

# OLDER HOOSIERS AND CAREGIVER ADVISORY GROUP MEETING

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September 1, 2021



# Agenda For Meeting



**WELCOME &  
INTRODUCTIONS**



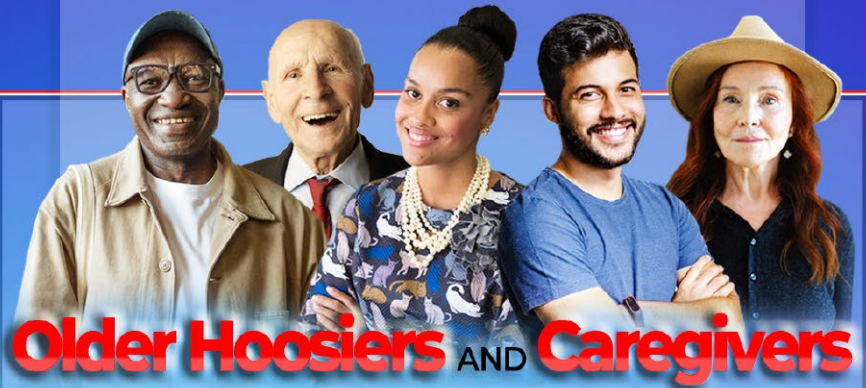
**UPDATE ON  
STAKEHOLDER  
MEETING  
ACTIVITIES**



**REVIEW OF  
STAKEHOLDER  
MATERIALS**



**NEXT STEPS**



## **Older Hoosiers AND Caregivers** **COMMUNITY CONVERSATIONS** **IN INDIANA**

You're invited to an informal "virtual" discussion about the services that older Hoosiers and their caregivers need as they age.

Join a session that works for you  
(15 virtual sessions)

Zoom Link:

<https://nasuad.zoom.us/meeting/register/tZlod-uqqz8oGdPY-OZR4j750ncRL-k1mgt2>

**3** times per day **Monday - Friday**  
starting **September 20th - 24th**

<b>Session 1</b>	<b> </b>	<b>10am - 11am</b>
<b>Session 2</b>	<b> </b>	<b>2pm - 3pm</b>
<b>Session 3</b>	<b> </b>	<b>6pm - 7pm</b>

For more information, please contact:  
[InformIN@advancingstates.org](mailto:InformIN@advancingstates.org)

# Community Conversations

- Virtual
- 15 total sessions each week
- Focusing on regions of state
- Co-facilitation with partners
- Evaluation of conversations
- After the first 15 sessions will make changes if necessary
- Repeat effort 3 times to cover entire state



# COMMUNITY CONVERSATIONS:

A DISCUSSION ABOUT THE SERVICES THAT  
OLDER HOOSIERS AND THEIR  
CAREGIVERS NEED

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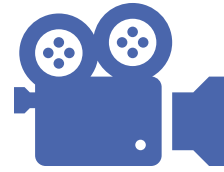
September 2021



# Helpful Hints



**Watch It in  
Speaker View!**



**Keep Your  
Cameras On!**



**Breakout Room**



**Microphones  
are muted**



**Raise Your  
Hand to Speak**



**Chat**



# Introductions



# WHY ARE WE HERE?

# Agenda For Meeting



**BACKGROUND  
INFORMATION**



**PROPOSED  
CHANGES TO  
THE SYSTEM**



**SHARE YOUR  
IDEAS: WE  
WANT TO  
HEAR FROM  
YOU!**



**NEXT STEPS**



# **BACKGROUND INFORMATION**

# Medicare, Medicaid & the Older Americans Act

**Medicare:** The national health insurance program for people aged 65 and older as well as some younger people with long-term disabilities. Does not pay for most long-term services and supports.

**Medicaid:** The primary payer for nursing home and community-based long-term services and supports for people needing help with daily self-care tasks. Must apply and be accepted into the program.

**Older Americans Act:** Provides supports for Americans 60 and older with a range of home and community-based services, such as Meals-on-Wheels and other nutrition programs, in-home services, transportation, legal services, elder abuse prevention and caregivers support

## Long-Term Services & Supports (LTSS)

Includes both paid and unpaid help that people may need – for several weeks, months, or years – when they have trouble completing everyday tasks because of aging, chronic illness, or disability.

### **What are some examples of services that are provided?**

- Help with eating, bathing, and dressing
- Help with making meals, taking medications on time, and light housekeeping.

