

Make it Work!

Partnering with Managed Care Organizations in Supported Employment
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How did we get here?

- **What we have done:**

- Surveys
- ID issues
- Cross Training-Info
- Issues resolution process
- DVR updates/data
- Go local!

- **What we are doing:**

- Definition-Stabilization
- Transportation
- Provider issues
- Communication!
- Specialized consumer services

Supported Employment

- Supported Employment is competitive and integrated employment for those consumers who may need **long term support** to maintain a job. The services provided are intended to assist a DVR consumer in assessing, planning, development, placement, providing support on the job, a transition to long term support and successful employment.

A bit of History.....

- **County based support services**
 - Community Integration Program (some employment)
 - Community Opportunities Program (some employment)
 - Mental Health (some employment)
 - Other services: Housing, medical care, transportation etc.
- **Transition to Managed Care-Regional based organizations**
 - Some counties have Managed Care, others provide the services in the same way.
 - Some are in transition
 - Mental health services are still provided by each county

Long Term Care/Support Options

- • County of Residence
- • Family Care
- • IRIS
- • Private pay
- • Family
- • PASS Plan
- • IRWE
- • Use of existing supports
- • Natural supports
- • Volunteers or retirees
- • College students serving an internship
- • Funding through grants or donations by community organizations

How Do We Make it Work?

- Ensure that consumers/members get
 - What they need
 - When they need it
 - In the right amount
 - For the right cost

VR and Family Care Similarities

- Secure, maintain and advance community based integrated employment opportunities
- Monitor case progress and successful outcomes
- Contract with similar provider network and deal with similar issues
- Foster Independence
- Connect with Community Resources
- Place importance on consumer choice
- Promote using natural supports
- Search for comparable benefits and are payer of last resort
- Serve adults

VR and Family Care Similarities

- Have federal oversight
- Pull from the same tax funding
- Not confined to upper age limit
- Mandated as a voluntary program
- Determining appropriate supports are done on a case by case basis
- Adhere to timelines
- Have a pre-approved Authorization or Purchase Order process
- Strive for person centered services and foster self determination
- Have a large amount of newer staff

VR and FC Differences

Family Care

- Some Staff Available 24/7
- Long term
- Provide services that enhance the health and safety of the members (employment is 1 of many service components)

Vocational Rehabilitation

- Staff Available during business hours
- Short term (23 months average)
- Provide vocational based services and counseling (1 focus area)

VR and FC Differences

Family Care

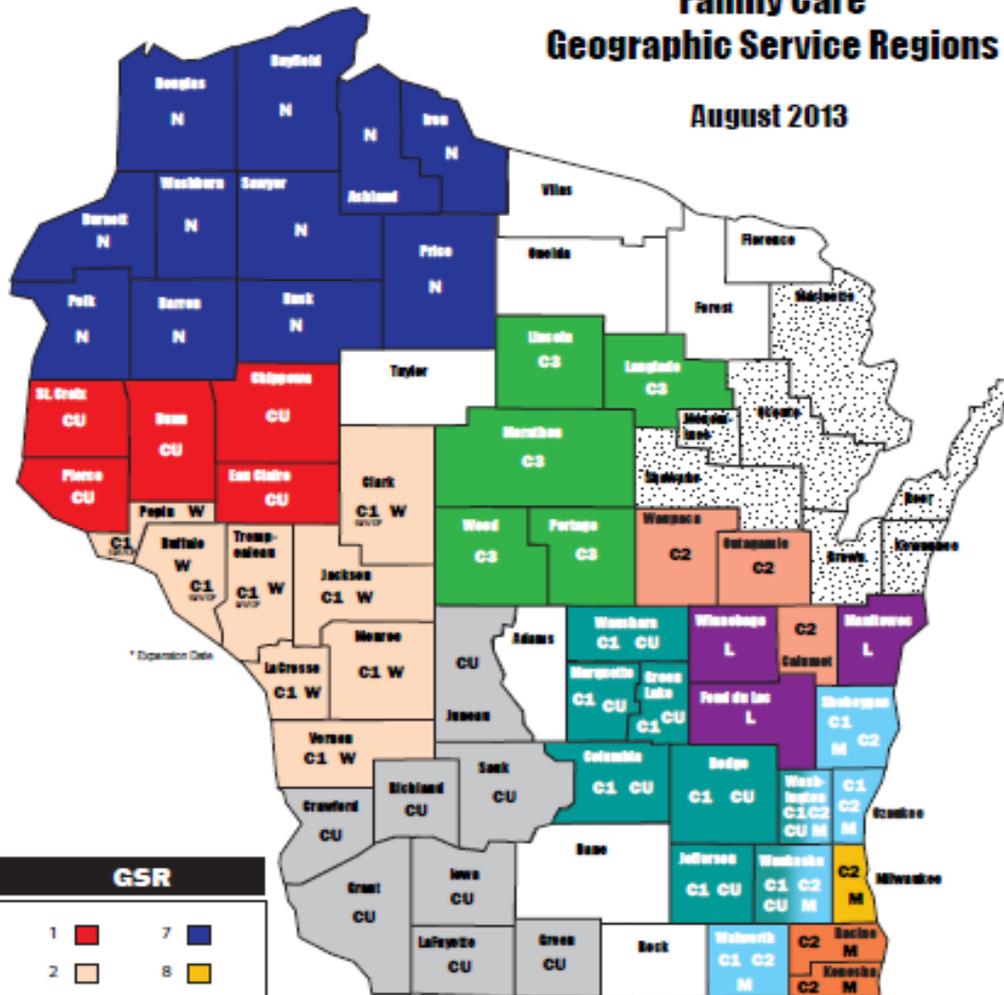
- Cases don't (or rarely) close
- Age eligibility: 18
- Serve Family Care eligible members only
- Functional & income based
- Participant is referred to as a "member"
- Service area determined by MCO's

