



State of Illinois
Illinois Department on Aging

Older Adult Services Advisory Committee Meeting Minutes

Date: May 20, 2019 1:00 – 3:00 p.m. (Approved August 19, 2019)

Locations:

Illinois Department on Aging, 160 N. LaSalle St., 7th floor, Chicago
Illinois Department on Aging, One Natural Resources Way, Springfield

IN ATTENDANCE:

OASAC Committee Members

Paula Basta, Director & OASAC Chair– Department on Aging
Sherry Barter Hamlin – The Voyage Senior Living
Paul Bennett – AgeOptions
Amy S. Brown –CRIS Healthy Aging Center
Meghan Carter – Legal Council for Health Justice
Cindy Cunningham – Illinois Adult Day Services Association
Topaz Gunderson-Schweska – Molina Healthcare of Illinois
Jacqueline Rodriguez (for Terri Harkin) – SEIU HealthCare – Illinois and Indiana
Lori Hendren – AARP Illinois
Linda Hubbardt – Senior Services of Effingham County
Susan Hughes – UIC Community Health Sciences School of Public Health
Michael Koronkowski – UIC College of Pharmacy
John Larsen – Cantata Adult Life Services
Dave Lowitzki – Lowitzki Consulting
Phyllis Mitzen – Health and Medicine Policy Research Group
David Olsen – Alzheimer Association Illinois Chapter
Liz Vogt (for Sara Ratcliffe) – Illinois HomeCare and Hospice Council
Gustavo Saberbein – Help at Home LLC
Teva Shirley – Southwestern Illinois Visiting Nurse Association
Cathy Weightman-Moore – Catholic Charities LTC Ombudsman Program

Ex-officio Committee Members:

Bonnie Hartman-Walter (for Kelly Cunningham) – Department of Healthcare and Family Services
Gwen Diehl – Department of Veterans Affairs
Mari Money (for Christopher B. Meister) — Illinois Finance Authority
Megan Spitz – Illinois Housing Development Authority
Lyle VanDeventer – Department of Human Services

Department on Aging staff:

Rhonda Armstead, Amy Brennan, John Eckert, Sophia Gonzalez, Jason Jordan, Lora McCurdy, Robin Morgan and Anna O’Connell

GUESTS:

Lauren Tomko (HFS)

NOT IN ATTENDANCE:

OASAC Committee Members

Bill Bell – Illinois Health Care Association
Theresa Collins – Senior Services Plus Inc.

Dr. Thomas Cornwell – HomeCare Physicians
Kelly Fischer – Journey Care Hospice
Sharon Manning – Family Caregiver
Sandra Pastore – Oswego Senior Center
Susan Real – Caregiver – East Central Illinois Area Agency on Aging
Jason Speaks – Leading Age IL
Ancy Zacharia – Home Care Physicians

Ex-officio – OASAC Committee Members not in attendance:

Debra Bryars– Department of Public Health
Kelly Richards – State Long Term Care Ombudsman

Introductions & Call to Order:

Director Paula Basta welcomed everyone and thanked them for attending the meeting. Members and guests introduced themselves. John Eckert asked for a motion to call the meeting to order. Teva Shirley made a motion to call the meeting to order and Gustavo Saberbein seconded. All members voted in favor.

Approve minutes of Full OASAC February 25, 2019 Meeting:

John Eckert asked for a motion to review and approve the minutes from February 25, 2019 meeting. Cathy Weightman-Moore made a motion to approve the meeting minutes, Paul Bennett seconded. The minutes were approved unanimously by members with no additions or corrections. The minutes will be posted on the Department website.

OASAC Member Vacancies & Solicit new Members for Executive Committee:

Sophia Gonzalez shared that OASAC currently has two vacancies; a representative from a healthcare facility licensed under the Hospital Act and a parish nurse representative. Members can email the Department with recommendations for these vacancies. The Department is also soliciting new members to serve on the Executive Committee. Any current members that are interested in becoming Executive Committee members should contact her at the Department.

