Dot your i's, Cross your t :

How innovative technology increases independence and integration in HCBS

Introductions:

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Question 1:

According to Kaiser (Dec 2022), how many states are reporting HCBS workforce shortages?

Response to Question 1:

All 50 States

Question 2:

According to ANCOR (2022), what percent of HCBS providers are turning away new referrals due to workforce shortages?

Response to Question 2:

83% of HCBS providers

The State of America's Direct Support Workforce Crisis 2022 | ANCOR

Question 3:

According to PHI, how many jobs for frontline HCBS staff will need to be filled between 2020 and 2030?

Response to Question 3:

7.9 million total jobs including new jobs and job vacancies

Key Facts & FAQ - PHI (phinational.org)

Question 4:

According to Kaiser, how many people are on HCBS waiting lists across the country?

Response to Question 4:

656,000 people

A Look at Waiting lists for Home and Community-Based Services from 2016 to 2021 | KFF

Question 5:

According to MACPAC, among high cost HCBS users, what % of HCBS expenditures are for in-person supports, and what % is for equipment, technology, and home modifications?
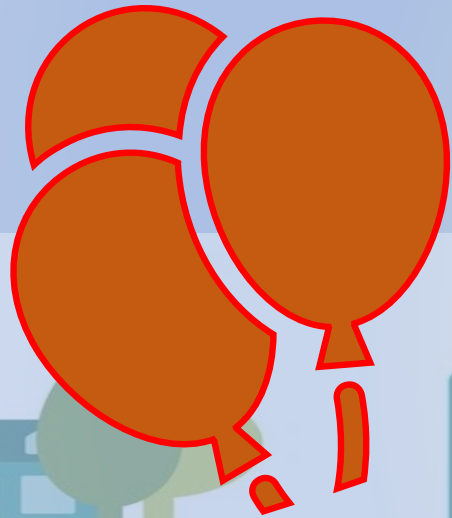
Response to Question 5:

More than 80% for in-person supports, less than 1% for equipment, technology, and home modifications

https://www.macpac.gov/publication/medicaid-home-and-community-based-services-characteristics-and-spending-of-high-cost-users/
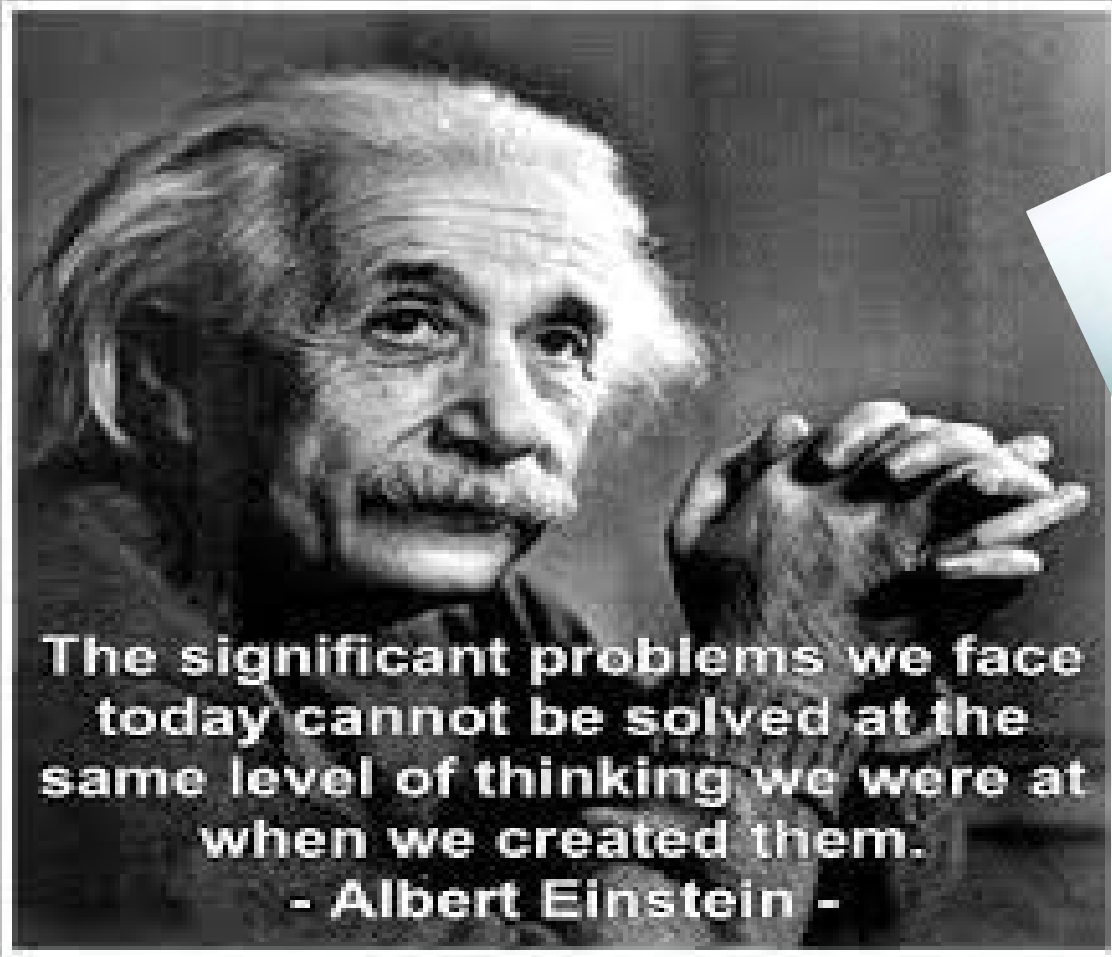
The significant problems we face today cannot be solved at the same level of thinking we were at when we created them.
- Albert Einstein -

