

Advocates as Allies:

BUILDING RELATIONSHIPS BETWEEN MANAGED CARE
ORGANIZATIONS AND OMBUDSMEN

Objectives

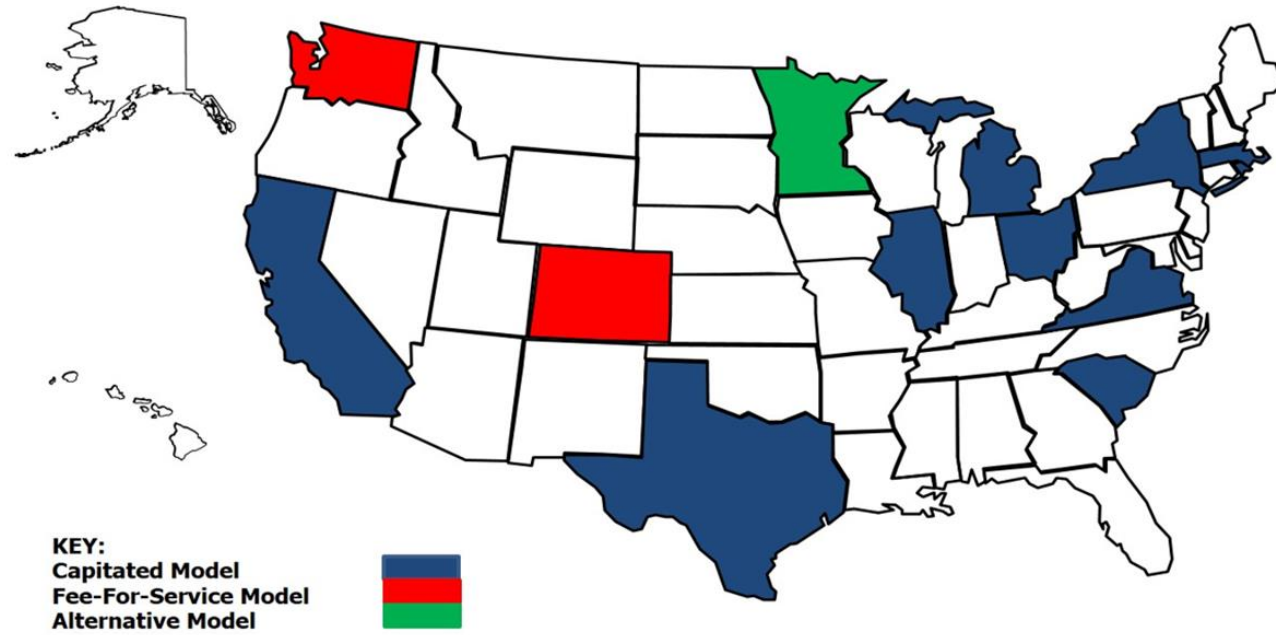
- Present the basics of the financial alignment initiative and its current status
- Describe ombudsman role in states' demonstrations
- Discuss best practices and lessons learned to date
- Describe how others can begin building similar relationships

Introductions

- Toni Fortson-Bigby, Director of Regulatory & Consumer Advocacy, CareSource
- Marc Steinberg, Technical Director, Medicare-Medicaid Coordination Office, Centers for Medicare and Medicaid Services
- Teresa Teeple, Ombudsman Systems Liaison, Ohio Office of the State Long-Term Care Ombudsman
- Gabriela Trujillo-Williams, Program Analyst for Duals Demonstration Ombudsman Technical Assistance Program, Administration for Community Living

Financial Alignment Initiative

- Response to fragmented system, opportunity resulting from ACA
- Goal: increase access to quality, seamlessly integrated programs for Medicare-Medicaid enrollees
- Demonstration models
 - Capitated
 - Managed FFS
 - Alternative



Financial Alignment Initiative: States

Beneficiary Assistance: Financial Alignment Ombudsman Programs

- Origination
- Models used by states
- Function/activities
 - Complaints/inquiries
 - Build relationships at state level
 - Address systems issues

States Leveraging LTC Ombudsman Program

- Illinois
- Ohio
- Virginia
- South Carolina

States Using a Contracted Organization

- California
- Colorado
- Massachusetts
- New York
- Rhode Island
- Michigan

States Using an Existing Ombudsman Program

- Texas
- Washington

Beneficiary Assistance: Moving Forward

- Increasing shift toward Medicaid managed care
- Benefit of ombudsman function in managed care space
- Managed care regulation requirements related to beneficiary supports



MyCare Ohio

Home and Community-Based Services

- § Home modifications
- § Durable medical equipment
- § Care management





Nursing Home Issues

- § Transitions between settings
- § NF discharge to homeless shelters



Nursing Home Closures: All Hands on Deck

Ohio's Interagency
Transition Team

Communication is key, as is having a centralized point of contact

Leveraging existing relationships to initiate and sustain connection

Inclusion of ombudsman contact information in marketing materials

Lessons
Learned

Facilitated Discussion

Contact

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