the family care we are paying too much money to the casemanager and the whole large administrative team for what they do for the person.

Joanne

What could the Department of Health Services improve?

Don't require seniors who are on the very successful and cost saving state pharmacy assistance program called SeniorCare to also have a Part D plan. This will hurt many seniors who can not afford Medicare Part D in addition to all their other expenses.

Do you have any cost savings suggestions for the Department of Health Services?

SeniorCare has been very successful due to the fact that they run the program very much like the VA runs their drug program, by making deals with the drug companies in the form of rebates and etc. Consider making changes in Medicare Part D in order to drive down the prices of drugs by again running the program more like the Veterans Administration does. Medicare Part D currently has too many choices for seniors. The majority of my seniors do not have computers and thus are unable to pick the most cost saving plan for themselves.

Carol

What could the Department of Health Services improve?

Not all BadgerCare recipients are free loaders and not wanting to work. For example daughter is single mother going to school and needs the coverage for her son. There is no broadband access in rural areas, and seniors can't use computers so who will help them? Concerned about waiting list when programs are capped. You will either be serving people on the front end (programs) or back end (ER visits).

Do you have any cost savings suggestions for the Department of Health Services?

Must let Family Care programs run their course to balance the cost and see the benefits.

Becky

What could the Department of Health Services improve?

Waitlist for Family Care & IRIS is devastating for families. Continue with implementation of family care and IRIS. Centralized IM - poor, untimely service.

Do you have any cost savings suggestions for the Department of Health Services?

For years studies consistently show community services are more cost effective than institutional/nursing home care.

Shawn

What could the Department of Health Services improve?

Quality of IRIS workforce is lower. Invest in workforce, pay workers well. WI Quality Home Care Authority set up training structures that the budget repair bill abolished.

Do you have any cost savings suggestions for the Department of Health Services?

People should have the right to move from long term care to IRIS to save money.

Arica

What could the Department of Health Services improve?

Staff appropriately and have better response time - as an advocate for an agency, I waited 1 1/2 hrs for a foodshare question. Plus, be able to meet deadlines, with better communication to consumers.

Do you have any cost savings suggestions for the Department of Health Services?

None

Emily

What could the Department of Health Services improve?

It is understandable that we have a budget deficit. We also have 85,000+ on the waitlist for BadgerCare Core and a general waitlist for FamilyCare. This represents a huge number in Wisconsin's population that are hurting and, overall, spending more money to get the emergency care that they need.

Do you have any cost savings suggestions for the Department of Health Services?

Overall, health insurance and case management services help people stay out of emergency care systems and institutionalized settings. At a meeting of enrollment services providers in Milwaukee, Medicaid Director Brett Davis stated that he would like to work toward getting people out of ERs and into Primary Care. He stated that ERs were the most expensive cost to the State. I agree with this statement. Working the budget in order to provide insurance for Primary Care and preventative care through Family Care will, overall, save money for the State.

Ramirez

What could the Department of Health Services improve?

Require consumers who enter programs to remain in the program for at least 6 months. I've had many consumers inform me they are disenrolling from 1 program to go to another because the other program pays more money. Many consumers jump from program to program to determine who is going to pay their caregiver more money. Perfect example, people who enroll in Family Care only to be informed that their caregiver is not going to get 40+ hours of employment only to inform me that they are going to enroll in IRIS because there is no oversight and can pay their caregiver as much as they want.

Do you have any cost savings suggestions for the Department of Health Services?

Big ticket items should be property of the county such as scooters and when a recipient passes away Milwaukee county should take possession and relan this item.

Sue

What could the Department of Health Services improve?

None

Do you have any cost savings suggestions for the Department of Health Services?

The SeniorCare drug program should be kept as is. It works and serves Seniors in WI. It started before Medicare Part D. Please keep this program as is. We need BadgerCare as is. Farmers need it, low wage workers need it. Please keep counties (public workers) in charge of helping aging and disabled people. They know what to do to help.

Ruth

What could the Department of Health Services improve?

Establish consumer to consumer & parent to parent supports at the local level (at least regional). Strengthen the relationship between DHS & DPI. Adequately fund long term care, end waiting lists. Allow the programs to refine & stabilize. Emphasis on integrated care for acute & primary care.

Do you have any cost savings suggestions for the Department of Health Services?

Streamline system & lower admin costs. Family/consumer self direction - make this meaningful within the CMO's & IRIS. Streamline & coordinate audit oversight of Family Care/IRIS. Reduce use of institutions, money should follow long term care in community. Keep people in their own homes as much as possible for the individual and family. Eliminate prior authorization process.

Ronald

What could the Department of Health Services improve?

Any change that will restrict access to face to face eligibility services, require additional travel and expense, or require use of telephone or computer technology will adversely affect individuals that seek to apply for MA.

Do you have any cost savings suggestions for the Department of Health Services?

Create 7 administrative regions statewide. Counties within these regions would be contractors for income maintenance services in the specified region.

Mel

What could the Department of Health Services improve?

Don't cut county mental health, human services, education or any other programs. the biennial budget will decimate those programs, resulting in untold misery and more people being put in jail and dying early.

Do you have any cost savings suggestions for the Department of Health Services?

Yes. Collect the more than 1 billion in taxes now owed by various Wisconsin Corporations; raise the state tax rate on incomes over \$200,000 and corporations, sufficient to cover the shortfall. DO NOT CUT human services, education etc.

Jeff

What could the Department of Health Services improve?

Expand program to include everyone so businesses do not have to provide ins. State ins only, no private health care.

Do you have any cost savings suggestions for the Department of Health Services?

More preventative care.