TIME for Change

Think *differently*
Assess *differently*
Plan *differently*
Support people *differently*

Independence First: How do we get there?

1. *Expect* independence
2. Assess and plan with a focus on independence
3. Cover benefits that support independence
4. Measure independence (and integration, employment, etc.) as key outcomes of HCBS
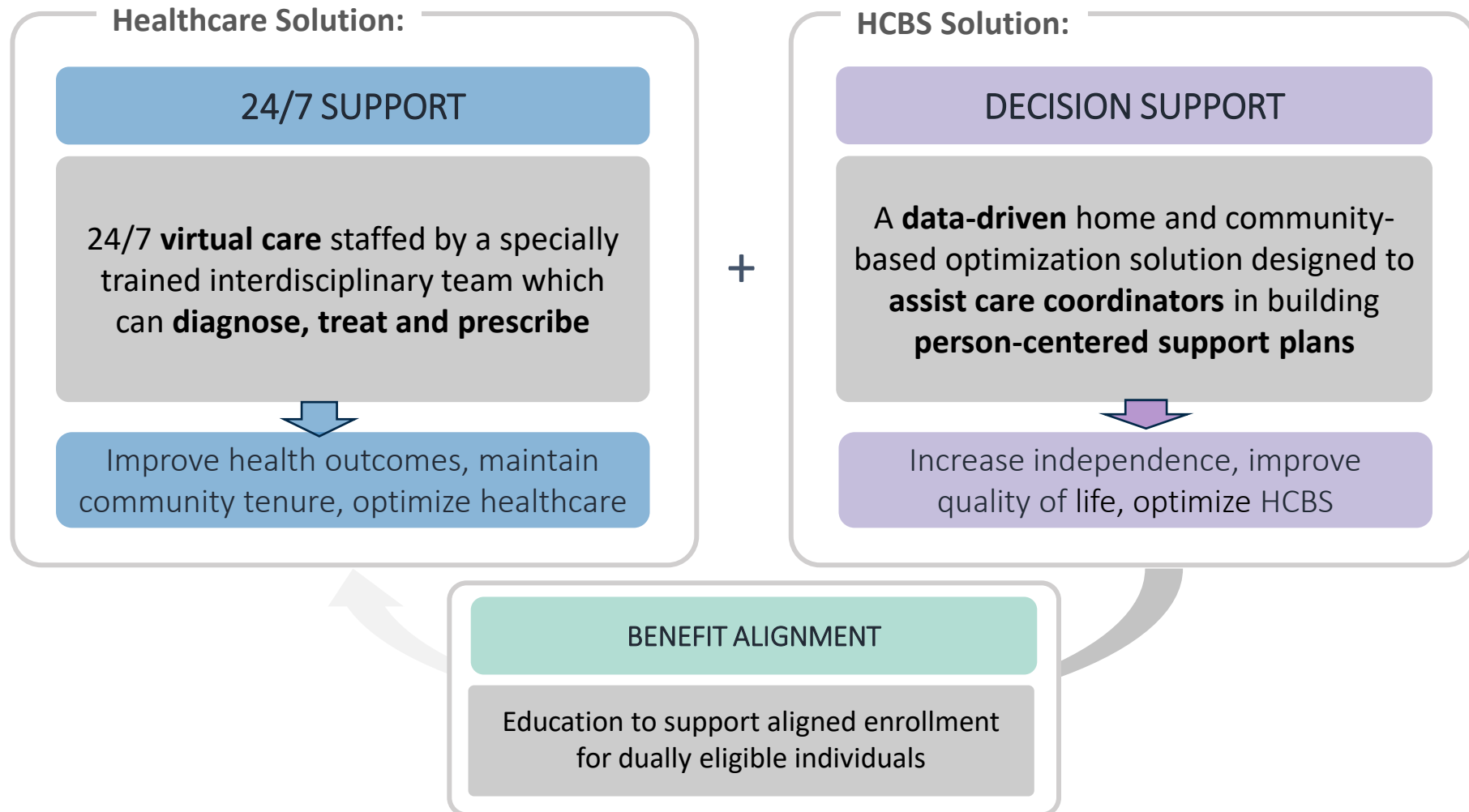5. Value independence and other outcomes in HCBS payment processes
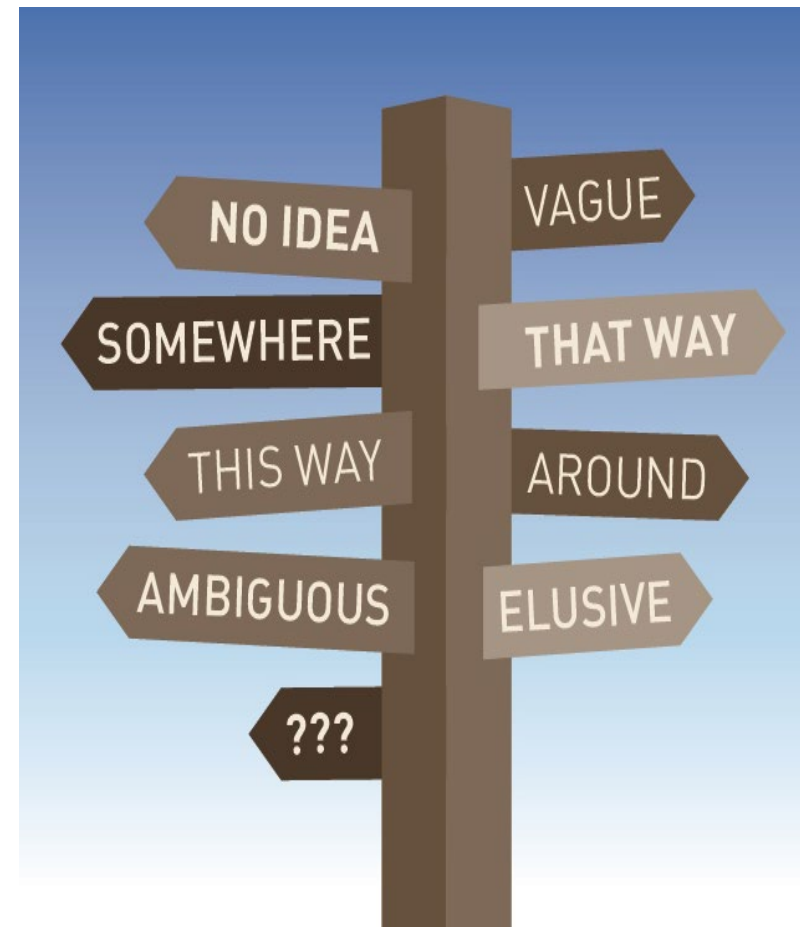
The CareBridge Mission: Our *Why*