### **Where are long-term services and supports provided?**

- Homes
- Nursing homes
- Adult day programs
- Assisted living

## Home and Community-Based Services (HCBS)

### Examples of HCBS Provided

- Personal care (dressing, bathing, toileting, eating, getting into or out of a bed or chair, etc.)
- Home-delivered meal programs
- Homemaker services (cleaning, cooking, laundry, bill paying, etc.)
- Case management
- Transportation
- Home repairs and improvements to make homes safer
- Adult day programs
- Caregiver training
- Health promotion & disease prevention

# **REFORMING INDIANA'S LONG-TERM SERVICES AND SUPPORTS SYSTEM**

# Profile of Indiana Long-Term Services and Supports

Indiana is ranked 39th in America's Health Ranking Senior Report.

In the next 10 years, the population over 65 is expected to increase by nearly 30%.

Currently only 20% of older Hoosiers and people with disabilities receive LTSS in home or community-based settings; the remaining 80% are receiving care in nursing facilities.

There are 850,000 family caregivers in Indiana providing care valued at \$9.3 billion.

Indiana ranks 50th in the nation in support of family caregivers.

47,000 older Hoosiers qualify for LTSS now.

80% of Indiana Medicaid members are enrolled currently in managed care.

Hoosiers receiving LTSS are only 4% of the Medicaid population, but 28% of the total spending.

According to the AARP LTSS Scorecard, Indiana ranks 44th in overall LTSS performance.

76% of Aging & Disability waiver participants are dually eligible for Medicare and Medicaid.



# Why Now?



Choice: Hoosiers want to age at home



Quality: Hoosiers deserve the best care



Cost: Hoosiers want to pay for quality and affordable services

# Changes Proposed



Easier access to home and community-based services



Starting managed long-term services and supports



Improving the quality of care



Improving the monitoring of the system



Recruiting, training, and keeping workers



MLTSS is a system that uses managed care companies to deliver long-term services and supports (LTSS) to individuals on Medicaid.

The managed care companies are paid a fee each month for each person to cover all the services they need.

The managed care companies can coordinate long-term services and supports and physical health services for individuals receiving Medicaid making it easier to get everything they need from one organization.

# What is Managed Long-Term Services & Supports (MLTSS)?



**SHARE YOUR IDEAS!**

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# Key areas that we want to hear about

How to improve access to long-term services and support

How to improve how the system operates

How to support caregivers

How to make it easier for providers to take part so that you can see the provider of your choice

How to improve the quality of services



# HOW TO IMPROVE ACCESS TO THE SYSTEM

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# Share Your Ideas!



How did you or your family member hear about the services offered?



Do the services and supports you are getting meet your current needs and goals?



How would you prefer to find information about services that are available?



How can we better inform people about ways to get services?



Did you get information about your services in a language you prefer?



Do you have plans for your future healthcare needs?



# HOW TO IMPROVE HOW THE SYSTEM OPERATES

# Share Your Ideas!



What prevents you or your loved one from living in your home or community?



Are you able to see the provider that you prefer? If not, why not?



What works well?



What changes would make it easier for you?



How would you like to determine what you need?



What would help you to reach your goals?



# HOW TO SUPPORT CAREGIVERS



# Share Your Ideas!



Are you a caregiver?



Are you being helped by a family caregiver?



As a caregiver, what do you need or want to help you maintain your health & happiness?



How do you become aware of things you need as caregivers?



Have you had to make the difficult decision to put your loved one in a nursing home?



If you needed to ask for help, would you know who to ask or how?



# HOW TO IMPROVE THE QUALITY OF SERVICES

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# How to Improve the Quality of Services



Do your services help you have a better life?



What does quality mean to you?



How can we help improve your quality of life? If you wanted something to be better for your quality of life, what would you need?



What really matters to YOU?



**NEXT STEPS**

# Stay Informed:



[LTSS Reform: Stakeholder Engagement](#)



Send questions and comments to:  
[InformIN@advancingstates.org](mailto:InformIN@advancingstates.org)



Please complete a quick survey



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# PLEASE JOIN US!





# THANK YOU!

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[informIN@advancingstates.org](mailto:informIN@advancingstates.org)

# FEEDBACK DISCUSSION



**NEXT STEPS**



# THANK YOU!

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[informIN@advancingstates.org](mailto:informIN@advancingstates.org)