



NSCLC

National Senior Citizens Law Center

Protecting the Rights of Low-Income Older Adults

September 30, 2013

Talking to Your Clients about the Duals Demonstration and MLTSS

Keeping it Simple

Leslie Fried, National Council on Aging
Georgia Burke, National Senior Citizens Law Center
Fay Gordon, National Senior Citizens Law Center

Housekeeping

- All on mute. For technical questions and concerns, please use chat box.
- For substantive questions, please use questions box.
- Problems with getting on to the webinar? email trainings@nsclc.org
- You will be sent copies of the slides after the presentation. Slides and a recording will also be available at www.nsclc.org



The National Senior Citizens Law Center is a non-profit organization whose principal mission is to protect the rights of low-income older adults. Through advocacy, litigation, and the education and counseling of local advocates, we seek to ensure the health and economic security of those with limited income and resources, and access to the courts for all. For more information, visit our Web site at www.NSCLC.org.

National Council on Aging (NCOA)

NCOA is a nonprofit service and advocacy organization.

Our mission is to improve the lives of millions of older adults, especially those who are vulnerable and disadvantaged.





Aging and Disability Partnership

for Managed Long-Term Services and Supports

The Aging and Disability Partnership was established by the National Association of Area Agencies on Aging (n4a) as part of Administration for Community Living (ACL) grant “Building the Business Capacity of Aging and Disability Community-Based Networks for Managed Long-Term Services and Supports.”

The goal of the project is to leverage the Aging and Disability Networks’ extensive infrastructure, service capacity and expertise, to ensure the delivery of efficient, high-quality MLTSS to older adults and people with disabilities.

www.mltssnetwork.org



Aging and Disability Partnership

for Managed Long-Term Services and Supports

National Association of Area Agencies on Aging

www.n4a.org

Health Management Associates

www.healthmanagement.com

National Disability Rights Network

www.ndrn.org

Disability Rights Education and Defense Fund

www.dredf.org

National Senior Citizens Law Center

www.nsclc.org

Today

Overview: What is happening?

Messages for Clients

Additional Resources

Background

More states using managed care for long-term services and supports

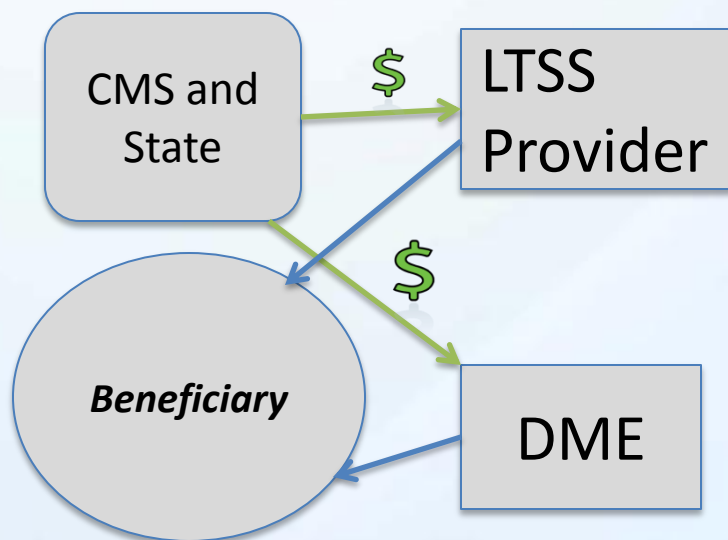
Two initiatives driving the change to managed long-term services and supports (MLTSS)

Dual Eligible Demonstration
(Financial Alignment
Demonstration)

