

Healthy Connections Prime: Caregiver Supports

Healthy Connections Prime
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Healthy Connections Prime

South Carolina's Initiative

- Healthy Connections Prime Implemented: February 2015
- Demographic: Medicare-Medicaid Enrollees 65 years and older
- Available in 40 Counties
- Medicare-Medicaid Plans (MMP):



 Healthy Connections Prime is available
 Healthy Connections Prime is not yet available



National Integrated Care Initiative

WITHOUT INTEGRATED CARE:	WITH INTEGRATED CARE
<ul style="list-style-type: none"> • Three ID cards: Medicare, Medicaid, and prescription drugs 	<ul style="list-style-type: none"> • One ID card
<ul style="list-style-type: none"> • Three different sets of benefits and payment streams 	<ul style="list-style-type: none"> • Single set of benefits with a single payment stream
<ul style="list-style-type: none"> • Poor communication among providers 	<ul style="list-style-type: none"> • Coordinated communications, including discharge planning
<ul style="list-style-type: none"> • Health care that is neither coordinated nor person-centered 	<ul style="list-style-type: none"> • Person-centered care model featuring a multi-disciplinary team;
<ul style="list-style-type: none"> • Incomplete knowledge of patient's condition, medical records, medications and care plan 	<ul style="list-style-type: none"> • Provider and care coordinator access to individualized care plan; medication reconciliation
<ul style="list-style-type: none"> • Limited time, staff resources or incentives to coordinate services 	<ul style="list-style-type: none"> • Model of care promotes and incentivizes coordination; value-based purchasing
<ul style="list-style-type: none"> • Lack of appropriate incentives to provide care at the right time and in the least restrictive setting 	<ul style="list-style-type: none"> • Rate structure and quality incentives address right time and right place for care

Waiver Authority

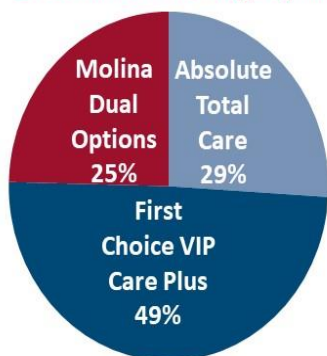
Demonstration Program

- Section 1115A of the Social Security Act provides CMS the authority to test innovative payment and service delivery models to reduce program expenditures while preserving or enhancing the quality of care furnished to individuals under such titles, including allowing states to test and evaluate fully integrating care for dual eligible individuals in the State.
- South Carolina is one of 13 original states that implemented a Financial Alignment Demonstration program.

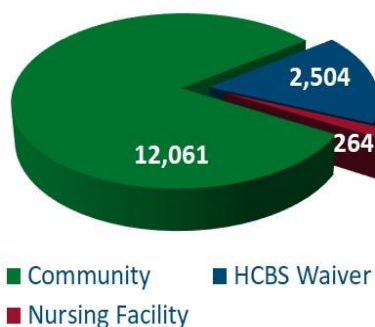
Enrollment

September 2019 Active Enrollment:
14,829 members, active in 40 counties

Enrollment Percentage By Plan



Enrollee Population Breakdown



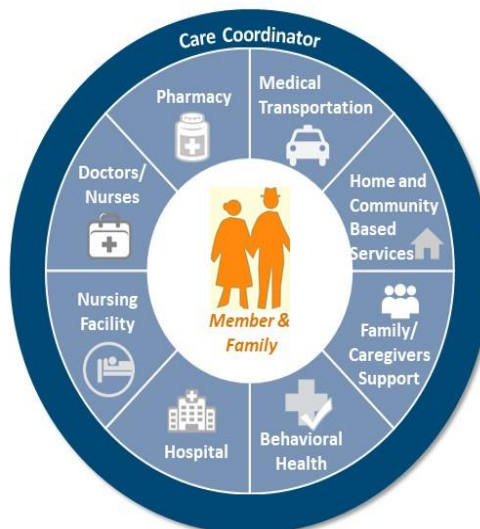
Program Design: Person-Centeredness

Comprehensive assessment

- MMPs use **uniform assessment tool**
- Conducted **face-to-face**, primarily in members' homes
- 94.5% completed within **90 days of enrollment***
- Measures **psychosocial, functional, behavioral** health
- Includes assessment of **home and caregiver supports**
- Influences **individualized care plan**
- Member to care coordinator ratio: **1:137**