OASAC 2019 Board and Council Ethics Training:

Sophia Gonzalez shared that the deadline for the Mandatory 2019 Ethics training for Appointees is June 30th. Individual email reminders were sent out this morning to members that have not submitted their acknowledgement forms. According to the Office of the General Council about 50% of OASAC members have submitted their acknowledgment forms. Those members that received an email this morning should submit their training acknowledgment forms directly to Linda Ballard.

Update on OASAC Workforce Stabilization Work Group:

Phyllis Mitzen, Chair stated over the last year workgroup members met to study causes of high turnover rates for Care Coordinators and Home Care Aides and this information has been presented during previous meetings. Surveys have been distributed and data has been presented to OASAC, however the PPT for the Home Care Aide (HCA) study was never approved by OASAC. Mitzen reinforced that to ensure the stability of older adults, we need to take care of the workforce. Mitzen asked if OASAC members want to approve the HCA PPT and discuss a mechanism to assure that these recommendations are adopted. It was agreed that a meeting be set up to follow up on the recommendations. Dave Lowitzki made a motion to approve the HCA PPT and Teva Shirley seconded. All were in favor, the HCA PPT was approved by OASAC. Paul Bennett asked if the CCU study had been approved by OASAC and it was determined that it had not been approved. It was agreed that this issue can be addressed at the next full OASAC meeting.

Deputy Director Lora McCurdy shared that the rate study drafts for ADS and EHRS have been completed. The Department is currently working with the administration and sister agencies (HFS and DHS) on reviewing the study recommendations. McCurdy additionally noted that an In-Home Care rate study has been completed by PCG, the vendor, and that the same process is being followed. The Department shared that the ADS workgroup is interested in coordinating with the CCUs to inform the network and expand ADS?. Cindy Cunningham shared that Batavia needs help and it is important to have an ADS available because it helps with caregiver shortages.

Update on OASAC CCP Medicaid Enrollment Oversight Subcommittee (PA100-0587):

Deputy Director McCurdy shared that the next Subcommittee meeting is scheduled for June 4th. The Department has been working with HFS on looking at the 8,170 names of individuals sent by HFS to help determine Medicaid status. These individuals appear to be eligible for Medicaid based on income and assets. The Department is working on a PPT for the June 4th meeting. The Department has been sharing a redeterminations list with each CCU monthly to encourage CCUs to get these completed as required in a timely fashion. Discussions on including older adults in the ex parte Redetermination process have also occurred. Amy Brown shared that at times Care Coordinators need to make three visits to complete a Medicaid Redetermination. Teva Shirley noted that costs like obtaining bank statements add up. Paul Bennett stated that one of the biggest barriers to getting these determinations completed has been that participants do not inform HFS of address changes and therefore miss notifications. Cindy Cunningham suggested that providers may be able to assist with confirming addresses. McCurdy shared that the Department is also looking at the ACA adults (ages of 60-64) that had never been required to apply for Medicaid in the past. Members asked about the time and place of the next subcommittee meeting and it was shared that meeting would take place from 1:00-3:00 p.m. on August 4th, using the two Aging video conference rooms and phone access.

Managed Care Expansion- Communication with CCUs & role of BEAM:

Lauren Tomko (HFS) discussed the upcoming Managed Care statewide roll-out that will be effective July 1st, 2019. This includes Long Term Supports and Services clients, including HCBS Waivers, in current counties that have not yet been considered mandatory managed care counties. She shared that the Medicaid and Medicare Alignment (MMAI) population will receive a mailing the week of May 27th, and will be enrolled in waves during June, July, and August. Tomko explained that Molina is the only provider for Central Illinois. Susan Hughes asked if Molina will receive additional monitoring because they are sole provider in that area. Tomko shared that both HFS and CMS require performance measures for across the spectrum for all plans. In addition, she noted the plans complete two surveys (POSM and CAHPS [Consumer Assessment Health Plans Survey]) measuring the quality of life. Report cards are available online at the HFS website and a quality report is completed reporting high and lows. It was asked if there is a way of communicating with MCOs noting that some of the CCUs have expressed concerns. Teva Shirley stated that it would be good to have a list of phone numbers and emails for times when there is a need to speak to an individual at an MCO. She shared that the current automated system provides only two options for a provider or a participant and the CCU has encountered problems with these options. Shirley also shared that there have been times when the CCU is aware that a member is having issues and wants to communicate directly with the MCO, but they have trouble getting through to the MCO. The members engaged in discussion regarding setting up a consistent system for communication between the CCU and the MCO. Shirley shared an example of a time when a member called an ambulance multiple times to get medicated and she was unable to contact the MCO. Deputy Director McCurdy suggested that since MCO's have their own Critical Event Reporting (CER) system, perhaps the CCUs could enter this information into CER, with the member name and RIN number. Phyllis Mitzen mentioned that CCUs do not always have all the member information. Shirley agreed and shared that they are not always able to identify the person. Linda Hubbartt shared that calling the customer service numbers for the MCOs is also a communication issue. Tomko stated that perhaps the process would be setting up an email and involving the CCUs, BEAM, and HFS. Tomko will follow up with John, Lora and Robin at the Department. Robin Morgan from BEAM, added that BEAM has access to search by name and may be able to assist and advised everyone to contact BEAM via the Aging Advisor email.

