Colorado's LTSS System

Piecing Together the Puzzle

September 26, 2013

COPIC – Mile High Room
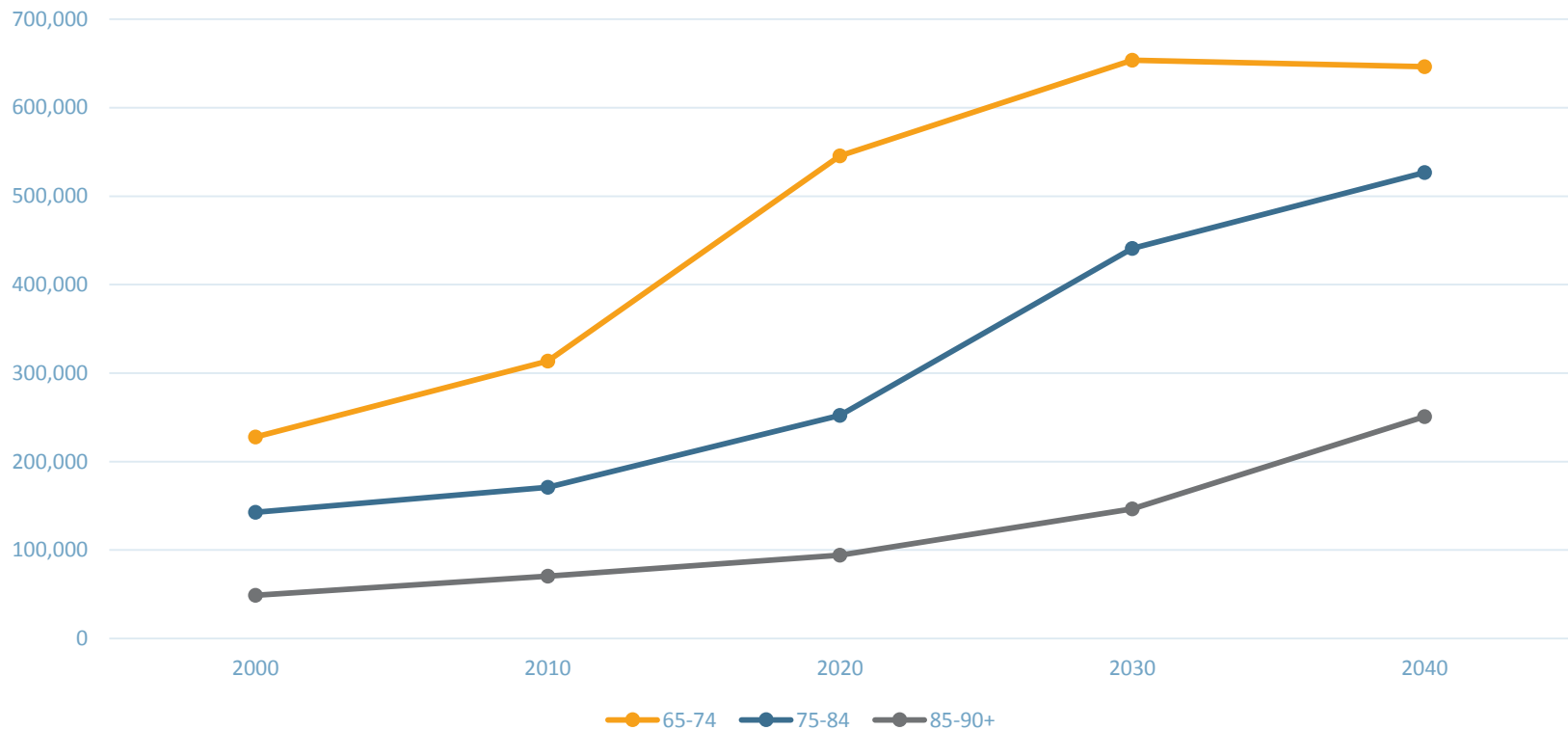
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Rapid Aging of Colorado

