

Board of Directors Meeting
Board on Aging and Long Term Care
Central Office
1402 Pankratz St, STE 101
Madison, WI 53704
August 7, 2019

Chair Tanya Meyer called the meeting to order at 9:00 am. It was noted that this meeting was properly noticed under the Open Meetings Notice law.

Members Present: James Surprise Dr. Dale Taylor Mike Brooks
Tanya Meyer Dr. Valerie Palarski
Barbara Bechtel

Members Excused:

Staff Present: Heather Bruemmer Kellie Miller Vicki Buchholz
Vicki Tiedeman Kim Verstegen Cheri Bourget
Jill Helgeson Mary Jane Ripp Jessica Toscano
Cheryl Zautcke Karee Slaminski Rachel Selking
Kathleen Miller Sarah Thorsberg
Kim Marheine Sheryl Meyer

Guests Present: **Debra Ross**, Volunteer Ombudsman
Kevin Coughlin, Department of Health Services, Policy Initiatives
Advisor-Executive

Agenda: Approval of agenda as submitted M/S/C (Bechtel/Palarski)

Minutes: Minutes of the May 16, 2019 board meeting were approved as presented. M/S/C (Bechtel/Taylor)

Remarks by a Board Member: James Surprise

Mr. Surprise discussed the role of the Aging and Disability Resource Centers and our relationship with them as an agency.

Presentation: Kevin Coughlin: Division of Medicaid Services Updates

- The WISCaregiver Career Program is developed in partnership with:
 1. Nursing Homes
 2. LeadingAge Wisconsin
 3. Wisconsin Health Care Association
 4. Board on Aging and Long Term Care
 5. Wisconsin Technical College

The number of registered students as of June 30 was 8835.

The Media Campaign highlighted the program and the rewarding aspects of working as a nurse aide using TV & radio ads and social media advertising.

- Wisconsin Coalition of Collaborative, Excellence in Assisted Living (WCCEAL)
Ending the 3rd of 5-year Wisconsin Partnership Grant

- New and updated measures
- New and updated reports
- Clinical resource center is now a benefit of WCCEAL
- Videos to promote and raise awareness
- Training and support for new association members
- MCO access to aggregate data for their provider network
- **Cycling Without Age**
Wisconsin grant was awarded for obtaining rickshaw bikes that enable volunteer pilots to give rides to residents.

Volunteer Services Update, Ms. Miller, Volunteer Services Supervisor

The Volunteer Coordinators gave updates from their regions with recruitment efforts and training.

Debra Ross, 2019 Louise Abraham Yaffe Volunteer Ombudsman Award Recipient:

Ms. Ross spoke about her reasons for volunteering and highlighted the importance of family participation in resident care and facility and patient safety.

Ms. Miller, Volunteer Services Supervisor gave Program Updates:

Plans are underway for the Volunteer Ombudsman Program Residents Rights in-services scheduled for October in all regions of the state.

The Volunteer Ombudsmen are participating in the 2019 Resident's Voice Challenge by completing a simple written statement and sharing their passion for Residents' Rights. The submissions will be sent to the Consumer Voice and will be posted on the Board on Aging-Volunteer Ombudsman Program website page.

The 2019 Residents' Rights Month theme is "Stand for Quality". Announcing the 2019 Resident's Voice Challenge! Creative writing and artistic expression are meaningful and compelling ways to highlight the importance of residents' rights and how these rights can be carried out in all long-term care settings. For the Resident's Voice Challenge, residents are encouraged to submit essays, poems, artwork, drawings, or videos related to the theme. This year all advocates are invited to share how or why they stand for quality.

The Volunteer Ombudsman Program brochure is under revision and will be available before the year end.

The Volunteer Ombudsman Program is revising Volunteer Ombudsmen training evaluations to be completed by Volunteer Ombudsmen after each initial training and in-service attended.

The VOP is implementing an annual end-of-year survey/evaluation to all Volunteer Ombudsmen to ensure the program is meeting the training needs of our valuable Volunteer Ombudsmen.

The VOP continues to support the residents during the current facility closures and relocations. The Volunteer Coordinators and Volunteer Ombudsmen are working closely with the Regional Ombudsmen and the Relocation Ombudsman Specialist.

The Volunteer Ombudsmen that are assigned to a closing nursing home continue with weekly visits until each resident has moved. The Volunteers then work with their Coordinators to select a new nursing home assignment.

Outreach to provide community education, awareness and volunteer recruitment is in full force. The Volunteer Coordinators are promoting the need for Volunteer Ombudsmen in several areas on local television and radio shows, exhibit booths, presentations and posting the recruitment posters in local businesses.

The Volunteer Voice Newsletter is being published in August 2019 and will be available soon.

Plans are underway for the 2020 Volunteer Recognition/ in-services with the focus on Dementia Live and Virtual Dementia Training.

The Volunteer Ombudsmen Program staff will have the opportunity to experience the Dementia Live training in Janesville in August.

Ms. Miller had the opportunity to meet with the Secretary-designee, Ms. Kolar of the Wisconsin Department of Veteran Affairs (DVA) and her staff to provide information regarding the Volunteer Ombudsman Program as well as updates regarding the VOP Program in the Veteran Homes in King, Wisconsin.

Staff in-service will be held on September 18th and 19th in Madison.

Medigap Helpline Update, Ms. Buchholz, Medigap Helpline Services Supervisor:
Medigap staff gave program updates.