Robin Morgan discussed the Department's BEAM Division and its role as a liaison between the provider network and the CCUs. She shared that BEAM receives a weekly file from HFS that is separated by CCU contracts and then BEAM sends the CCUs notices related to participants being enrolled under an MCO. CCUs are then required to inform the providers and enter a code to indicate that the person is under an MCO. Once the code is entered for a participant, billings to Aging will reject. BEAM also advocates for the providers by managing bill rejects and other billing problems. Referrals from MCOs to our CCUs are also managed by BEAM. Morgan explained that rules change if an individual is under an MCO. If under an MCO, then the CCU will only determine eligibility once a year and all other aspects of case management are handled by the MCO. BEAM receives calls from CCUs on behalf of members who feel they are not getting all the services they need, and BEAM helps by talking to Lauren Tomko at HFS when necessary. BEAM has held webinar trainings in April on policies and has been working with HFS to work out any issues. There was a conference call with the CCUs and provider notices have been sent out. Providers have been encouraged to contract with MCOs otherwise they may lose participants. Training is always encouraged because MCO case managers handle a lot of waivers and

because some MCO case managers may be new. Morgan shared that MCOs are trained on CCP and ADS and agreed with the previous discussion of it being beneficial to have a dedicated email for communication between the MCOs and the CCUs. Mitzen stated that there is a need to put more ADS programs in the State and that it is time to do some modeling of a combined medical and social model, that requires a nurse on site and makes it more effective. Cindy Cunningham agreed and shared that the ADS should be an option vs. sending someone to a Nursing Facility. McCurdy shared that the Lawndale Christian Center is one of the newest ADS. Members agreed that locations of new ADS providers need be considered.

Additional issues with MCOs were discussed by members. Paul Bennett shared that MCOs are not making referrals for food insecurity to AgeOptions. Director Basta asked the members if anyone else was experiencing that issue. Amy Brown stated that they have never received a meals referral from the MCOs. Morgan shared that the Department had trained the MCOs via webinar on all services and perhaps it may be a re-education issue. Bennett shared that there is literature that supports that when a person gets food, their health improves, and this message needs to be out there to encourage MCOs to make these referrals. Susan Hughes shared that food is one of the social detriments of health. Tomko stated that she will do some research on why these referrals are not being made. Director Basta stated that perhaps training is the issue. Tomko assured that this issued would be addressed at the Quarterly meeting coming up with the MCOs.

DRAFT 2019 OASAC 2-year Report to GA (2017 & 2018):