CareBridge exists to enable individuals in home and community-based settings (HCBS) to maximize their health, independence and quality of life

- Helping people receive the care and support they need where they want to receive it—*at home*

- Offering support and peace of mind to family members and other caregivers

- Helping people manage their chronic conditions and stay healthy

- Avoiding unnecessary ED visits and hospitalizations

- Supporting Care Managers

- Helping people achieve their personal independence goals and improve their quality of life

CareBridge Solutions

CareBridge solutions are specifically designed to address the challenges faced by individuals receiving HCBS and those who support them

Healthcare Solution:

24/7 SUPPORT

24/7 **virtual care** staffed by a specially trained interdisciplinary team which can **diagnose, treat and prescribe**

Improve health outcomes, maintain community tenure, optimize healthcare

+

HCBS Solution:

DECISION SUPPORT

A **data-driven** home and community-based optimization solution designed to **assist care coordinators** in building **person-centered support plans**

Increase independence, improve quality of life, optimize HCBS

BENEFIT ALIGNMENT

Education to support aligned enrollment for dually eligible individuals

CAREBRIDGE

# Decision Support HCBS Optimization Solution

DECISION SUPPORT OBJECTIVES

- ✓ Support care coordinators with data and OT / PT informed personalized insights
- ✓ Surface actionable alternatives that empower independence and improve quality of life
- ✓ Leverage enabling technologies and other empowering alternatives to help alleviate HCBS staffing constraints
- ✓ Drive personalization, quality, and inter-rater reliability across assessments & person-centered plans
- ✓ Ensure each person receives appropriate level of support while maximizing independence

WHAT MAKES CAREBRIDGE DIFFERENT?

1. **Nation's Largest HCBS Analytical Database**
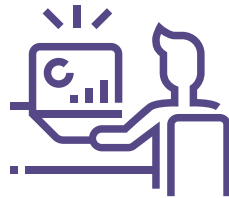
2. **Proprietary Tech to Support Assessors in Real Time**

3. **Occupational & Physical Therapy Perspective**

4. **Configuration for State Requirements**

5. **Customization & Integration with MCO / Support Coordinator's Workflow**

Holistic, person-centered recommendations that promote independence, improve quality of life, and optimize workforce and program resources

CAREBRIDGE

What are Empowering Alternatives?