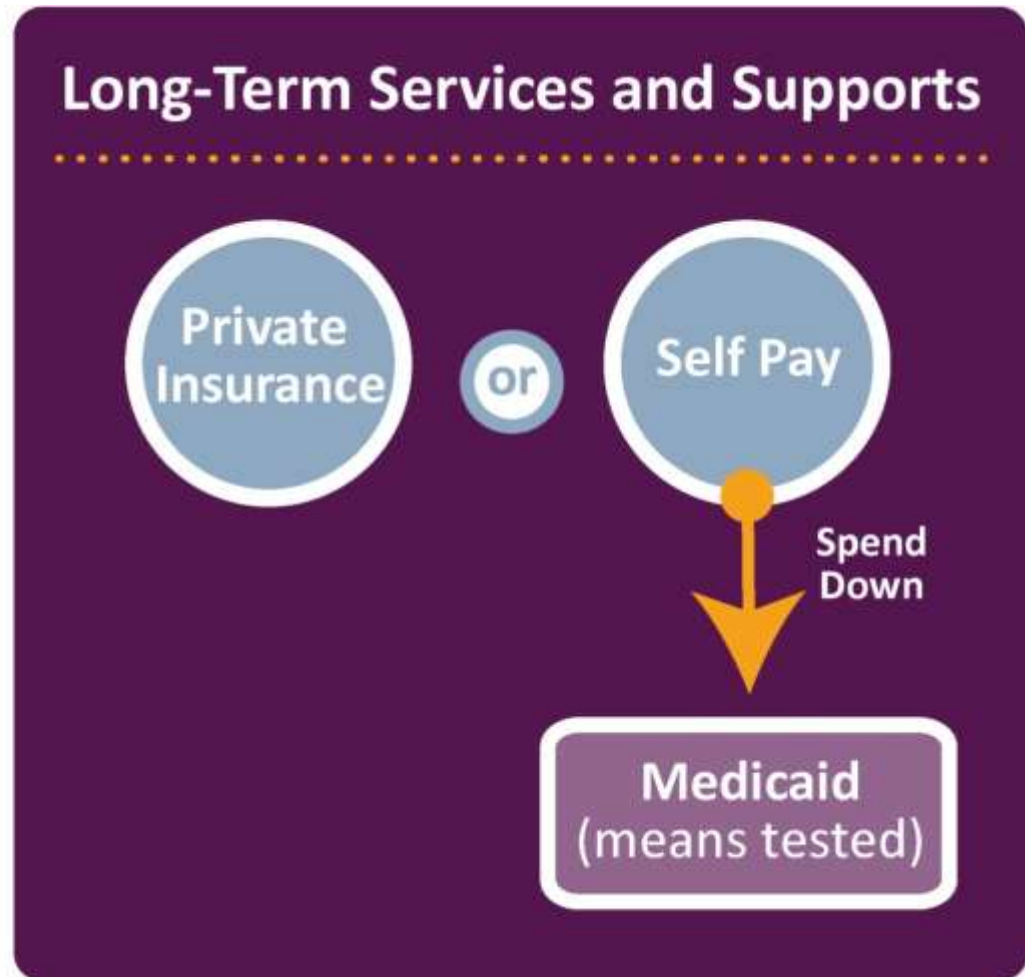## 65+ Age Distribution in Colorado, 2000-2040

Legend: 65-74, 75-84, 85-90+

SOURCE: Colorado State Demography Office

Medicare, Medicaid and the "Spend-down"

Acute Care

Medicare (not means tested)

Long-Term Services and Supports

Private Insurance **or** Self Pay

Spend Down

Medicaid (means tested)

LTSS Medicaid Enrollment

- 64,000 Coloradans received Medicaid LTSS in 2011-2012

- 78,100 Coloradans were low-income and reported a disability in 2011 and were not enrolled in Medicaid
  - Potential future Medicaid enrollees?

More Home- and Community-Based Services (HCBS)