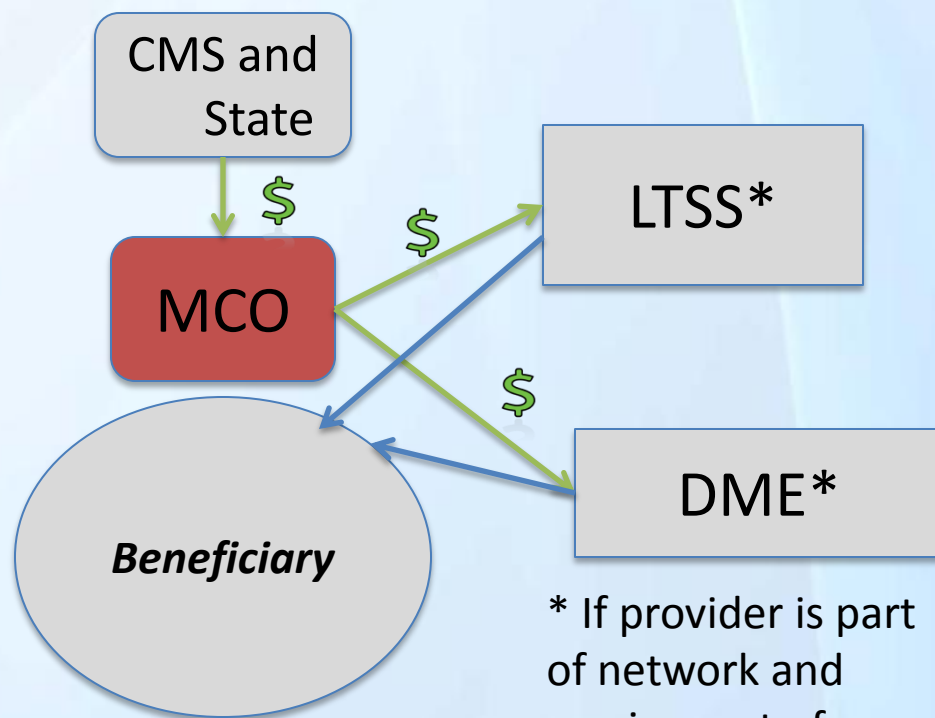
Growth in MLTSS
(State introducing or
expanding through waivers)

Medicaid managed LTSS: LTSS through capitated care

Fee for service LTSS



Managed LTSS

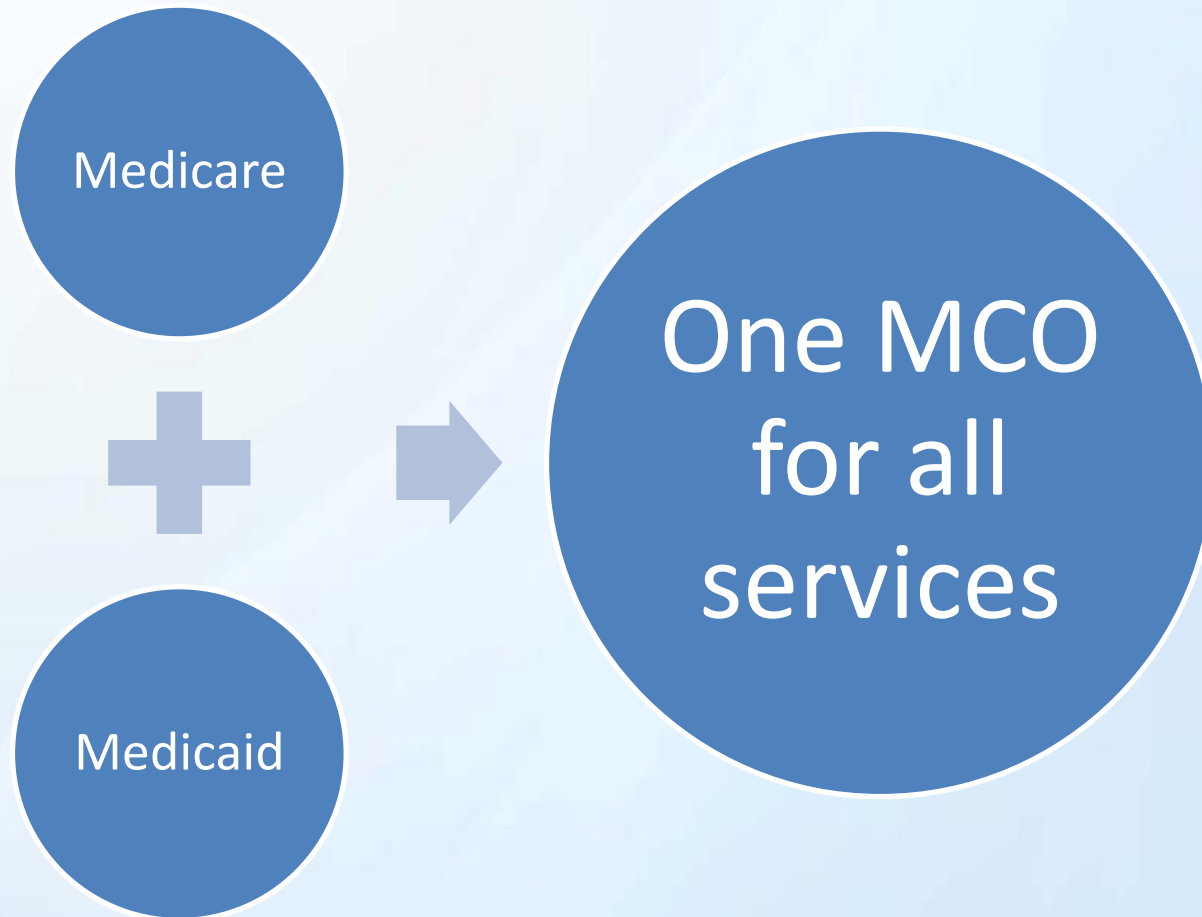


* If provider is part of network and service part of care plan

MLTSS only compared to Duals Demo states

- Some states already have MLTSS (e.g. Arizona, Tennessee)
- Some are introducing MLTSS (e.g. New Jersey, Florida)
- ***Important: MLTSS only is managed care only for Medicaid LTSS***
- ~~Medicare~~: Medicare services not included in MLTSS only, remains separate