EMPOWERING ALTERNATIVES

- Methods to support individuals at home and in the community

- Alternatives to complete dependence on hands-on caregivers

- Tools to increase independence, health, safety and quality of life

- Examples include DME, assistive/enabling technology, home modifications, rehabilitative therapies, and adaptive equipment

Why they matter to individuals, caregivers

- Opportunities to maintain independence, achieve new levels of desired independence, or regain lost levels of autonomy over their lives

- Confidence, peace of mind for family, paid caregivers

- Allows for more personalized service delivery through person-centered planning; ensures consistent access to needed support

- Increases social connections and community integration options

Why they matter to states, health plans, providers

- Increased flexibility with staffing patterns; utilizes staff capacity in the most efficient and effective way

- Supports the frontline workforce with more efficient service delivery; increases worker satisfaction

- Improves provider and health plan compliance with service delivery (fewer gaps in care)

- Stabilizes and increases capacity of HCBS network; allows enrollment growth including wait list reduction

- Improves efficiency of service delivery (lower cost)

CAREBRIDGE

A Personal Perspective on *Independence First*

Click to hear amazing member stories

I've been able to be more independent and do more things physically…

They showed me a new way of life to live that I never thought I was gonna get back again…

Increasing Independence & Integration

Rachel Chinetti, Staff Vice President, LTSS/IDD Organization

Journey to Expand Access to Empowering Alternatives

Commitment to promote access to empowering alternatives

Evaluating baseline and understanding challenges to accessing empowering alternatives

Executing on a plan for increased independence and measuring success

Prioritizing Empowering Alternatives

- Elevance Health supports 450k individuals in LTSS programs across 11 states with 25 years' experience in administering LTSS programs

- Driving factors to prioritize empowering alternatives:
  - Individuals in LTSS programs seek access to supports that promote independence, are delivered with continuity, and can be individualized to align with their lives
  - Pervasive workforce shortages

- Baseline data reflects significant opportunity in improving access to empowering alternatives
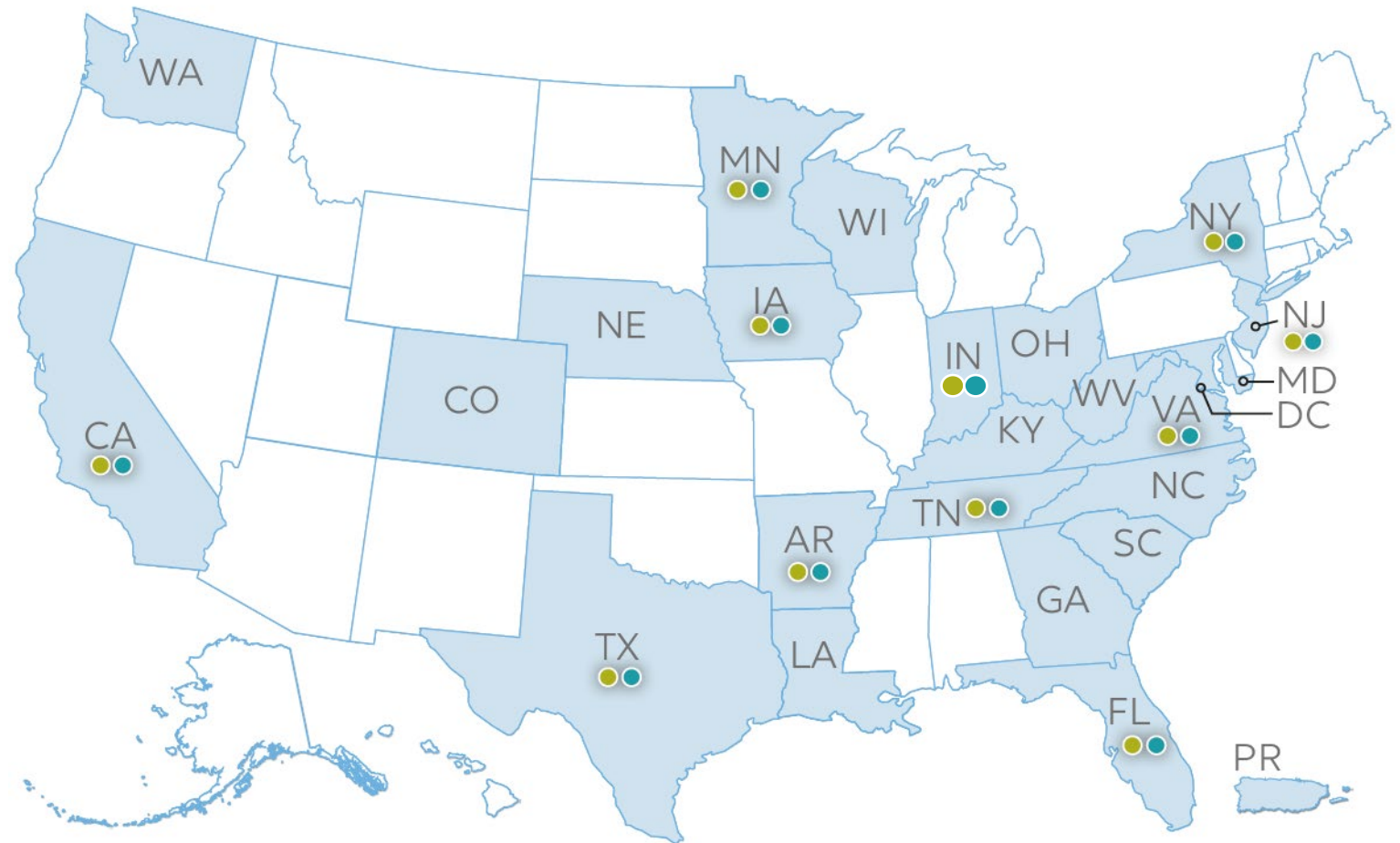

