Consumer Engagement in MLTSS

Renee Markus Hodin
Center for Consumer Engagement in Health Innovation

Community Catalyst

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Community Catalyst and the Center

• Non-profit health care advocacy organization
• Network of advocates in 40+ states
• Advancing role of consumers in efforts to improve care, health
• Focus on vulnerable populations
2014 vs. 2016

**2014**
- No doc fix in sight
- Duals demos: Two states underway; prediction 1-2 m enrolled
- PACE pilot for 21-55 in MMCO’s legislative proposal

**2016**
- MACRA implementation
- Duals demos: Thirteen states underway; over 400k enrolled
- PACE Innovation Act
Opportunity v. Risk

Opportunity
- Expand access to services
- Improve quality and coordination of care
- Greater overall function, autonomy, dignity and independence

Risk
- Place unreasonable limits on services
- Disrupt existing care relationships
- Increase administrative burden (and costs)
10 Consumer Priorities

1. Enrollment choices
2. Broad benefits
3. Robust networks
4. Integration of LTSS
5. Promotion of HCBS
6. Consumer protection
7. Consumer direction
8. Quality
9. Care coordination
10. Cultural competence
Where Are We Now?

Work in progress!
So Far…
Positive Signs

- Many positive design features
- High rates of timely completion of assessments
- High satisfaction rates
- Increasing attention to disparities
- Course corrections as needed
Challenges

- Enrollment (confusion, opt outs)
- Continuity of care violations
- Limited state capacity
- Spotty care/LTSS coordination
- Lack of knowledge around self-direction
- DME approval challenges
Looking ahead…

- Vision/framework
- Ongoing partnerships
- Building on expertise in the community
- Data/transparency
- Intentionality around reducing health disparities
- Robust federal and state oversight
- Ongoing consumer engagement
- Keeping people at the heart
Renee Markus Hodin
Deputy Director, Center for Consumer Engagement in Health Innovation
rmhodin@communitycatalyst.org