Ombudsman
Stepping Up For Elder Rights

Office of the State Long-term Care Ombudsman

MyCareOhio
Connecting Medicare + Medicaid

Ombudsman Demonstration

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Ohio | Department of Aging

Mission

As mandated by the federal Older Americans Act and Ohio law, the mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and **advocate** for the rights of home care consumers and residents of long-term care facilities with the goal of enhancing the quality of life and care of consumers.

Authority

- Federal Older Americans Act
- State Law Enhancement

Nursing Home
Residential Care Facility
Hospital-based SNF
Long-Term Acute Care Hospital
County Home
Residential Facility ("Adult Care Facility")
Case Management
Homemaker Services
Chore Services

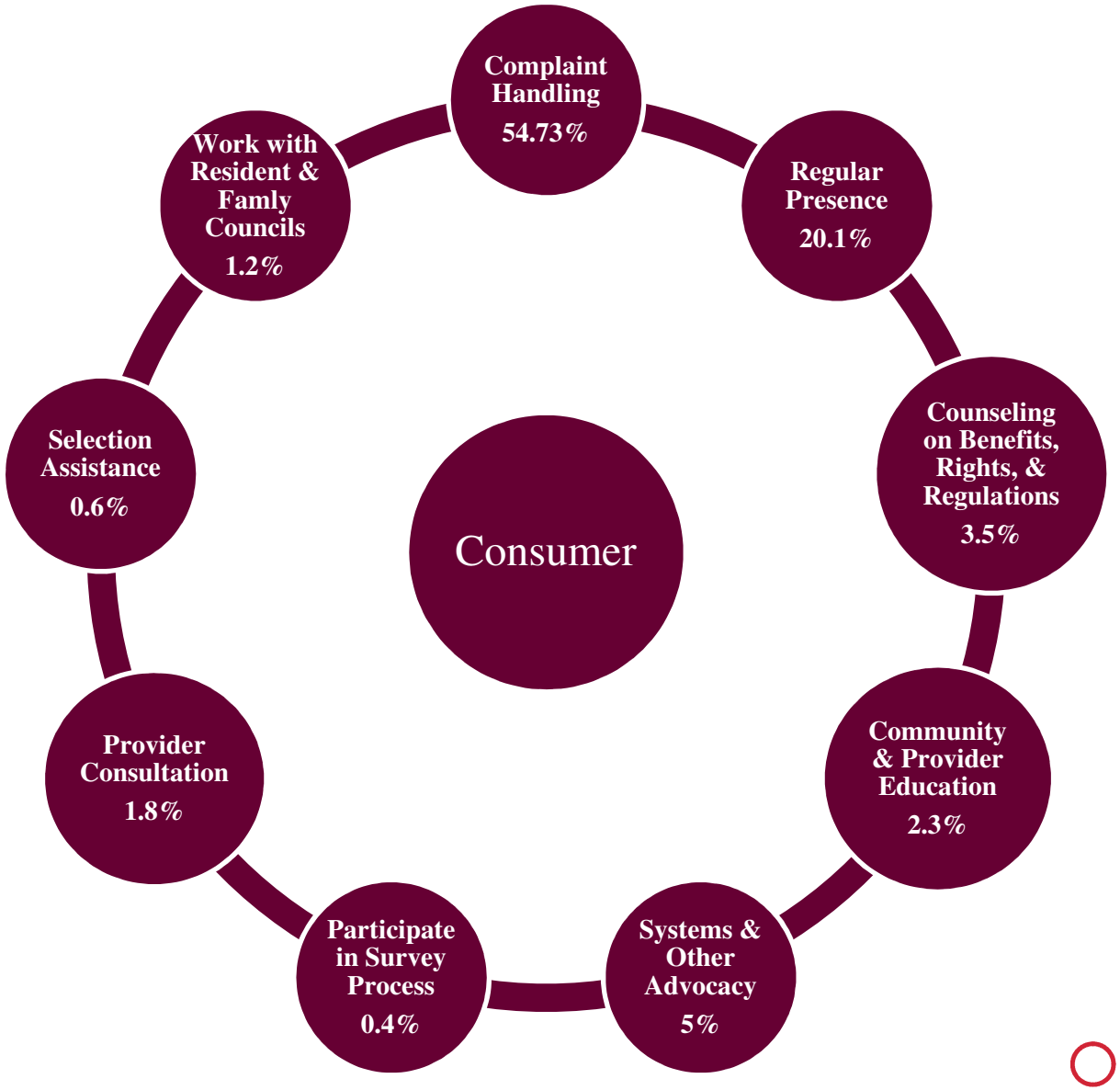
Adult Day Care
Home-delivered Meals
Personal Care
Therapies
Transportation
Respite
Home Health Care
Respite

