

IDAHO MANAGED CARE FORUM  
A HOME CARE PERSPECTIVE  
OCTOBER 26, 2011

IDAHO ASSOCIATION OF  
HOME CARE AGENCIES

# WHAT WE'VE DONE TO PREPARE FOR TODAY'S DISCUSSION

- Conducted research and outreach:
  - ✓ Consumers
  - ✓ Medical Professionals
  - ✓ Policymakers
  - ✓ Managed Care Companies
  - ✓ Medicaid Staff
  - ✓ Providers
  - ✓ Our membership
  - ✓ Google



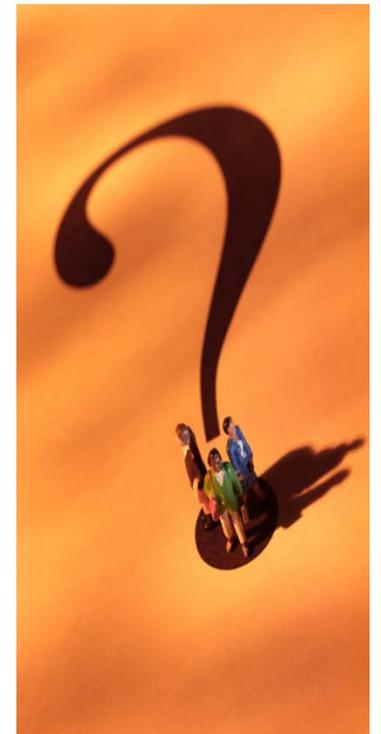
# WHAT WE HAVE LEARNED



- Why Managed Care is an important option to consider
- What makes managed care programs successful
- What makes managed care programs unsuccessful
- Keys for Home Care to partner in managed care for Idaho
- A lot is yet to be figured out

# WHY CONSIDER MANAGED CARE

- Managed Care can improve access to services
- Managed Care can improve consumer satisfaction
- Managed Care can find some fiscal savings
- **Managed Care makes more sense than:**
  - ▣ Cutting eligibility
  - ▣ Eliminating benefits
  - ▣ Further cutting rates to already underpaid providers



# SUCCESSFUL MANAGED CARE PROGRAMS

- Provide better comprehensive care and increase consumer satisfaction
- Reduce costs of higher cost care to lower cost care with better outcomes
- Increase provider reimbursement by managing care away from higher costs and unnecessary services to lower cost services with better outcomes
- Partner with Providers rather than manage contracts



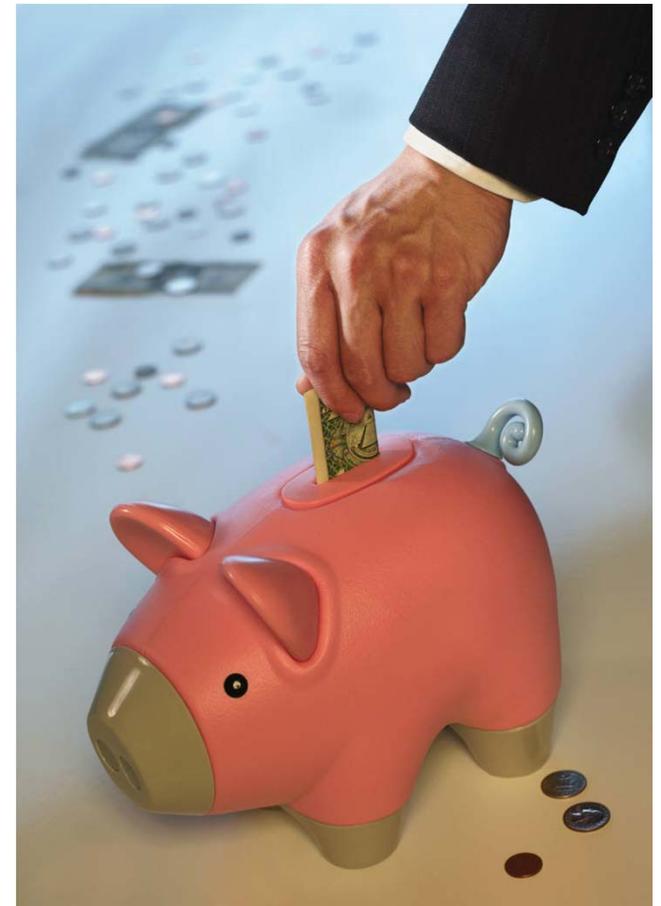
# BETTER COMPREHENSIVE CARE

- Dual Eligible's should have access to services focused on meeting their unique needs
  - A consumer centered comprehensive care plan for each person
  - Outcome based care when appropriate
- Initial and ongoing case management
  - Coordination with all providers
- Providers work in cooperation not isolation



# BIG SAVINGS AREAS FOR MANAGED CARE

- **Lower hospital and emergency room utilization**
  - Care Coordination and preventative focused care
  - 24 Hour care line
  - Routine doctor appointments
  
- **Medication management**
  - Medication Compliance
  - Decrease Medication over/misusage
  - Drug Pricing/Generic Requirements
  
- **Higher cost care to lower cost care**
  - Expand HCBS Wavier Services like home care
    - Use the combination of home health and home care
    - Decrease institutional and nursing home care
  
- **Disease Management**
  - Diabetes
    - Monitoring, Diet, Exercise, Education and Preventative Intervention



# WHAT MAKES MANAGED CARE UNSUCCESSFUL

- ❑ Fully “Capitated Model” without financial redress if utilization estimates fall short of actual need
- ❑ Duplication of bureaucracy or fragmented management and oversight
- ❑ Reducing Provider (**Home Care**) payments
- ❑ MCO introducing new levels of bureaucracy and/or requirements for providers
- ❑ Consumer access to services limited
- ❑ Consumer’s receive poor quality service



# IMPORTANT KEYS FOR MANAGED CARE AND HOME CARE SERVICES

- Must have extensive provider network
  - Protect long standing established providers from contract exclusion
  - Protect home care providers from rate decline
    - Redirect funds to increase rates is critical
    - The Affordable Care Act insurance mandate will devastate home care at our current funding levels
  - Protect home care providers from new regulatory requirements
  - Protect consumer choice
- Ombudsman Program
  - Protect the integrity of services for consumers and providers through an independent Ombudsman Program

# WE HAVE A LOT TO FIGURE OUT

- Long term care/home care is often a “carve-out” because financial efficiencies are just not available in this industry
- We must work together...as messy and challenging as it may be...the more input the better the output will be for all of Idaho
- Savings must occur through truly managing care as opposed to managing price
- We must think ahead and focus not on policy or politics but rather on people