Vocational Rehabilitation

- Strive for successful closures
- Age eligibility as early as 14
- Serve VR eligible members
Disability & functional based
- Participant is referred to as a "consumer"
- Service areas are Workforce Development Areas

Family Care Geographic Service Regions

August 2013



* Dependent Date

GSR	
1	7
2	8
3	9
4	10
5	11
6	

NEW Planning Consortium (Awaiting expansion approval)

Legacy Waiver County

MCO	
C1 Care Wisconsin	L Lakeland Care District
C2 Community Care, Inc.	M Milwaukee County Dept. of Family Care
C3 Community Care of Central Wisconsin	N NorthernBridges
CU ContinUis	W Western Wisconsin Cares

Managed Care Programs

- **Family Care**
- **PACE**
- **Partnership**

Members are people who are:

Frail Elder, Developmentally
Disabled or Physically
Disabled

- Financially Eligible
- Functionally Eligible

ADRC

Aging and Disability Resource Center

- Provides Options Counseling
- Determines Initial Eligibility

What is Long Term Care ?

- Adult Day Care
- Employment Services
- Personal Care
- House Keeping
- Transportation
- Residential
- Home Modification
- Durable Medical Equipment/Disposable Medical Supplies
- Anything else needed to support a person so that they can live in the community.

Family Care Benefit Package

Members eligible for one of two levels of Care- which have different benefit packages

- Nursing Home Level of Care (NHLOC)
 - -Community Based Medicaid State Plan Services (i.e.. PT, DME, etc.)
 - -Institutional Medicaid State Plan Services
 - -Home and Community-Based Waiver Services (i.e.. residential, day services, etc.)
- Non-Nursing Home Level of Care (Non-NHLOC)
 - - Community Based Medicaid State Plan Services ONLY
- ALL decisions are Member Specific, and IDT's have the ability to go outside of benefit package

What is a Family Care Team

- Member (including friends/family of their choosing)
- Care Manager
- RN Care Manager
- DVR, Others as needed
 - Behavioral Health, Rehabilitation Department, etc.

Program Design

- Member Centered Planning Process
- Outcome-Based
- Cost-Effective Supports
 - 1) Natural Supports (nonpaid)
 - 2) Other funding sources (Medicare, DVR, etc.)
 - 3) Program Paid Supports

The RAD

How Services are Approved

- Resource Allocation Decision (RAD) tool used by Care Teams
 - Identifies Long Term Care (LTC) Outcomes
 - Explores all Potential Options for meeting LTC Outcomes
 - Determines Effective Options
 - Of the Effective Options, determines most Cost-Effective Option
 - Basis for Approving or Denying

The RAD

- Timeline
 - Decisions must be made right away to meet any immediate health and safety issues
 - 14 Days from:
 - The member request
 - The team identifying a member need
 - 14 Day Extension may be allowed, never more than 28 days.
 - Notice of Action (NOA) required if team:
 - Denies
 - Reduces OR
 - Eliminates any service or support

Network Providers

- Under Contract
- Negotiated Rates or Fee Schedule
- Meet Credentialing and Quality Requirements

Self-Directed Supports

- Member can choose to self-direct some or all of their services
- Provided a budget and have varying degrees of self-direction, based on member's preference.

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Resources

Supported Employment Guidance Long Term Support

http://dwd.wisconsin.gov/dvr/ppg/guidance/long_term_support.pdf

Technical Assistance Guide for Adults in Supported Employment

<http://www.dhs.wisconsin.gov/lcared/ProgramOps/prevoc/integratedemploy.pdf>

Questions?