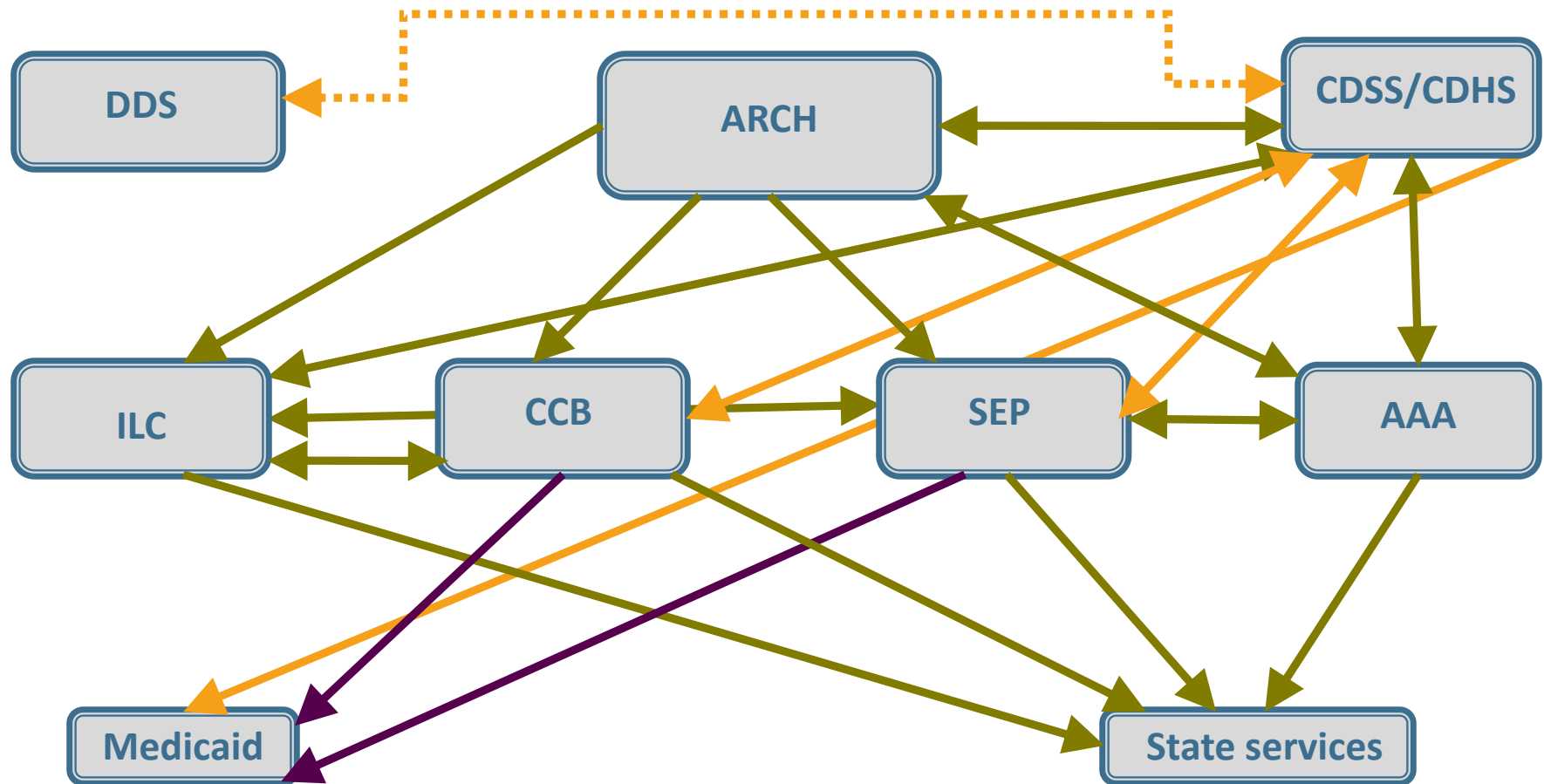## Medicaid Enrollment, HCBS vs. Nursing Facility

