Making Our Health Care System Work for Older Adults and People With Disabilities

Making a difference Together
Council on Aging
“Educational Forum”
November 20, 2013

Ohio Consumer Voice for Integrated Care
Voice for Ohioans who qualify for Medicare and Medicaid

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The Dual Eligible Population in Ohio

- Some of the most vulnerable Ohioans:
  - total number duals: 182,328
  - total number eligible for demonstration: 114,972
- These individuals, many of whom are the poorest, sickest and neediest in Ohio
- They bounce in and out of emergency rooms and hospitals, experiencing poor care and bad outcomes.
- In the worst case, they end up unnecessarily in nursing homes, cutting them off from their activities and communities.
Dually Eligible in Ohio

Currently Enrolled: 182,000 Ohioans

Total Medicaid Enrollment for State of Ohio

- 91%
- Medicaid Only
- 9%
- Dually Eligible

Medicaid Spending in Ohio

- 60%
- Medicaid Only
- 40%
- Dually Eligible

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The Dual Eligible Experience

- Limited care coordination (communication and services are not well coordinated between Medicare and Medicaid)
- Current system is confusing and difficult to navigate
- Have repeated emergency room or hospital visits
- Difficulty scheduling test or appointments, and reaching the right person on the phone
- Multiple health care needs
Cost of Inaction
Crisis in Quality

Absence of Patient-Centered Care

- Inappropriate Rx
- Multiple Visits
- Multiple Docs
- Multiple Rx Fills
- Duplicate Tests & Procedures
- Too Frequently Hospitalized
- Little or No Info upon Discharge
- Too Frequently Readmitted to Hospital
- No One to Find & Arrange Non-Medical Services

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Ohio Consumer Voice for Integrated Care
“What can we do about it”

Consumer Advisory Council

Regional Coalitions SWOC, NEOC Central

State Coalition

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Why the Consumer’s Voice Matters

- Who else knows what consumers need
- Who else knows what works and doesn’t work in their own health care
- Who else knows what consumers have experienced
- Who else knows what consumers want
Consumer Voice is a Requirement

• All Plans are required to establish at least one beneficiary advisory committee and a process for that committee to provide input to the governing board
• Consumer Advisory Council must reflect the diversity of the MyCare Ohio population and,
• Participation of individuals with disabilities, including enrollees within the governance structure of the MyCare Ohio plans.

Source: Ohio Memorandum of Understanding
What You Can Do?

• Help in the care of consumers
• Recruit dually eligible people to join regional coalitions
  – Especially from communities of color and, Latino communities
• Provide feedback to both Regional and State Coalitions.
Important Dates

- Friendly Letters Mailed – December 2013
- Voluntary Enrollment Begin – March 2014 for all regions
- Passive (Mandatory) Enrollment Begin
  - April 2014 – NE Region
  - May 2014 – NW, NEC, and SW Regions
  - June 2014 – EC, Central, and WC Regions