



STATE OF WISCONSIN
BOARD ON AGING AND LONG TERM CARE

1402 Pankratz Street, Suite 111
Madison, WI 53704-4001
(608) 246-7013
Ombudsman Program (800) 815-0015
Medigap Helpline (800) 242-1060
Part D Helpline (855) 677-2783
Fax (608) 246-7001
<http://longtermcare.wi.gov>

BOARD OF DIRECTORS
Eva Arnold
Barbara M. Bechtel
Patricia A. Finder-Stone
Terry Lynch
Tanya L. Meyer
James Surprise
Dale B. Taylor

EXECUTIVE DIRECTOR
Heather A. Bruemmer

Board of Directors Meeting

Board on Aging and Long Term Care
Conference Room 100
Madison, WI 53704
December 5, 2012

Chair Terry Lynch called the meeting to order at 9:00 am with a welcome and introductions, and indicating that this meeting was duly noticed.

Members Present: Chair Dr. Dale Taylor Terry Lynch
Barbara Bechtel Patricia Finder-Stone
James Surprise Tanya Meyer

Staff Present: Heather Bruemmer Kellie Miller Vicki Buchholz
Kim Marheine Kim Verstegen

Guests Present: Julie Hyland, Executive Staff Assistant, Department of Health Services
Donna McDowell, Division of Long Term Care, Department of Health Services
Pris Boroniec, Division Administrator, Division of Long Term Care, Department of Health Services
Deb Rathermel, Bureau of Financial Management, Division of Long Term Care, Department of Health Services
Tom Lawless, Bureau Director, Bureau of Financial Management, Division of Long Term Care, Department of Health Services
Nancy Foss, Budget Analyst, Department of Administration
Ross Behrend, Accountant, Department of Administration

Agenda: Approval of agenda as presented. M/S/C Finder-Stone/Taylor

Minutes: Minutes of the September 5, 2012 board meeting were approved as prepared. M/S/C Meyer/Taylor

Remarks by a Board Member: Mr. Jim Surprise shared remarks regarding rural transportation issues and challenges with managed care organizations providing services to Family Care members. The experience for Waushara County with the state's current transportation provider has had it challenges and calls of concern have not been returned. Service users cite issues such as missed appointments due to late arrivals, lengthy rides while additional clients are picked up.

Comments were also shared regarding the managed care organization that provides services to Waushara County, with consumers reporting a lesser quality of service provided as compared to

expectations based on what had been originally promised. Rate cuts to providers have had significant impact not only in terms of residents needing to move out of their preferred facilities, but also for providers who state they are unable to provide the amount of care required for the rate provided. Issues have been cited regarding the conduct of Watts reviews for persons under guardianship. Mr. Surprise is optimistic that there may also be opportunities for other MCOs to come into the county to provide services in order to provide greater options for service users.

Mr. Surprise also reported that an area provider of hotel and specialized services has needed to change their business plan, and is leasing the property to a provider of ADOA services.

Sustainability Plan and Family Care Update: Ms. Pris Boroniec, Department of Health Services (DHS) at the request of the Board, Ms. Boroniec provided an update regarding the dissolution of Community Health Partnership and the procurement process for naming the successor MCO, Southwest Family Care Alliance (SFCA). Ms. Boroniec stated that there are many complexities in the provision of both Family Care and the long term care Partnership program, and DHS worked with the federal government to seek a competitive procurement, per Center for Medicare and Medicaid Services (CMS) requirements. Fifteen meetings were held for members and providers, discussing options for health care services, particularly for those in the Partnership program, but also providing resources for additional support as may be needed. SFCA, with DHS, has been intentional in taking decisive and timely action to insure a smooth transition under a new business model.

Also at the request of the Board, Ms. Boroniec provided information regarding the Family Care program and changes being considered, initiated in large part by the legislative audit done on the Family Care program overall. Subsequently, Ms. Boroniec reported that much work has been done in order to ascertain where the greatest successes are achieved in member outcomes and cost-effectiveness, and where opportunities exist for program expansion toward sustainability. Ms. Boroniec noted that greater emphasis is being placed on the utilization of more integrated community settings as opposed to licensed residential service providers, which is the most expensive model of care for consumers. As well, in the effort to diminish wait lists, many more persons are being served and to a far greater degree than they may have been served under the Community Options Program (COP), which adds cost to the program and a need to examine all opportunities in consideration for a growing demographic.

Briefly, Ms. Boroniec noted other initiatives in process at the Department, and working in coordination with a variety of stakeholders: Falls Prevention Initiative in Nursing Homes; Connections to Community Living; Residential Services Initiative; Youth in Transition; Strength-Based Care Management; Nursing Home Quality Performance Improvement; Crisis Intervention and Stabilization; Nursing Home Modernization Initiative; Options Counseling (federal ADRC grant). Ms. Boroniec will return to a future meeting to more thoroughly discuss the Department's Sustainability Plan.

Virtual PACE Update: Ms. Deb Rathemel & Mr. Tom Lawless, Department of Health Services Ms. Rathemel and Mr. Lawless provided information about the state's proposed Virtual PACE initiative, awaiting approval from CMS, Office of the Duals.

Virtual PACE integrates Medicaid and Medicare for long term care service users, exploring mechanisms to minimize duplication in these services, while providing greater cost-effectiveness and delivering a high quality of care for dual eligible individuals, otherwise known as "Duals." The proposal aims to reform the current managed care system of care to Duals, and is integrative in its impact with advocates, providers, care management organizations and consumers. It takes into consideration other

community based options that are already working well, and targets as the pilot population those Duals living in nursing homes, highlighting opportunities in nursing home settings for better health and function outcomes, better savings, and potential relocation into integrated community based settings, preserving the utilization of the most expensive of long term care options for those who truly require that level of care.

