



## Department of Health Services - State of Wisconsin Town Hall Results Advocate (IRIS Program)

### Survival Coalition

#### What could the Department of Health Services improve?

LONG TERM CARE: A. Increase integrated employment services in Long Term Care B. Reduce administrative costs in Family Care, IRIS and Partnership C. Increase utilization of self-directed supports in Long Term Care D. Implement the recommendations of the Wisconsin Council on Children with Long Term Support Needs to streamline services E. Implement a standardized set of performance and outcome indicators for LTC services to improve outcomes and generate cost efficiencies F. Reduce the use of institutions G. Strengthen partnerships with the Dept of Public Instruction and improve accountability and supports for appropriate transition programs ACUTE & PRIMARY CARE: A. Improve integrated care coordination B. Take advantage of savings in health care reform C. Explore arrangements with federally qualified health centers D. Study cost-benefits of referring WI Veterans to federally funded VA benefits E. Explore expanded access to private insurance benefits F. Explore the capacity of private health plans to continue coverage past childhood G. Improve continuity of care and access to eligible benefits for released inmates H. Explore strategies to keep Medicaid recipients from going on and off the program I. Improve the prior authorization process J. Allow direct purchase of durable medical supplies and equipment K. Re-examine the Medicaid hotline L. Keep the door open for consideration of provider assessments COMMUNITY BASED MENTAL HEALTH SERVICES: A. Provide alternatives to existing inpatient and emergency department services B. Increase the use of certified peer specialists C. Increase the use of wraparound services for youth and parent peer specialists D. Expand consumer run recovery centers E. Implement county system changes

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

None

### Paulette

#### What could the Department of Health Services improve?

Please dont stop funding medicaid for people who have been identified with a severe mental illness. My son didn't ask to have this terrible illness and he needs this money in order to get his medication. His life would be greatly changed if he cannot get this benefit. Work on research to help mental health diseases.

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

Find more ways to employ people who are able to contribute to society, and provide them more opportunities to work. They want to work, help them do this.

**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

**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.

**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.

**Jane**

**What could the Department of Health Services improve?**

Need to continue with IRIS program funding to maintain daily care needs and support for those with physical and cognitive disabilities. Without IRIS funded transportation there would be noc access to the community. Prior authorization, covered goods, accessible communications/benefits for durable medical equipment are lacking for the needs of the consumer. Medicaid equipment coverage is extremely minimal. With the financial support from the federal government WI has a chance to make good choices and ensure that citizens have the supports they need to make a life in the community.

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

None

**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 veterans 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

**Ann**

**What could the Department of Health Services improve?**

My aunt has Prader Willi. I am greatly concerned that IRIS will not provide the care she requires for a safe and happy life. A support system of knowledgeable, caring, and competent professionals is needed and this is not cheap. Remember those few in our state who were born with Prader Willi Syndrome and don't let them reside in the shadows of life. Public funding for the adequate care of these fragile individuals is important to us all, especially to those who know, care, and love them.

**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

**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

**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 .

**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.

**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.

**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.

**John**

**What could the Department of Health Services improve?**

Remove IRIS cap, allow more people to sign up. IRIS is less expensive than a nursing home.

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

Change SeniorCare decutable to co-ins, this will make drug company rebates available.

**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

**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 reloan this item.

**Beverly**

**What could the Department of Health Services improve?**

IRIS to ensure that the consumer or person in this program is not being financially abused by the IRIS providers. The population that I work with are very vulnerable due to trauma and other disabilities from abuse throughout their lives. A DD victim since birth, gets SSI and others come into life and there is abuse oversight in IRIS process.

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

None

**Will**

**What could the Department of Health Services improve?**

I have seen a disturbing trend for family members, friends, and providers targeting vulnerable individuals and persuading them to join IRIS as a means to financially exploit these individuals. There must be some sort of screening or management to avoid this type of exploitation.

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

None

**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.

**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.

**Doree**

**What could the Department of Health Services improve?**

Please keep CSP funding levels current

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

None

**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.