Ms. Buchholz reported on the following:
The Medigap Helpline Programs have continued to be busy for the start of 2019. For January through July, the staff had completed 5592 calls.

Outreach:

The Medigap Team has had 23 events in 2019 thus far, from professional trainings to consumer informational and health fairs. Staff are assigned counties to set up outreach events to continue to assure services provided by the Medigap Helpline Programs are more known.

National SHIP/SMP Conference, San Diego, CA. July 22-25, 2019.

Ms. Buchholz attended the National SHIP/SMP Conference held in San Diego, CA. The focus was for the State Health Insurance Program (SHIP) and the changes coming for Medicare including the new plan-finder tool and related coverage types. The Office of the Inspector General discussed the Opioid crisis.

Program Trends / 2020 changes:

As of January 1, 2020, Medigap policies will change due to MACRA (Medicare Access and CHIP Reauthorization Act of 2015) which impacts new Medicare beneficiaries who are starting or who are eligible for Medicare as of 1/1/2020. These beneficiaries will not be allowed to purchase the

Part B deductible rider for a Medigap policy, a cost-saving mechanism implemented to make beneficiaries have more financial responsibility. Medigap policies can no longer offer the rider to cover this deductible for NEW Medicare beneficiaries in 2020. However, for those persons who are eligible for Medicare prior to 1/1/2020, they will continue to be eligible to purchase the Part B rider or keep their Part B rider, into 2020 and beyond.

Medicare Advantage plans may now include long term supportive services in 2020. Counselors encourage beneficiaries to understand the costs of enrolling into a Medicare Advantage plan, primarily focusing on healthcare needs vs the availability of some long term care supports. Costs of providing these services have not yet been clearly identified.

In 2020, Advantage plans may opt to offer more supplemental benefits such as home-delivered meals, supportive home health care, and non-medical transportation and may require a “chronic illness” with the expectation that LTC services provided will improve the quality of life for the beneficiary.

For 2020, the Medicare Plan-finder tool has been re-designed to be more user friendly for Medicare beneficiaries who review their Medicare Part D drug plan or their Medicare Advantage plan. Parts of the site which advocates now utilize to help beneficiaries will no longer be available. CMS’s plan is to have beneficiaries sign-in as a user, accessing personal information through the MyMedicare portal. As of October 1, 2019, the plan-finder tool will no longer be available.

On September 1, 2019, the change in income eligibility for the Medicaid Deductible/spend-down program takes effect. Currently, to be eligible for Medicaid under this program, a person would have to have an income of \$591.67 per month (with a \$20 disregard brings eligibility up to \$611.67). With outstanding medical expenses, income may be reduced to this level, thus may be eligible for Medicaid. As of September 1, income eligibility will be at the 100% Federal poverty level which for an individual/couple is \$1040.83/\$1409.17.

Ombudsman Services Update, Ms. Marheine, Ombudsman Services Supervisor

Ombudsmen staff reported on their casework challenges, noting “short staff” to be a common complaint in both nursing homes and assisted living communities.

Ms. Marheine gave program updates, including information about monitoring of particular facilities, as well as monitoring the adjustment of residents relocated from several closures; issue advocacy casework regarding abuse, managed care changes, legal issues such as guardian training and boundaries of substitute decision-makers; consultations and trainings to providers dealing with allegations of abuse; requests to deactivate POA-HC documents for the purpose of admitting a person to an RCAC; rights of residents who wish to engage in sexual relationships; consultations with residents, families and providers regarding discharge planning and notice processes; facility grievance processes; complaints of not enough staff, staff not trained; long-term care community closures. It was noted that twenty-one Immediate Jeopardy cites had been issued since the prior report, as compared with the same number for the prior reporting period.

Information was also provided about the workgroups that ombudsmen are currently involved with at both state and local levels, examining issues related to facility closures outside of the

Chapter 50 process, access to long-term care services by persons coming out of incarceration, quality coalitions and elder abuse response team development.

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

Administrative Report: Ms. Bruemmer, Executive Director/State Ombudsman: Administrative Report

The ED closed Fiscal Year 2019 with adequate finances. The agency received two new positions from the signed Governor's budget and will begin preparation for those positions.

Program updates:

The ED participated in the State Ombudsman meeting in Orlando, Florida May 19-24th. The ED moderated a session on budget and examples of effective legislative advocacy for the Ombudsman Program. The new reporting system for data reporting will be effective October 1, 2019.

The Division of Enterprise Technology has been working with the Office Manager in ordering new computers and deploying Windows 10 on their systems. The Agency and all staff are completing the required security training by December 30, 2019.

The ED and the management team continue to work with the website designers on a new logo for the agency and building a new website.

The ED has been working with the Administration of Community Living to review our policies and procedures for compliance with the Ombudsman Federal Rule. The agency received notification on July 18th, 2019 the rule assessment was complete.

The ED is serving on the "Dementia Summit" steering committee and actively engaged on the committee be co-leading the facility-based subgroup. On-going meetings are occurring and will monitor the following goals:

1. Ensure that people with dementia receive consistent, high-quality, and appropriate care in facilities.
2. Expand the workforce and increase training and credentialing of facility staff.
3. Create a new and adequate reimbursement structure based on acuity.

New Business:

Next Meeting Date: October 30, 2019; (Taylor) will offer remarks from a Board Member

Other future meeting dates are:
October 30, 2019

Adjournment: Meeting adjourned at 2:30 pm; M/S/C (Brooks/Bechtel)

Respectfully submitted,
Vicki Tiedeman, Recorder