Any other health and social services provided to persons that allow them to retain their independence in their own homes or in community care settings.

Structure of the Office

- State office at Ohio Dept of Aging
- 12 regional ombudsman programs
- Some in AAAs, some not
- SLTCO designation and certification of staff
- 80 paid staff
- 285 volunteers

Core Services



MYCARE OHIO

MyCare Ohio

- Demonstration to test integrated care and financing model for individuals with Medicare and Medicaid
- May 2014 to December 2017
- Federal and State partnership
- How it works:
  - Approved MyCare Ohio Plans provide integrated benefits to Medicare and Medicaid enrollees in seven regions in Ohio
  - Plans must provide all necessary Medicare and Medicaid-covered services, including Medicaid waiver services
  - Single identification card issued by selected plan to access services

Eligible Population

- About 95,000 people
- Age 18 and older at the time of enrollment;
- Eligible for full Medicare Parts A, B, and D and full Medicaid; and
- Reside in a MyCare Ohio demonstration county:
  - Central: Delaware, Franklin, Madison, Pickaway, Union
  - East Central: Portage, Stark, Summit, Wayne
  - Northeast: Cuyahoga, Geauga, Lake, Lorain, Medina
  - Northeast Central: Columbiana, Mahoning, Trumbull
  - Northwest: Fulton, Lucas, Ottawa, Wood
  - West Central: Clark, Greene, Montgomery
  - Southwest: Butler, Clermont, Clinton, Hamilton, Warren

MyCare Managed Care Plans

- Aetna
- Buckeye
- CareSource
- Molina
- UnitedHealth Care

Enrollment and Disenrollment

- Can opt in between May and December 2014 for Medicare.
- For Medicaid services participation is mandatory.
- Passive enrollment for Medicare will occur for individuals who do not select a MyCare Ohio, January 2015.
- Participation in MyCare Ohio is *voluntary* for Medicare portion.
- Individuals can opt-out of the Medicare portion at any time.
- Individuals can also transfer between MyCare Ohio Plans - if they opt-in to - Medicare on a month-to-month basis.
- If not select Medicare, can only change plans for Medicaid services 90 days after initial enrollment or during annual open enrollment.

Key Characteristics

- Care manager
- Person-centered care approach
- Integrated care
- One waiver – MyCare Ohio waiver

How to enroll and disenroll

- Medicaid Consumer Hotline
- Toll Free: (800) 324-8680
- Hours of Operation: 7am-8pm Monday-Friday and 8am-5pm on Saturday

MyCare Ohio three-way contract language

- Ombudsman: The Ohio Office of the State Long-term Care Ombudsman Program is statutorily authorized to advocate and investigate on behalf of Ohio's home- and community-based care and nursing facility-based recipients to safeguard due process, and serve as the early and consistent means of identifying systematic problems. Capitalizing on the function of Ohio's Office of the State Long-Term Care Ombudsman, the State will create MyCare Ohio Ombudsman to support the objectives of Ohio's newly integrated care delivery system.