Multidisciplinary Team

- Replaces **'rules based'** care management
- Addresses **social determinants** of health (i.e., housing, food insecurity, transportation)



Person-centeredness Design and Caregiver Supports

Person-centeredness focus includes four program design domains, all of which recognizes the support provided by family caregivers.

Assessment and Care Planning

- Assessments include caregivers' well-being and assesses depression, stress, and overall quality of life
- First step of a member assessment is always cognitive assessment

Benefit Design

- Program design includes palliative care, which can help relieve treatment burden for members and caregivers
- In 2016, 49% of our members eligible for palliative care accessed the benefit

Training

- Dementia-capable training supports members and caregivers
- Care coordinators undergo dementia-capable training, including a *Dementia Dialogues* certification program

Quality Improvement

- SC MMPs are required to conduct Quality Improvement Projects (QIPs) to address common problems that improve quality of life for members and caregivers (e.g., fall reduction kit).

Program Design: Support for Family Caregivers

Healthy Connections Prime recognized by AARP for its:

- Caregiver assessment
- Care coordinator training
- Quality measurements related to caregiver supports (i.e., required caregiver focused Quality Improvement Project)



"The caregiver-as-provider role places them in a critical position to affect outcomes that matter to the managed care organization."

South Carolina Caregivers



700,000 caregivers in SC



Care is valued at over \$7 billion



Caregivers arrange transportation, help with grocery, finances, meal prep, and housework

Support: N., & A. (2015). 2015 Report: Caregiving in the U.S. Retrieved June 5, 2017, from <http://www.aarp.org/content/dam/aarp/ppi/2015/caregiving-in-the-united-states-2015-report-revised.pdf>
AARP. (2013). Long-Term Care in South Carolina. Retrieved June 5, 2017, from http://www.aarp.org/content/dam/aarp/research/surveys_statistics/general/2013/Long-Term-Care-in-South-Carolina-AARP-res-aen.pdf

Member Story

Our member has chronic kidney disease and Alzheimer's dementia. The Care Coordinator assisted the member and her caregiver in obtaining community support services and education in care for adults with mental health disorders. The Care Coordinator also assisted the family in creating a disaster plan before the October 2015 torrential rain and floods.

A member's spouse (who was also her caregiver) suddenly passed away. Her Care Coordinator helped the family arrange adult day-care and home health service, and arranged for legal assistance to help create a Power of Attorney for medical and financial needs, grief counseling, home utility assistance and DME services. Family was very appreciative of the MMP's assistance.



Alzheimer's and Dementia Training

10% of all Healthy Connections Prime members have a diagnosis of Alzheimer's or related dementias (2016 Medicare claims data).

Alzheimer's Association, South Carolina Chapter

Advanced Dementia Training

Topics include:

- Diagnosis, Prognosis, Treatment
- Communication and Feelings
- Intimacy and Sexuality
- Wandering
- Dementia and Driving
- Staff and Family Support
- Spiritual Care and End of Life Issues
- Alzheimer's Association Resources

University of South Carolina Office for the Study of Aging

Dementia Dialogues Certification Program

5-part series, Continuing Education Units

Dementia Dialogues T.I.P.S.

Talking Points, Interventions, Problem Solving Strategies, and Solutions

Elder Abuse Identification and Reporting

Types of abuse, mandated reporting, Adult Protective Services

End-of-Life Care

Advanced Care Planning, Hospice, Palliative Care

For More Information

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