Referred to as a second-generation managed care initiative, Virtual PACE will utilize Integrated Care Organizations (ICO's) as joint contractors with CMS to coordinate care for the target group. The hope is to take quality and cost-effectiveness initiatives farther than other models of integrated care such as PACE and Partnership.

Administrative Report: Ms. Heather Bruemmer, Executive Director

Ms. Bruemmer introduced Donna McDowell, retiring at the end of December as the longest serving aging unit director in the nation. Ms. Bruemmer informed the Board of Ms. McDowell's instrumental role in the development of the Board on Aging and Long Term Care. The Board presented a plaque of thanks, citing Ms. McDowell's commitment and dedication to the core aging programs of Wisconsin, and noting her instrumental input into the expansion of the role of advocacy on behalf of long term care consumers. In speaking of the Board on Aging, Ms. McDowell shared her thanks, as well, and spoke to the necessity of global efforts at citizen-directed advocacy with key responsibilities and autonomy apart from state-run programs.

Ms. Bruemmer provided the financial update, noting that the biennial budget has been submitted, also noting that support was provided from DHS to fund the relocation ombudsman specialist position, which is critical to persons being relocated out of closing facilities. The Office of the Commissioner of Insurance also submitted its budget with the request for the new Medigap database.

Personnel updates included the hiring of the new Volunteer Ombudsman Coordinator in Green Bay, interviews underway for the Medigap Lead Counselor position, and a vacant ombudsman position. The entire agency staff participated in Affirmative Action training in September, led by Gladis Benavides.

Other updates included: the SeniorCare advisory committee continues to address the waiver extension, and remains optimistic. Ms. Bruemmer will be hosting the winter NASOP meeting in Madison in January, working on issues such as the reauthorization of the Older Americans Act and quality assurance programs, among other topics. Speaking engagements have included presentations to the board for LeadingAge Wisconsin and to the DQA FOCUS conference. Ms. Bruemmer also offered testimony before the National Policy Health Forum in Washington, DC, speaking on the topic of assisted living in WI. She also had the opportunity to speak with Assistant Secretary Kathy Greenlee, as well as staff of the Administration on Aging.

Ms. Bruemmer requested permission of the Board to attend the spring NASOP meeting, with additional staff attending pending the agenda, if finances are sufficient. M/S/C Finder-Stone/Surprise.

Volunteer Services Update, Ms. Miller, Volunteer Services Supervisor

Ms. Miller reported that the Volunteer Ombudsman Program is now fully staffed, with the hiring of a new coordinator for the Green Bay/Fox Valley area. Ms. Miller introduced the newest Coordinator, Kim Verstegen, who shared remarks about her very positive experiences thus far with the program.

Volunteers participated in annual Residents Rights training with their regional ombudsmen at their inservices held in October. Community outreach continues to be very high, with many opportunities to provide exhibits and press releases.

Ms. Miller and Ms. Bruemmer are working on a special continuing education opportunity for the Volunteer Ombudsman Program, bringing Sara Hunt from the National Long Term Care Ombudsman Resource Center to work with volunteers in January 2013.

Ombudsman Services Update, Ms. Marheine, Ombudsman Services Supervisor

Ms. Marheine noted there to be one ombudsman vacancy currently in the process of being filled. Ombudsman program work continues to be very high in the areas of involuntary discharges related to rate negotiations between MCO's and providers on the western and northern part of the state and as Community Health Partnership goes through dissolution, effective January 1, 2013. Requests for advocacy in facilities with issues related to resident rights, and quality of care and treatment remain also at very high levels.

Ms. Marheine highlighted other areas of work including closures and relocations, Virtual PACE, and Care Transitions. All agency staff participated in affirmative action training in September, and ombudsmen also held a 2-day inservice, discussing topics such as abuse and neglect investigations, Family Care casework and Fair Hearing preparation.

Medigap Helpline Update, Ms. Vicki Buchholz, Medigap Helpline Services Supervisor

Ms. Buchholz reported that the Medigap team has been active with outreach activities that have included presentations on Medicare and Long Term Care, as well as exhibiting at various community resource fairs.

Ms. Buchholz has also been involved with the Virtual PACE stakeholders group, assisting all in better understanding issues related to auto enrolling persons in the Virtual PACE program when persons have other coverages in place, such as employer-sponsored plans.

The Part D Helpline has been "live" for 5 months, and staff have managed approximately 1173 calls. Additionally, 3 pharmacy students have been recruited as volunteers, assisting with running PlanFinders, assembling packets to be provided to callers and ADRC's. Ms. Buchholz is working with Interfaith in Milwaukee to work with Senior Ambassadors, identifying beneficiaries that may need assistance.

Legislative Updates: Mr. Bill Donaldson, Counsel to the Board

In Mr. Donaldson's absence, Ms. Bruemmer shared Mr. Donaldson's report, sharing a draft of the history of the Board on Aging and Long Term Care. In addition, Ms. Bruemmer also shared a document delineating the new legislative leadership, which will begin in January 2013.

New Business: No new business was received.

Comments from the Public: No comments from the public were received.

Next Meeting Dates: February 21, 2013
April 16, 2013 – Volunteer Recognition in Madison
May 8, 2013
September 11, 2013
December 4, 2013

Remarks by a Board Member for February Board Meeting: Tanya Meyer

Adjournment: Meeting adjourned at 1:50 pm.

Respectfully submitted,
Kim Marheine, Recorder