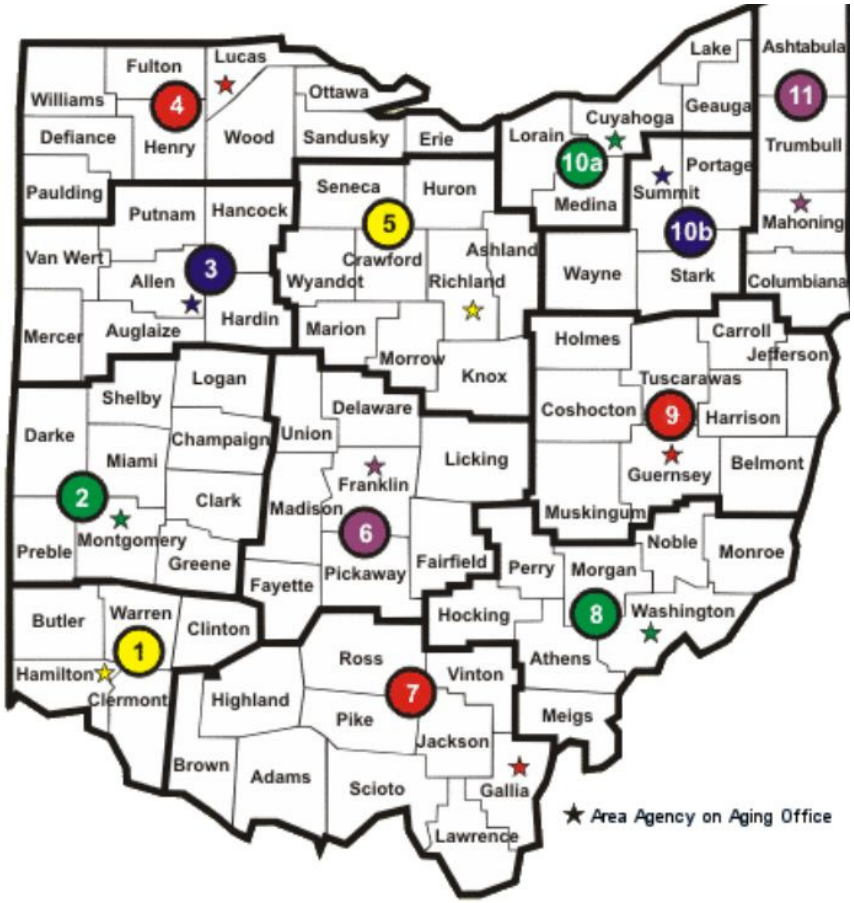
MyCare Ohio Three-way contract language

- The MyCare Ohio Ombudsman program will expand the State Long-Term Care Ombudsman's current accessibility to serve the needs of all beneficiaries participating in the Demonstration. The Ombudsman **shall provide core ombudsman services to beneficiaries including outreach, consumer empowerment through education, complaint investigation, person-centered complaint resolution,** and shall collect and report casework data to CMS on a quarterly basis. The Ombudsman shall be accessible to consumer advisory boards, and shall participate in all statewide stakeholder and oversight activities. The Ombudsman shall maintain access to and will coordinate with the CMT.