Legend: Total Nursing Facilities, Total HCBS
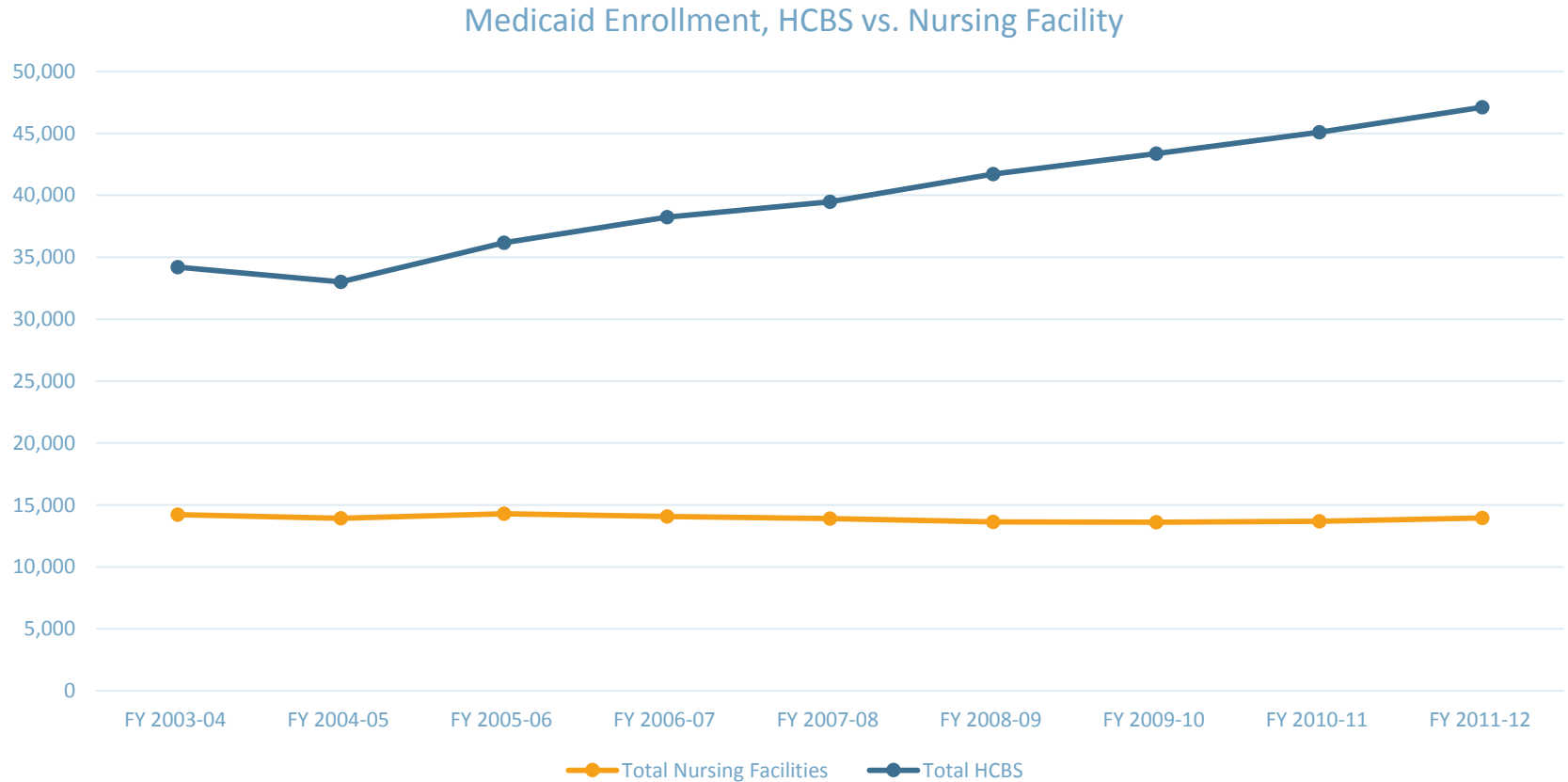
SOURCE: Colorado Department of Health Care Policy and Financing, FY2013-2014 Budget Request

Colorado's LTSS Puzzle

Legend: Information and Referral; Financial Eligibility; Disability Eligibility; Functional Eligibility