KEY
- I/DD with MLTSS
- ABD/SSI with MLTSS carve-in

# Evaluating Barriers to Access and Utilization

- Evaluate state specific LTSS benefit packages and allocations for empowering alternatives
  - **Finding:** Wide variance across states and waivers. Due to this, people have markedly different experience with empowering alternatives, such as technology solutions, depending on their location and waiver program.
- Evaluate LTSS Service Coordination goals, training, and tools for alignment with empowering alternatives
  - **Finding:** Opportunities to enhance training for Service Coordination and improve skills on integrating empowering alternatives through person-centered planning process
- Evaluate provider network capacity to manage an increase in referrals across services such as adaptive aids, assistive technology, DME, remote patient monitoring
  - **Finding:** Adequate network on paper, but additional network development needed to align with goals for increased access to empowering alternatives

Elevance Health Technology Solutions Claims

>1%   -10%

-90%
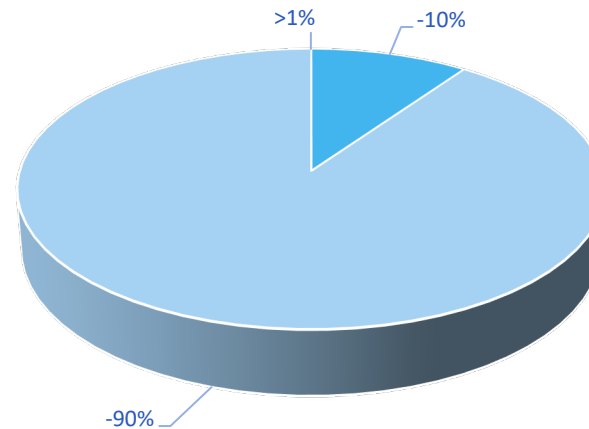
- Assistive/Enabling Technology Claims
- Tech-Like Claims
- No Claim

Elevance Health PCSP Technology Solutions

-2%

-98%
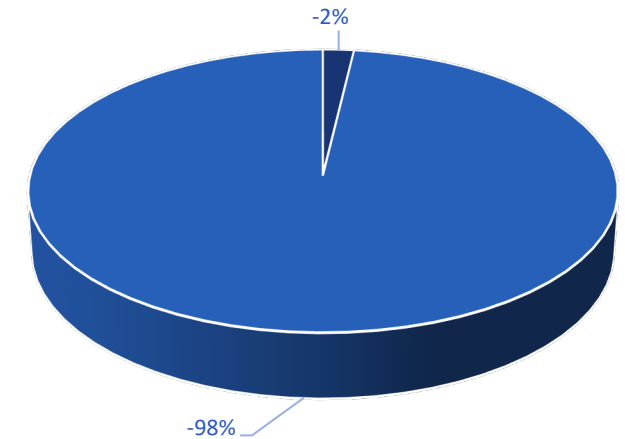
- Technology Assistance ■ Human Assistance

Investing in Change: Promoting Technology and Independence

Elevance Health Empowering Alternatives Strategy

Leverage flexibility within existing waiver benefits

Iowa Home & Vehicle Modification:
- Voice-activated, sound-activated, light-activated, motion-activated, and electronic devices directly related to the member's disability.
- Keyless entry systems.
- Automatic opening device for home or vehicle door.

Tennessee Enabling Technology:
- Systems which use wireless technology, and/or phone lines, to link a member's home to a person off-site to provide up to 24/7 support.
- Systems which include the use of remote sensor technology to send "real time" data to remote staff or family who are immediately available to assess the situation and provide assistance according to a Person-Centered Support Plan (PCSP).

