

2023 HCBS

Partnership Promising Practices: Lessons from FAI Ombudsman & SHIP Networks

Melissa Simpson and Alisya Oetoyo, ACL

Courtney Simmons, South Carolina Prime Ombudsman

8/30/2023

Administration for Community Living (ACL)

Established in April 2012 by bringing together the Administration on Aging, the Office on Disability and the Administration on Developmental Disabilities. In the years since, additional research, service, and information and referral programs have been transferred to ACL from other agencies. ACL is responsible for increasing access to community supports, while focusing attention and resources on the unique needs of older Americans and people with disabilities across the lifespan.

Mission

Maximize the independence, well-being, and health of older adults, people with disabilities across the lifespan, and their families and caregivers.

Vision

All people, regardless of age and disability, live with dignity, make their own choices, and participate fully in society.

Overview OHIC FAI Supports

- CMS Financial Alignment Initiative (FAI)
 - **Who** receives service?
 - **What** are the FAI and Medicare Medicaid Plans (MMPs)?
 - **When** do Ombudsman and SHIP help?
 - **Where** is FAI available?
 - **Why** partners matter?

WHO receives services?

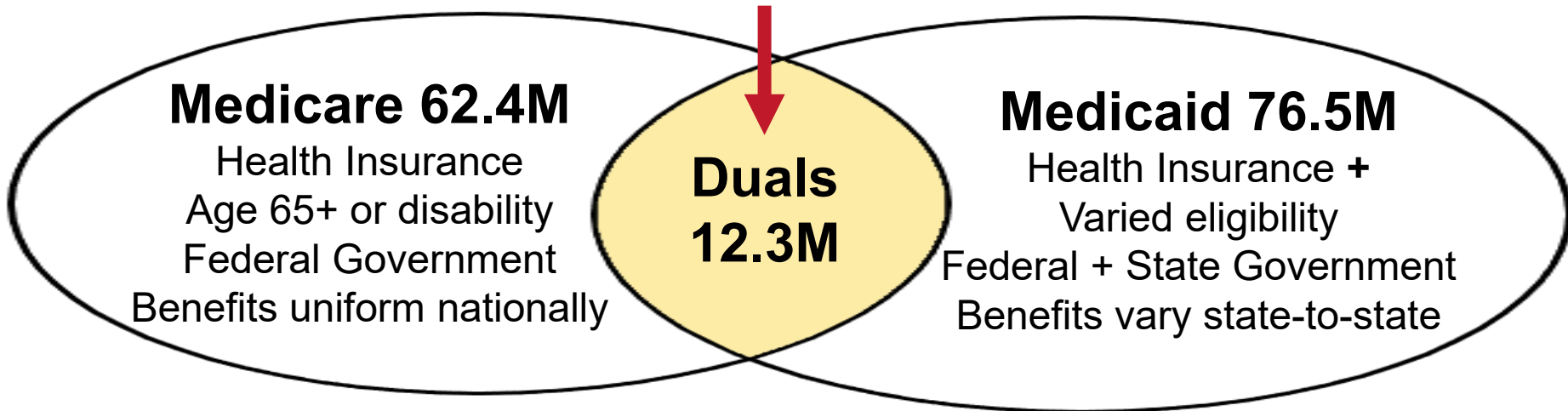
Marion could not eat solid food and lost a significant amount of weight due to ill fitting dentures. Despite repeated adjustment attempts, her dentures were beyond repair. Marion's managed care plan denied her denture replacement request.

Distraught, Marion called the Ombudsman who helped appeal the decision. On appeal, the plan found the dentist mistakenly took the impressions for the dentures too soon after dental surgery causing the fit problem.

Additionally, the Ombudsman helped Marion obtain a prescription and approval for dietary supplements to meet her nutritional needs until she received the replacement dentures.

WHAT are the FAI and MMPs?

Financial Alignment Initiative



- Two demonstration models
 1. Capitated Model, three-way contracts result in Medicare-Medicaid Plans (MMP)
 - Managed Care Organizations
 - Centers for Medicare & Medicaid Services
 - State Medicaid Agency
 2. Managed Fee-for-Service Model
- Interagency Agreement with ACL OHIC to provide technical assistance to CMS Ombudsman and SHIP grantees

WHEN do Ombudsman and SHIPs help?

SHIP

Top 5 Topics Discussed

1. Medicaid
2. Original Medicare Parts A & B
3. Extra Help/LIS
4. Medicare Part D
5. Medicare Part C

Ombudsman

Top 5 Complaint Categories

1. Enrollment/Disenrollment
2. Benefits/Access
3. Claim/Payment
4. Care
Coordination/Manager
5. LTSS

WHERE is FAI Ombudsman and SHIP available?

State	Demonstration Name	Coverage Area	Serves	Ombudsman	SHIP
IL	Medicare-Medicaid Alignment Initiative	Statewide	21 years +	Long-term Care (LTC) Ombudsman	SHIP
MA	One Care	11 counties	21-64 years	Disability Policy Consortium	SHINE
MI	MI Health Link	15 counties	21 years +	MI Elder Justice Initiative	MMAP
OH	MyCare Ohio	29 counties	18 years +	LTC Ombudsman	OSHIIP
RI	Integrated Care Initiative	Statewide	Nearly All	Parent Information Network	SHIP
SC	Healthy Connections Prime	44 counties	65 years +	LTC Ombudsman	NA

Bolded text rows indicate Ombudsman housed in a nonprofit

WHY partners matter?

- **Beneficiary advocacy**
 - Resolutions with Medicare Medicaid Plans (MMPs)
 - Medicaid eligibility and enrollment troubleshooting
- **Systems and policy advocacy**
 - Medicaid systems, policies and procedures
 - CMS integrated appeals notices
 - Plan Implementation Council requirements
- **Amplifying outreach and education**
 - Increase ability to reach beneficiaries
 - Intentional reach to specific groups

Attendee Time

- Attendee Introductions
 - Name
 - Organization
 - Your favorite thing about the work you do
 - How partners impact the work you do or why they are important to your work

Partnership

- Partnerships are a collaboration of internal agency and external organizations with similar interests to provide advocacy (counseling or case management) and promote the services the programs have to offer

Building a Network

- Grantees have knowledge of Medicare and Medicaid information and resource
- Many staff personnel come with experience in related fields

Lessons

- Grantees manage many partnerships with varying efforts at all levels
 - Demonstration contract parties
 - Internal groups
 - Like-minded organizations
 - Specific needs

Lessons

- Partnerships have different purposes
 - Grow partner network
 - Reaching a target audience/outreach education
 - Provide training
 - Beneficiary advocacy
 - System and policy advocacy

Attendee Time

- Attendee Introductions (new speakers)
 - Name
 - Organization
 - Your favorite thing about the work you do
- What experiences or examples do you have with creating partnerships?
- How might you use these examples to grow your network?



SOUTH CAROLINA

Q&A

Add closing slide title here