Colorado's LTSS Puzzle
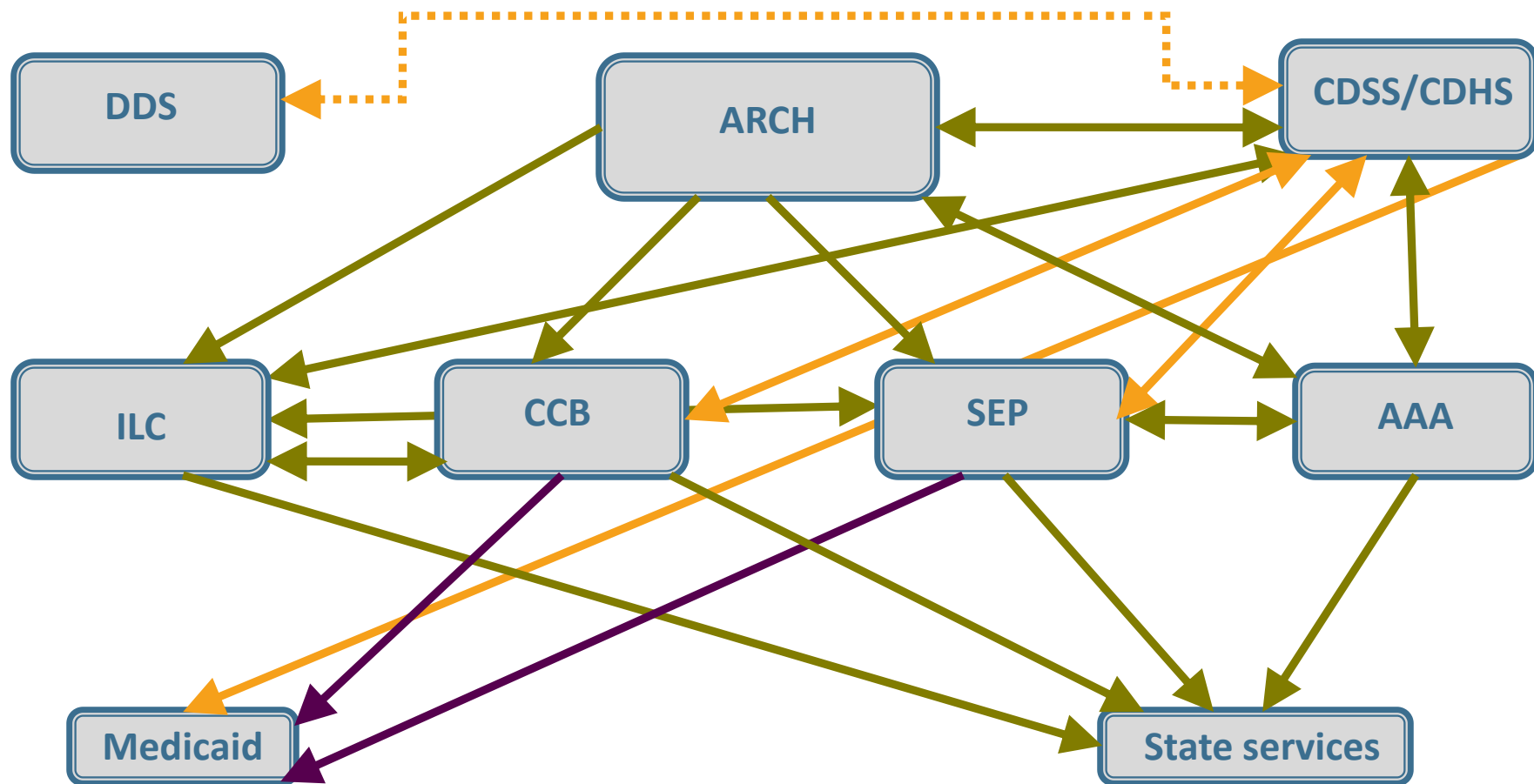
Information and Referral → | Financial Eligibility → | Disability Eligibility ⇢ | Functional Eligibility →

Sticking Points in the System

- Case management
  - Caseload size
  - Conflict of interest
- Assessment tool
  - Not tied to care plans
- Data systems
  - Multiple entry points using different systems
- Wait times

Recommendations from the Field

- Streamlined access
- Conflict-free case management
- Assessment tool
  - Person-centered care planning
- Integrated data system
- Presumptive eligibility?

LTSS in Larimer County, Colorado: A Case Study

Elizabeth Bloemen
MPH Student, Columbia University

Percentage of Population Age 65 and Over by ZIP Code, Larimer County, 2010

N

Legend

- 10.0% or less
- 10.1% - 14.0%
- 14.1% - 18.0%
- 18.1% - 22.0%
- Greater than 22.0%