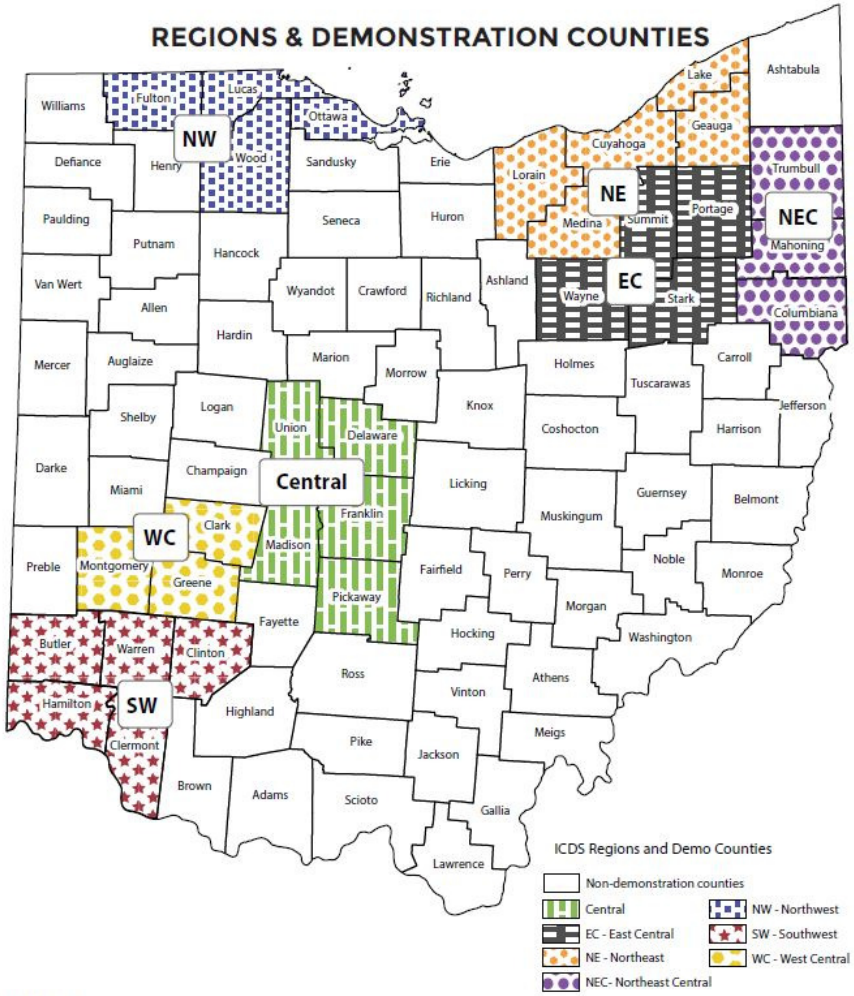
MyCare Ohio Ombudsman Demo

- CMS Funding Award
- Our partners:
  - Ohio Department of Medicaid
  - Centers for Medicare and Medicaid
  - Administration for Community Living
  - OSHIIP
  - MyCare Managed Care Plans
  - Area Agencies on Aging
- Three-year award period

Regional map of ombudsman programs



MyCare Ohio Regions



- NE MyCare – Ombudsman Prog. 10A, Cleveland
- EC and NEC MyCare – Ombudsman Prog. 10B, Akron
- Central and WC MyCare – Ombudsman Prog. 6, Columbus
- SW MyCare – Ombudsman Prog. 1, Cincinnati
- NW MyCare – Ombudsman Prog. 4, Toledo

MyCare Ohio Ombudsman demo

- Many of these beneficiaries have already been our clients.
- Community-well is new population.
- Ombudsmen will continue with normal role with long-term care consumers and will get assistance from MyCare Ohio ombudsman as needed, for example, if case involves complicated managed care issue.
- MyCare Ohio ombudsmen will handle acute care cases.

MyCare Ohio Ombudsman Demo Activities

- Present at community education events.
- Deliver ombudsman services and investigate MyCare Ohio complaints.
- Analyze data and make recommendations to CMS, ODM and any other entities on how to improve the final alignment initiative for individuals with Medicare and Medicaid.

How we're helping

- Connecting with care manager
- Getting consumer needed services
- Protecting rights
- Explaining the program
- Appeals and grievances

Looking Ahead

- Passive enrollment
- Making sure choice is protected
- Part D concern

Conclusion

- Demand is unknown.
- Nursing home complaints may actually decrease.
- Questions?

Contact information

- State Ombudsman toll-free number: 1-800-282-1206
- MyCare Ohio Ombudsman Contact Info:
  - NE – Long-term Care Ombudsman: 1-800-365-3112
  - EC & NEC – Area Agency on Aging: 10B 1-800-421-7277
  - NW – ABLE: 1-800-542-1874
  - Central & WC – Easter Seals Central and Southeast Ohio: 1-800-536-5891
  - SW – Pro Seniors: 1-800-488-6070