Service Coordination and Operations:

- Dedicated technology specialists at the enterprise and local health plan level
- Infuse training on empowering alternatives throughout areas of training curriculum
- Leverage tech flex fund and ILOS
- Partner with Carebridge to enhance service coordination tools

Provider Network Supports:

- Expand training for providers on technology solutions and other empowering alternatives
- Partner with existing provider network to expand capacity
- Recruit new providers with expertise in empowering alterntaives
- Align pay with outcomes through provider incentive programs

Establish mechanisms for monitoring outcomes and measuring the experience of individuals in LTSS programs.

Increased Independence, Improved Quality of Life and Impact on Workforce Need

Michelle Morse Jernigan

United Healthcare

There for what matters™

TN Health Plan Journey

- Enabling Technology – What?

- Minimal authorization of Assistive or Enabling Technology

  - Minimal understanding, exposure, training

- Hired Director of Technology First Solutions

- Enhanced staff training

- Resource development

- SME team

Technology Utilization

AT/ET Authorized

AT/ET Auths

■ 2021   ■ 2022   ■ JAN-JUN 2023
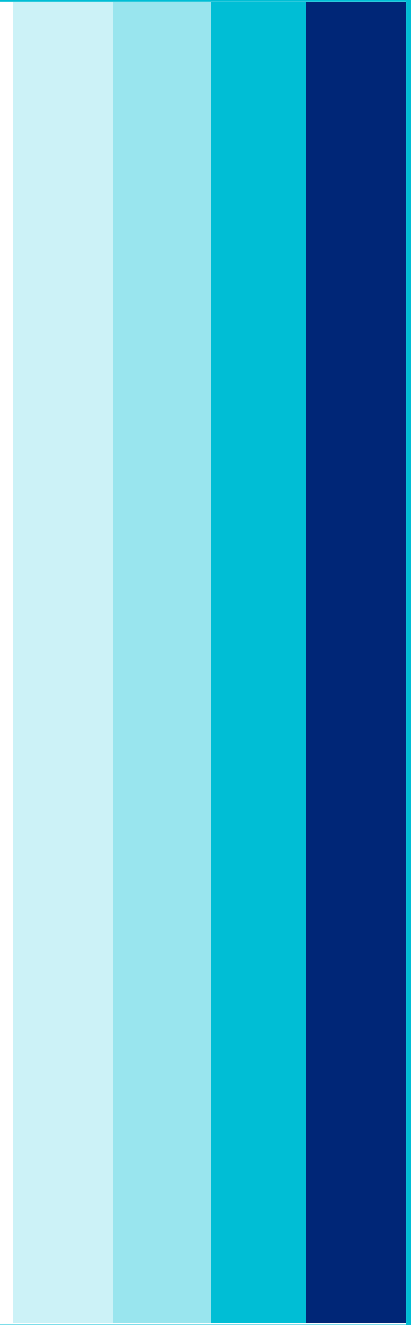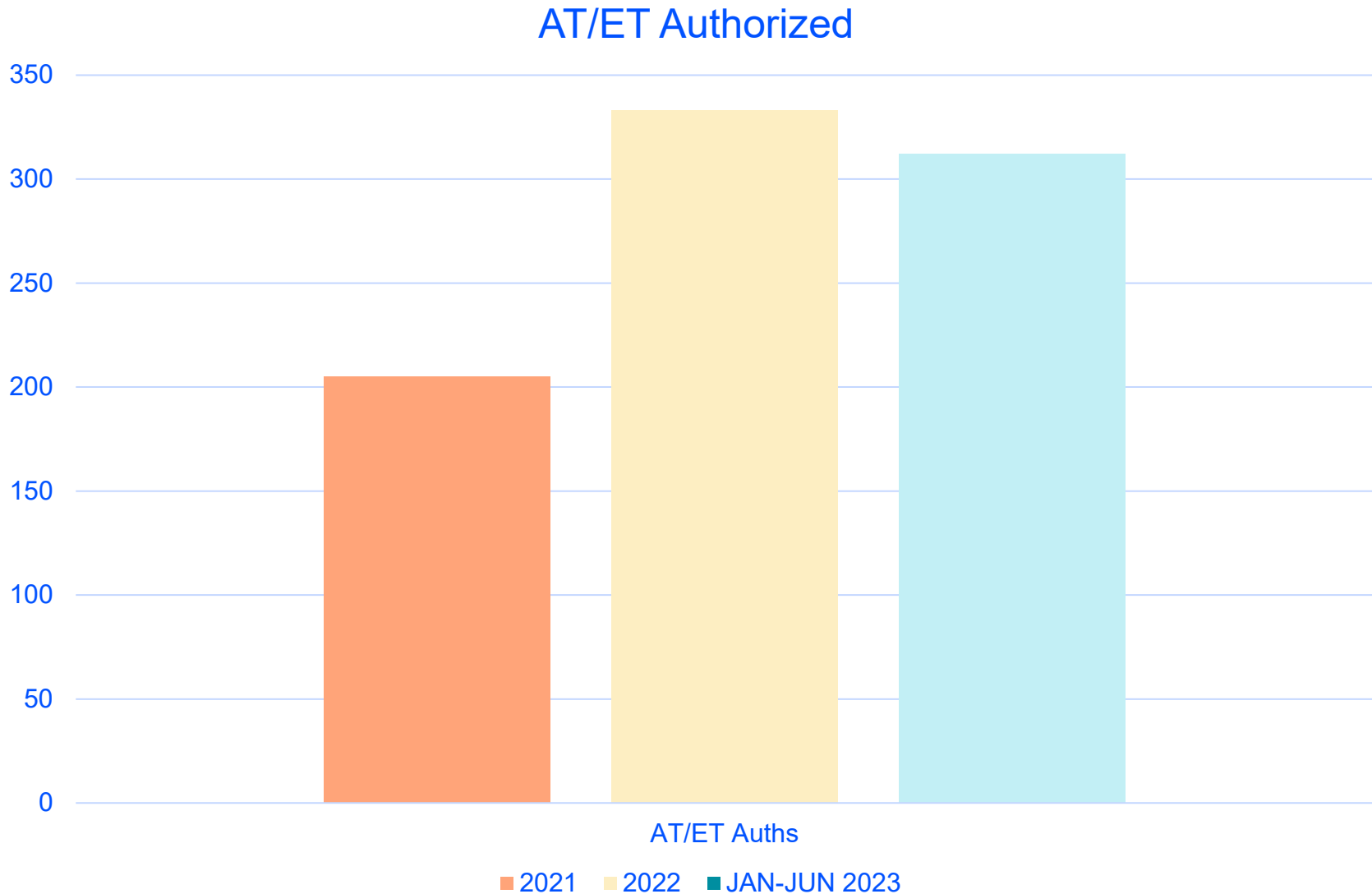
Innovative Pilots