Source

U.S. Census Bureau, 2010 Census

32.1%

18.6%

6.6%

11.4%

12.9%

16.2%

5.7%
Fort Collins

11.9%

8.5%

7.2%

18.0%

15.3%
Loveland

14.7%

26.2%

12.7%

0   4.5   9   18 Miles
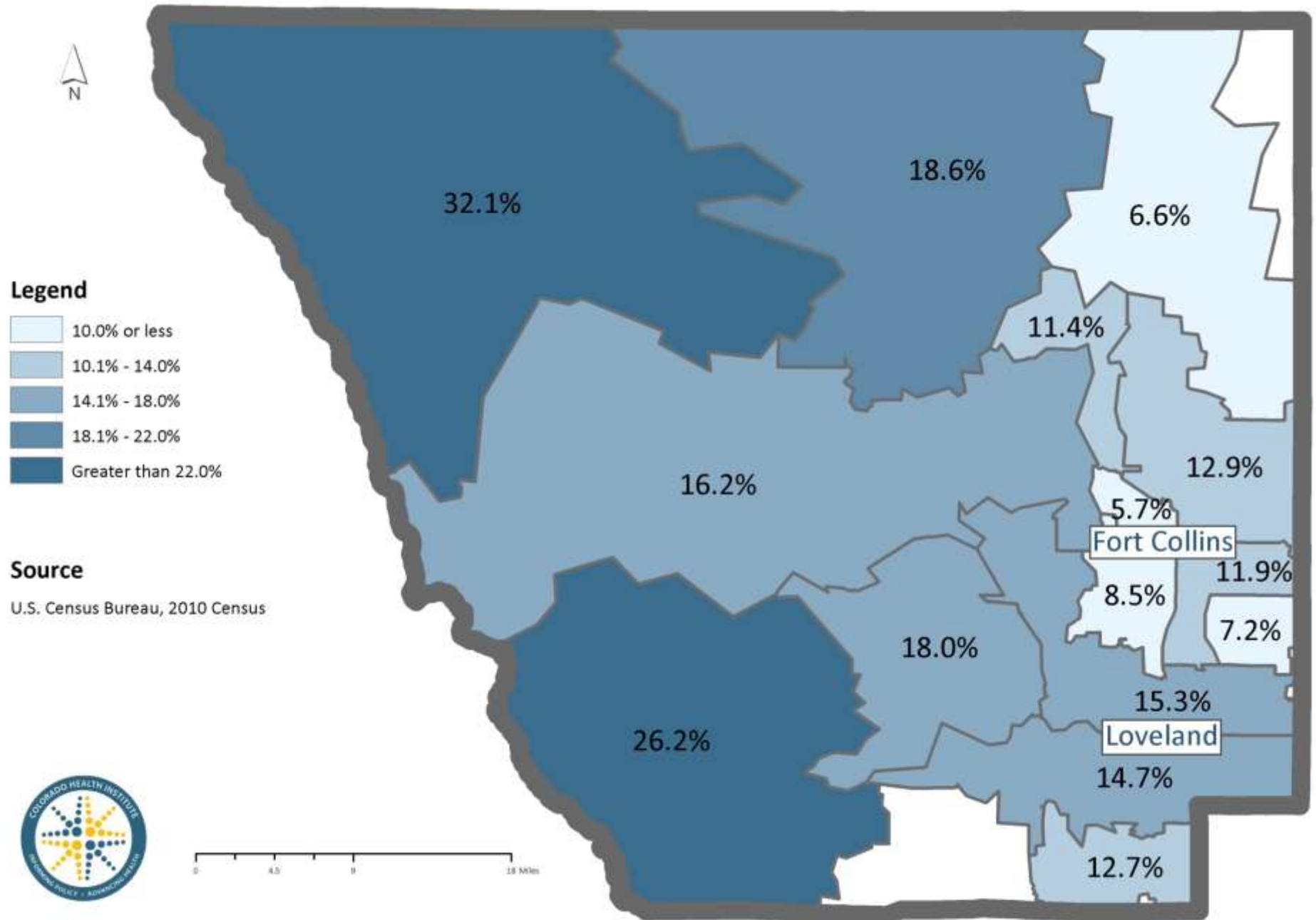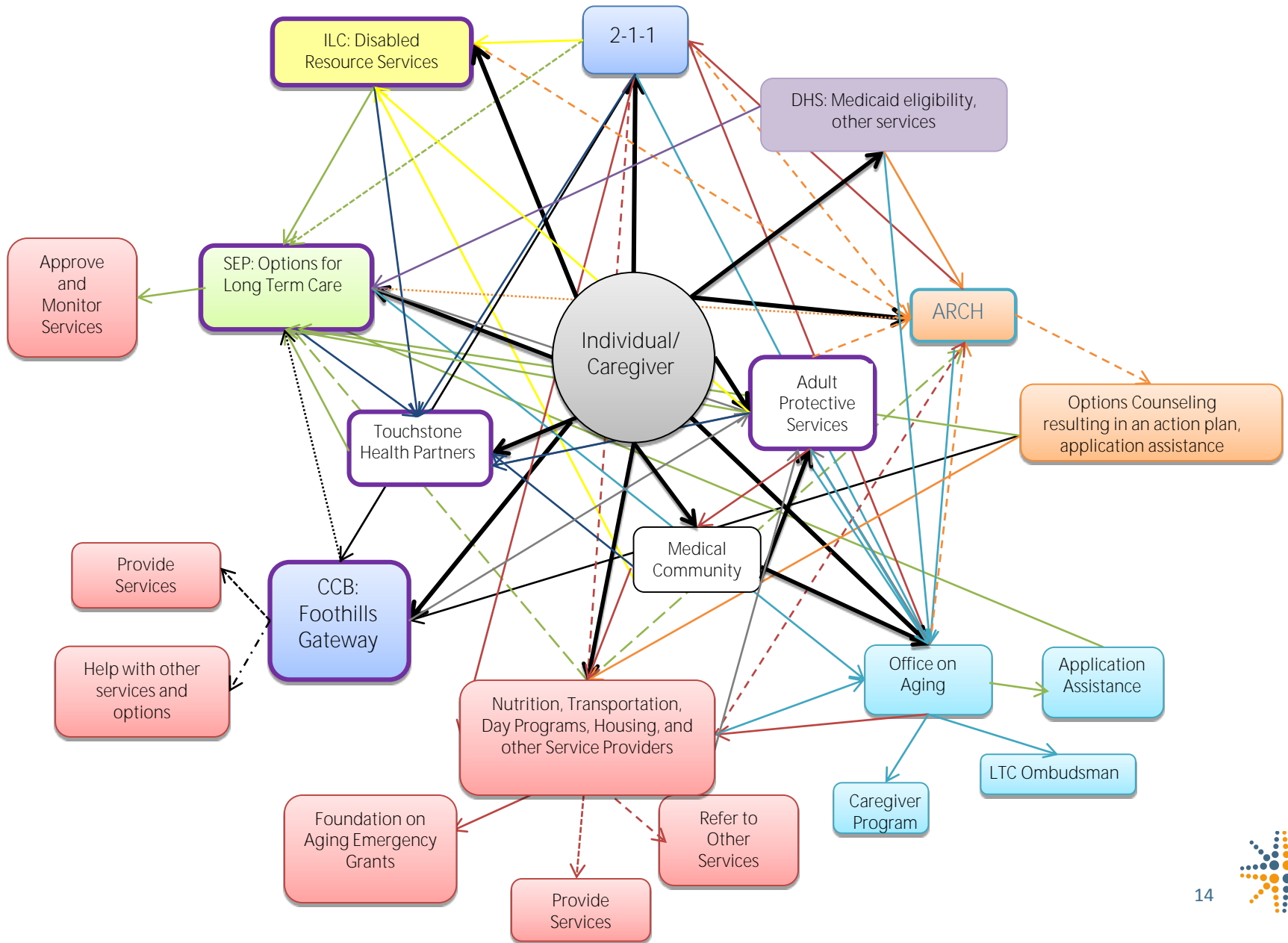
Barriers to Accessing Care