John Eckert shared that the Department continues to work on the draft 2-year report for OASAC. He reviewed the 2017 and 2018 key activities, successes and recommendations hand-out that had been distributed to the members and asked the group for feedback. Deputy Director McCurdy shared that the Department plans to add fall detection technology device in the future, but a waiver amendment is required. Cindy Cunningham additionally shared that the EHRS GPS enhanced device would be beneficial for wandering participants. The members discussed the recent statewide DON training to increase scoring consistency. Amy Brown shared that there is research on Alexa and Google devices that can enhance communication and reduce social isolation. She also added that APS changes should be addressed in the future. Linda Hubbard agreed that APS and Ombudsman discussions should be included. Cindy Cunningham reminded everyone that the issue regarding food insecurity and home delivered meals should be added; specifically providing culturally appropriate home delivered meals. Bennett added that there is a need to find more community partners. Director Basta added that hunger should be reviewed and perhaps look at what other non-for-profit partners are doing in this area, global strategies and look at what AgeOptions is doing with their recently funded ACL grant. Differences across the state need to be researched and connections need to be found. Susan Hughes shared that she supports the food discussion, but wellness needs to be looked at. Hughes stated that the group needs to look at health promotion and evidence-based programs before individuals use HCBS. Mitzen shared that Robyn Golden with Rush has partnered with the Chicago Food Depository to obtain meals for participants in their Bridge program. Director Basta thanked everyone for all these great ideas and agreed that there is a need for a strategic plan. Mitzen questioned if we are ready for the Aging Population growth.

Department Updates:

Budget/Fiscal

Anna O'Connell, CFO shared that the Department is finally current on billings. Funds from the Commitment Human Services Fund have been paid out and GRF will be used to pay out for the remainder of the year. O'Connell stated that there is a backlog with the Comptroller for the entire State and we will see some billing delays. The new budget funding will be from the Commitment Human Services fund effective July 1st, 2019; this includes anything that used to be paid out of GRF. AAA's will have an increase with meals and we should see a continuation of prompt payments to continue the path to rebuild the network's capacity following the negative impact of the 2-year budget impasse. Fiscal has also been working in budget negotiations and responding to requests from the legislatures.

Legislation

Amy Brennan, Department Legislative Liaison, shared that there are two weeks left of the legislative session, that is 11 session days. There are still some big items left for discussion, including the Capitol bill, legalizing marijuana, Casino expansion, numerous budget bills and revenue enhancements. The IDoA budget and subject matter hearings will include discussion on the rate increases. Bills being followed include HB 347 that indicate

that persons convicted of assault, aggravated assault, battery, or aggravated battery of an elderly person shall not receive any property, benefit, or other interest by reason of the death of that elderly person. SB 69 is related to sealing of records of arrest or charges not initiated by arrest that result in an order of supervision or conviction for financial exploitation of an elderly person. SB 1319 amends the Assisted Living and Shared Housing Act and prohibits unlawful discrimination by an owner, licensee, administrator, employee, or agent of an Assisted Living establishment of residents in Assisted Living establishments. Brennen also shared that the Medicaid Omnibus bill (HFS & DHS) reviews the Medicaid redetermination process to identify changes that can increase the use of ex parte redetermination processing and reporting requirements. Deputy Director McCurdy shared that there is hope that the ex parte redetermination process can ensure that older adults, including our Medicaid CCP participants will be included under this umbrella. Brennen stated that the Department has recently had Aging booths at the Thompson Center and the Capitol, with both Aging Staff and AAA staff. Director Basta added that these booths were set up as part of the Older Americans month.

Provider Profile

Deputy Director McCurdy shared that the Department has received positive feedback regarding the new provider profile. She noted that you can click away on any county of the State and find out what services are available. Linda Hubbard shared that she likes the Provider Profile. McCurdy also shared a redesign on the Department website is in process. A couple of bills had called for the Department to update the website. The current website needed better organization, including simplifying navigation and making it more “older adult and family focused.” She noted that the Department is still required to follow the State CMS template requirements. Feedback from the workgroup was requested.

IDoA Conference, September 17th- 19th

Deputy Director McCurdy shared that the Department is excited about the upcoming Fall Conference at the Peoria Civic Center that will be held from September 17th-19th. She noted that Mary Gilman, and her training team met with Director Basta last week to get feedback for speakers and topics. Director Basta added that the Department will be celebrating the Community Care Program’s 40th anniversary as part of the Conference activities.

Other Issues & Announcements:

Susan Hughes shared that UIC has partnered with the Chicago Housing Authority to train physical therapy students at UIC to perform Fit & Strong training to senior residents through an ACL grant for the next 3 years.

Motion to Adjourn:

John Eckert asked for a motion to adjourn the meeting. David Olsen made a motion to adjourn the meeting. Sherry Barter Hamlin seconded the motion. The motion to adjourn was approved unanimously. The meeting was adjourned at 2:55 pm.