Duals demos: Combine all services into one managed care plan



Duals Demo: All Medicare and Medicaid in one managed care plan



Blue: Memorandum of Understanding (MOU) pending.

Red: Proposal withdrawn.

Yellow: Signed MOU.

Gray: Not seeking demonstration. These states are not seeking to do demonstration projects.

Duals Demo: States using managed care for Medicare and Medicaid

- Massachusetts
- Ohio
- Illinois
- California
- Virginia
- New York

MLTSS in various stages of planning and development

Some states developing MLTSS program.

Some states require enrollment in MLTSS. Others allow opting in.

Some states have plan contracts in place.

Some states include all MLTSS recipients. Others have carve outs.

Some are working with CMS on approval.

Messages for Clients

Clients have questions about changes on the horizon

Choice

- *Am I going to be forced into managed care?*

Time

- *When do I need to think about this?*

Medicare

- *What should I do during Open Enrollment?*

Access

- *Will I lose access to my doctors?*

Client Message:

In most states, changes are not happening yet.

California DUALS (with major exceptions)	First notice: January, 2014 Second notice: February, 2014 Third notice: March, 2014
Florida MLTSS	First notice: Four months before the effective date in the client's region Second notice: Two months before the effective date, will list the MCOs and steps to selecting the plan.
Illinois DUALS	Notice: January, 2014
Massachusetts DUALS	Notice: November, 2013
Ohio DUALS	First notice: February, 2014
New York DUALS	Notice: May, 2014 for community LTSS Notice: November, 2014 for NH residents
Rhode Island MLTSS	Notice: September, 2013: Medicaid-only and NH residents Notice: October, 2013: All NH residents Notice: January, 2014: Community-based Notice: February, 2014: Community-based*
Virginia DUALS	Notice: March, 2014

Important Client Message

You will still have the right to
choose how you receive your
MEDICARE services

**Client
Message:**

In all states, you will have the right to choose how you receive Medicare services.

1. You can choose Original Medicare
2. You can choose Medicare Advantage
3. DUALS state: You can get Medicare and Medicaid together in one plan

You will not be forced into Medicare managed care. It is your choice.

Important Client Message

You will not be locked in for
your Medicare choice.

**Client
Message:**

Dual eligibles have a continuous Medicare enrollment period.

1. You can change from one demonstration plan to another.
2. You can leave managed care and go back to fee for service Medicare.
3. If you opted out at the start of enrollment, you can join a demonstration plan later.

Changes will be effective the first day of the following month.

Important Client Message

No surprises.
You will get notices before
changes take place.

**Client
Message:**

Notices will explain choices and deadlines.

1. In demo states, at least 2 notices— 60 day and 30 day.
2. Passive enrollment: state picks a plan for you. If you do nothing, you will be enrolled in the plan the state picked.
3. When you get a notice, find out more. Read information, talk to your doctors, get enrollment counseling.

**Client
Message:**

Choose when you have all the
information you need

1. Premature to choose until you can look at plan networks and plan drug lists and until demonstration designs are fully set.
2. Keep an open mind.
3. Don't decide in the abstract.
4. Choose what is right for you.

For advocates: Enrollment will vary based on client

- Some dual eligibles won't be passively enrolled into demonstration plans.
 - Fall 2013 reassignment list for new Medicare Part D benchmark plan will not be passively enrolled into a demo plan until at least Jan. 1, 2015.
 - PACE enrollees excluded.
 - If only one plan is available, no passive enrollment (w/few exceptions).
 - Others depending on state proposal.

For advocates: Enrollment will vary based on client

- Enrollment will be phased:
 - By birthday, county, health status, depending on state.
- Some dual eligibles excluded entirely from the demos.
- State and plan will use enrollment brokers

Important Client Message

Keeping your current doctors—
learn about your choices.

**Client
Message:**

Learn the facts: Is your doctor part of a plan's network?

1. **MLTSS** enrollment: Should not affect the doctors you can see.
2. **Duals Demo** enrollment: You can continue to see your doctor if your doctor is in the plan's network. If you need a new doctor, you will have to use one who is part of the plan.
3. Even if your doctor isn't in the plan, you will be able to continue to see the doctor for a transition period until the plan sets up new providers for you.