- Confusion and anxiety

- Social isolation

- Application process

- Geography

Weaknesses of the System

- Fragmentation

- Lack of access to isolated clients

- Disorganized service delivery

- Little understanding of available resources

Strengths of the System

- Relationship building

- Regular communication

- Clients and caregivers at the center

- Willingness to innovate

Innovation in Larimer County

Client/Caregiver →

- 2-1-1
- Emergency Services
- Faith Community
- Medical Community
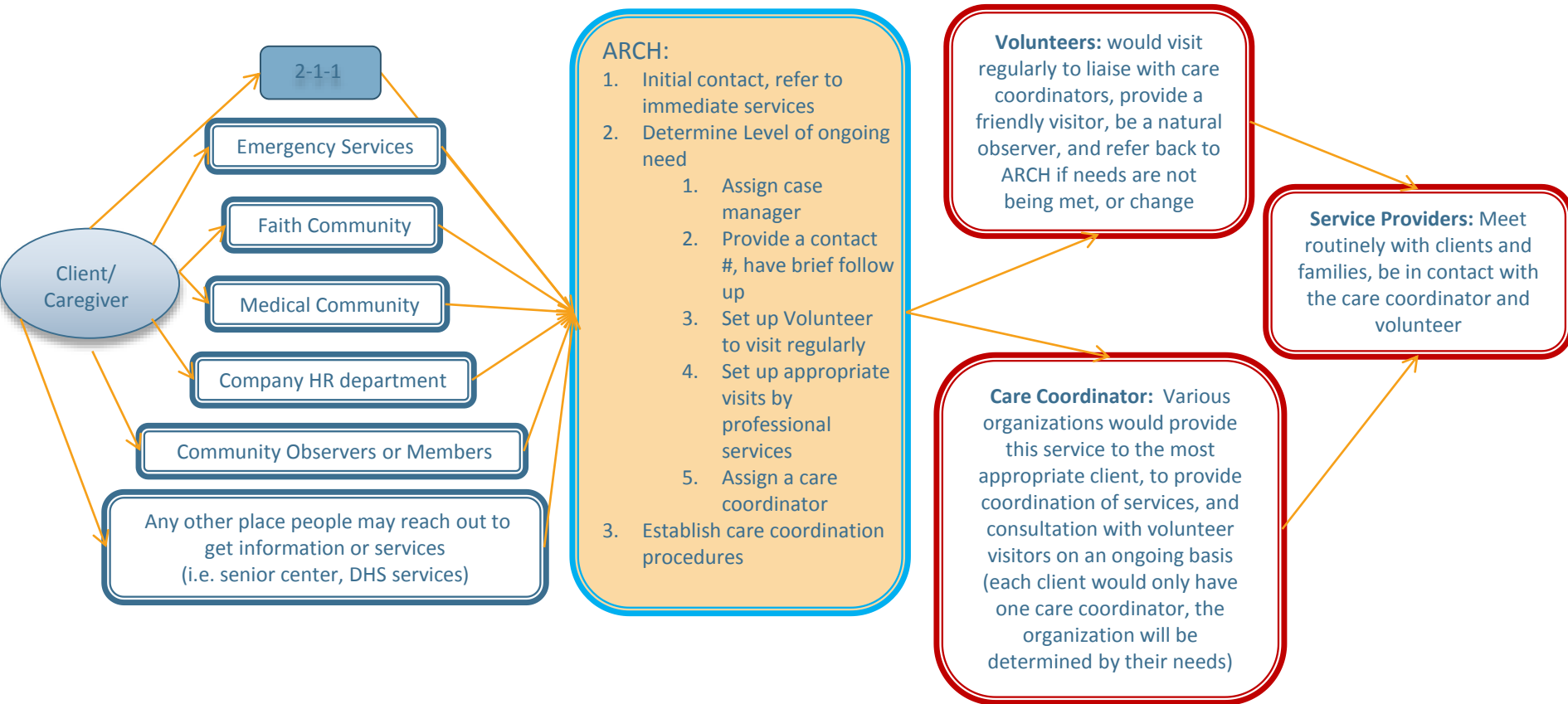- Company HR department
- Community Observers or Members
- Any other place people may reach out to get information or services (i.e. senior center, DHS services)

ARCH:
1. Initial contact, refer to immediate services
2. Determine Level of ongoing need
   1. Assign case manager
   2. Provide a contact #, have brief follow up
   3. Set up Volunteer to visit regularly
   4. Set up appropriate visits by professional services
   5. Assign a care coordinator
3. Establish care coordination procedures

Volunteers: would visit regularly to liaise with care coordinators, provide a friendly visitor, be a natural observer, and refer back to ARCH if needs are not being met, or change

Service Providers: Meet routinely with clients and families, be in contact with the care coordinator and volunteer

Care Coordinator: Various organizations would provide this service to the most appropriate client, to provide coordination of services, and consultation with volunteer visitors on an ongoing basis (each client would only have one care coordinator, the organization will be determined by their needs)

Training: provided by one organization who will train all people who have direct contact with program clients
The training would entail: knowledge of resources available and how to access them, informal assessment of needs, when and how to refer to ARCH, and coordination procedures from ARCH

Community Awareness: Foundation On Aging creates a program for ongoing education, Summit 2014

Guiding Principles for the Future

- A person-centered system

- A flexible service determination system

- A truly no-wrong door entry point system

Today's Agenda

- On the Front Lines

- National Trends

- Colorado, Maryland and Other State Innovations

- Working together to solve the LTSS Puzzle

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