- Community Living Supports
  - Decrease need for 24/hr staff
- Assisted Living Facility
  - High incident of acute UTI and ER visits
  - Bidet and hi-tech water bottles
- Rapid Deployment Packages
  - Nursing Facility transition and diversion

Evaluation

- HCBS Savings

- Member/family satisfaction

- Reduced burden/reliance on diminishing workforce

- Surprising response from older adults and adults with physical disabilities program enrollees
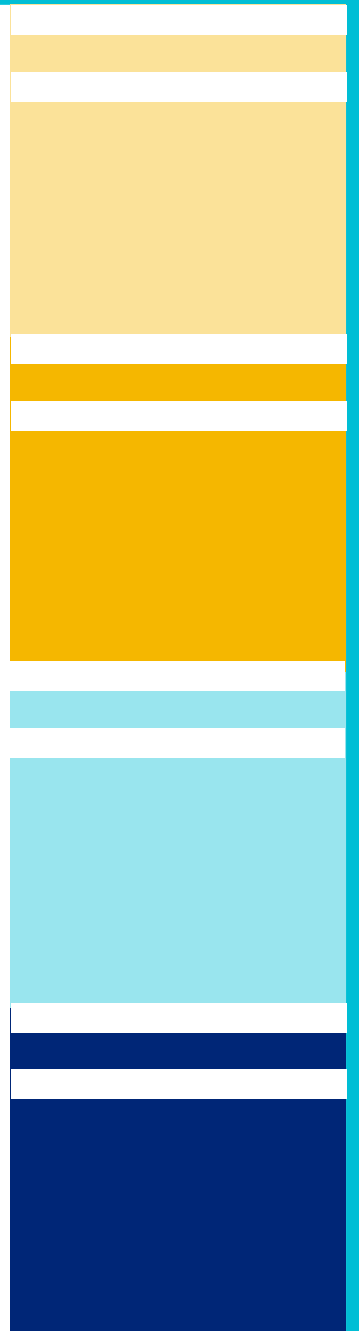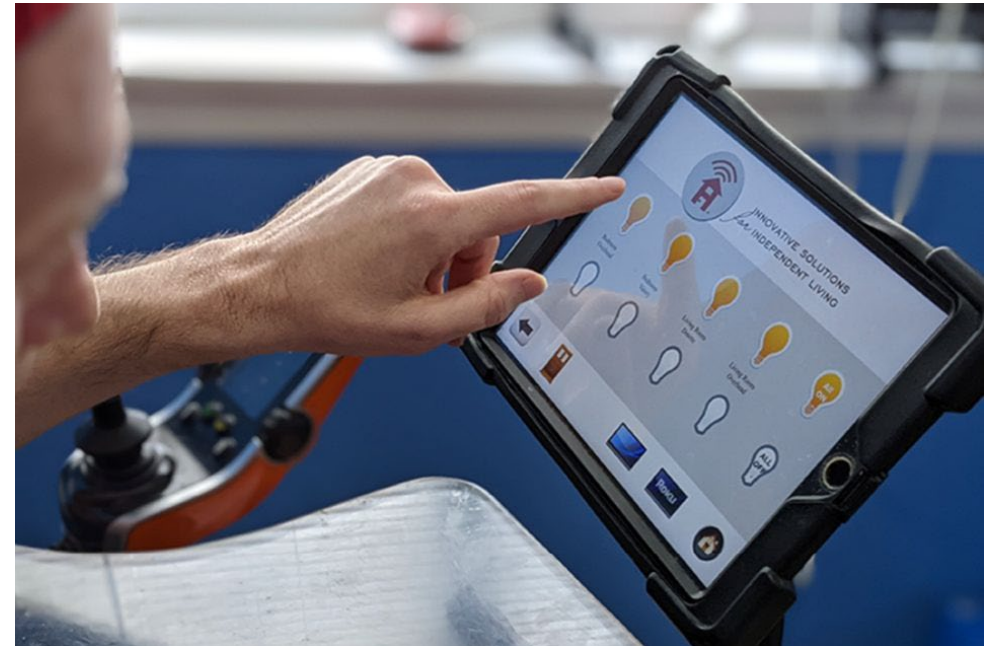
Enabling Technology in Tennessee