**Client
Message:**

Learn about your state's transition period

Duals Demo: Even if your doctor isn't in the plan, you will be able to continue to see the doctor for a transition period until the plan sets up new providers for you.

For Advocates: Care continuity policies

- **Duals demo:** State transition periods vary.

	CA	IL	MA	NY	OH	VA
Transition Period	180/360 days M'care/M'Caid	180 days	90 days	90 days	Depends on service	180 days

- Continuity of providers v. continuity of services

See NSCLC Advocacy Tool on Care Continuity for more details.

www.nsclc.org/wp-content/uploads/2013/05/Care-Continuity-Final-052913.pdf

Important Client Message

In Open Enrollment, decide
what Medicare choices are best
for you NOW.

**Client
Message:**

Make a Medicare choice during Medicare Open Enrollment

1. Do what you do every Medicare open enrollment period.
2. **Duals demo** should not deter you from making a choice about your Medicare.

Resources

Medicare Open Enrollment

www.ncoa.org/enhance-economic-security/center-for-benefits

The screenshot shows the NCOA website's navigation and content for the National Center for Benefits Outreach & Enrollment. The top navigation bar includes 'Enhance Economic Security', 'Improve Health', 'Get Involved', 'About NCOA', 'News', and 'Events'. A search bar with a 'GO' button is located on the right. The main content area features a sidebar with links to Medicare, Medicaid, Prescriptions, Food & Nutrition, Energy, and Other Benefits. The main section is titled 'National Center for Benefits Outreach & Enrollment' and includes sub-navigation for BECs, MIPPA, Resource Library, Promising Practices, and About the Center. The 'Highlights' section contains three items: 'What's New in 2014' with a link to discover changes, 'Tools for Open Enrollment' with a link to download a calendar and guide, and 'Free Outreach Materials' with a link to get a list of resources. A photo of an elderly couple looking at a laptop is also present. The footer of the website includes the text 'National Center for Benefits Outreach & Enrollment' in a script font.

ncoa
National Council on Aging

Search: **GO**

Enhance Economic Security **Improve Health** Get Involved About NCOA News Events

Home > Enhance Economic Security > Center for Benefits CHANGE TEXT SIZE: A A A

National Center for Benefits Outreach & Enrollment

BECS MIPPA Resource Library Promising Practices About the Center

Highlights

What's New in 2014
[Discover what's changing](#) in Medicare next year.

Tools for Open Enrollment
[Download our new calendar](#) of Medicare enrollment periods and check out [our guide to everything you need to know](#) to prepare for Part D Open Enrollment(Oct. 15- Dec. 7).

Free Outreach Materials
[Get our list](#) of seven resources for free outreach and education materials.

Benefits 101
[Check out](#) all of our training webinars; fact sheets and presentations have been updated for fall 2013.

National Center for Benefits Outreach & Enrollment

MLTSS Background Information

www.mltssnetwork.org



Aging and Disability Partnership

for Managed Long-Term Services and Supports

Receive our Newsletter

email address

Subscribe

Home

About Us

Resources

Contact Us

Events

News

The Aging and Disability Partnership

was established by the National Association of Area Agencies on Aging (n4a) as part of Administration for Community Living (ACL) grant "Building the Business Capacity of Aging and Disability Community-Based Networks for Managed Long-Term Services and Supports."



What is the Aging and Disability Partnership?

The Aging and Disability Partnership was established by the **National Association of Area Agencies on Aging (n4a)** as part of Administration for Community Living (ACL) grant "Building the Business Capacity of Aging and Disability Community-Based Networks for Managed Long-Term Services and Supports." It is a partnership between n4a and the National Disability Rights Network (NDRN), the Disability Rights and Education Defense Fund (DREDF), the National Senior Citizens

News

New Resource from NSCLC and the Aging and Disability Partnership

Model Notices of Privacy Practices Released

MLTSS: State specific waiver information

<http://www.nsclc.org/index.php/mltss>

- Summary of CMS Guidance on MLTSS
- Florida Medicaid LTC Guides and Tips
- Review of NY and NY MLTC Waiver

Register!

Webinar: Florida's New Long-Term Waiver Program, 10/4 at 12:00 p.m. ET

Duals Demo:

www.dualsdemoadvocacy.org

- Enrollment timelines
- MOU Summaries
- Informational webinars
- ***California:*** Trainings and Advocates Guide

Contact Information

Leslie.Fried@NCOA.org

Gburke@nscllc.org

Fgordon@nscllc.org

Questions?
