



JUST WHAT THE DOCTOR ORDERED: Healthcare through State Advocacy

SPEAKERS

- 1. Welcome and Introduction - Katie Jantzi, Meals on Wheels America**
- 2. Molly Haroz, LifeCare Alliance**
- 3. Jennifer Stiff, Minuteman Senior Services**
- 4. Lee Covington, Senior Services, Inc.**

PROGRAM ADVOCACY: *Make your legislators your activists*



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LifeCare Alliance Overview

Mission Statement

LifeCare Alliance leads our community in identifying and delivering health and nutrition services to meet the community's changing needs.

About Us

- Located in Columbus, Ohio, LifeCare Alliance was founded in 1898 and currently provides a wide array of services, including home-delivered meals, congregate dining centers, homemaker services, and wellness centers.
- LifeCare Alliance delivers hot meals 365 days a year through its home-delivered meal congregate meals programs to over 8,000 consumers annually.
- LifeCare Alliance nutrition programs services five Ohio counties: four rural; one urban/suburban
- LifeCare Alliance also has several "social entrepreneurship" ventures, including LA Catering, Corporate Wellness, and Adult Immunizations.



Business as usual has
been *anything* but for the
last 10 years...

MOVEMENT IN OHIO

2008 – Present

2008 The Franklin County Senior Property Tax Levy was opened to for-profit meal providers.

- LifeCare Alliance went from being the sole meal provider for the county to one of five. Over the next four years, LifeCare Alliance's business with this funding source declined by 40%+.

2014 Ohio became a demonstration state for the managed care program "MyCare Ohio."

- This program supplanted the Medicaid Waiver for those who were dual-eligible.
- Five different insurance companies were enlisted to serve targeted, urban regions in Ohio.
- Central Ohio was assigned to work with Molina and Aetna.

2016 Ohio's Title 3 nutrition rules were wholly revised.

- The new rules required signature verification for all home-delivered and congregate meals.
- All temperature monitoring and nutrition adequacy rules were removed.

MOVEMENT IN OHIO

2008 – Present, Continued

2017 Ohio Department of Medicaid announced the move to MLTSS for all of its waiver programs.

- Three to five insurance companies would be selected to provide managed care for all waiver programs – not DD – across the entire state.
- Stakeholder workgroups were established to develop the program's rules.

2017 Ohio initiated the Comprehensive Primary Care – Plus (CPC+) demonstration.

- This is a risk and reward model for reimbursing primary care based on Medicare beneficiaries hospital/ED utilization, health outcomes, and patient satisfaction.

GETTING OUR “SEA LEGS”

LifeCare Alliance's Advocacy Journey

We stumbled...



- With the opening of the county senior levy contract to other meal providers, LifeCare Alliance *assumed* this would not have as big of an impact as it did.
 - By the time LifeCare Alliance reacted, much business had been lost. The other providers were gaining a lot of traction in the market place.
 - The Agency had to be reactionary – making significant menu changes that impacted operations.
 - We are continuing to play catch-up with this, 10 years later. Though, we do regularly meet with the leadership and commissioners to advocate on our behalf.
- When MyCare Ohio kicked off, LifeCare Alliance assumed it this demonstration would not be so different from how the traditional Medicaid Waiver (PASSPORT) functioned.
 - LifeCare Alliance did not have strong allies or even contacts at the insurance companies.
 - Staff did not have a handle on how to use the tools available to us for managing authorizations.
 - It has taken us four years to feel like confident players in this space.

GETTING OUR “SEA LEGS”

LifeCare Alliance’s Advocacy Journey



And then we found our way...

- As the Ohio Department of Aging began circulating the changes to the Title 3 Rules, LifeCare Alliance took an active role in making our position known.
 - Staff met with policy representatives of ODA.
 - As rules were rolled out that we felt were not advantageous to the consumer or provider, we met with legislative representatives of Ohio's Joint Committee Agency on Rule Review (JCARR).
 - At their encouraging, LifeCare Alliance along with representatives of the Ohio Academy of Dietetics and several AAAs, had meetings with ODA staff at the Ohio Statehouse that were moderated by a state senator and a state representative.

Result – We were able to get the verification requirement changed as a result of those meetings.

GETTING OUR “SEA LEGS”

LifeCare Alliance’s Advocacy Journey



And then we found our way...

- Following the announcement of the move to MLTSS, LifeCare Alliance and the Meals-on-Wheels – Ohio association became very involved in the preparations for this transition.
 - Several meal providers from around the state met with the chair of the Health, Human Services and Medicaid committee for the state of Ohio to express our concerns regarding the move to MLTSS.
 - LifeCare Alliance and meal providers from around the state participated in each of the rules workgroup meetings to develop the home-delivered meals rules.
 - LifeCare Alliance met with the chairs of the JCARR and Common Sense Initiative (CSI) to discuss concerns about certain aspects of the draft rules.

Result – The State of Ohio has decided to delay the move to MLTSS, MOW-OH was able to get many aspects of the rules to be in the favor of the not-for-profit providers, and the JCARR and CSI representatives have a comprehensive understanding of our concerns related to MLTSS.

GETTING OUR “SEA LEGS”

LifeCare Alliance’s Advocacy Journey



And then we found our way...

- With the move to CPC+, LifeCare Alliance took an active role in understanding how we could assist clinicians in achieving their objectives outlined in the demonstration.
 - LifeCare Alliance became involved with the Ohio Academy of Family Physicians.
 - Agency representatives met with local municipalities' leadership to understand how to get involved with first-responders.
 - LifeCare Alliance shared its understanding of CPC+ with other meal providers.

Result – LifeCare Alliance has data sharing agreements and contracts with multiple townships' EMS teams and multiple medical practices to develop interventions to help the medical community achieve the CPC+ objectives.

What changed?

We embraced the fact that...

- Legislators are human.
 - They take their role of representing their constituents very seriously.
 - They don't know everything and need/want to be educated.
- We are the “Subject Matter Experts” and we need to *own* that role.
 - No one cares as much about our cause as us.
 - We can't assume that our stake in the game is safe.
- Every “no” is one step closer to a “yes.”
 - Legislators and those working in government are juggling many, many priorities.
 - These conversations are intended to be negotiations and not “winner takes all.”
- Proper preparation prevents poor performance.
 - We needed to understand that “assumptions” and going by “how we’ve always done things” were getting us nowhere fast.
 - LifeCare Alliance is at the table for as many critical conversations as possible.