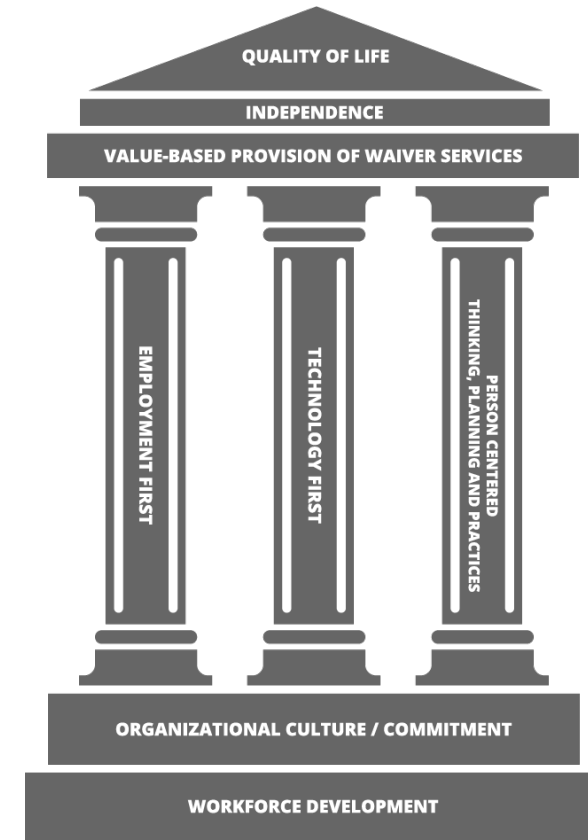# What is Enabling Technology in a Technology First state?

"Technology First began as a movement but has transformed to a framework for systems change where technology is considered first in the discussion of support options available to individuals and families through person-centered approaches to promote meaningful participation, social inclusion, self-determination and quality of life (Tanis, 2019)."

What is Enabling Technology in a Technology First state?

Enabling Technology solutions

- should be considered first as an option for services and supports;

- should be prioritized as a possible solution when considering any direct supports and services in order to promote independence, reduce risk of future reliance on direct supports, empower personal growth, and provide additional opportunities for self-determination;

- is not a "technology-only" strategy; and

- aim to help members understand how Enabling Technology can improve their quality of life and allow them to experience new levels of desired independence

Why is Enabling Technology important in TN?

- Provides opportunities for persons to experience new levels of desired independence and self-determination.

- Provides more opportunities and resources for agencies to address continuing issues in workforce deficits, wage pressures, and changes in waiver services.

- Allows provider agencies to effectively and efficiently provide more services to people needing supports.

- Allows for more personalized service delivery through person-centered planning, and more flexibility with staffing patterns.

- Allows persons supported to enjoy the full benefits of community living and engagement

Who is utilizing Enabling Technology in TN?

Expansive Scope of Service

The Enabling Technology Program is available to any person enrolled in Medicaid HCBS programs and populations, including older adults, adults with physical disabilities, and individuals with I/DD--whether served through or section 1915c or 1115 waivers.

Assessment

All members complete an Enabling Technology Assessment to evaluate their individual opportunities and desire for enabling technology.

Benefit for all HCBS members

American Rescue Plan Act of 2021 (ARP) Update: Within the first year and a half, 545 older adults and adults with physical disabilities requested Enabling Technology.

- Majority of ET requests are related to increasing independence and/or safety.
- Other examples include: a medication dispenser with reminders offered in a different language, an automatic food dispenser for emotional support pet, and an adapted laptop to assist member to obtain their GED

Let's Chat: A Panel Discussion on *Independence First*

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