



Promoting Technology-enabled Care for Older Californians

June 1, 2011

Kevin Morrill, Chief
Office of Medi-Cal Procurement
Department of Health Care Services
P.O. Box 997413
Sacramento, CA 95899-7413

CC: David Lindeman, Director
Center for Technology and Aging
555 12th Street, 10th Floor
Oakland, CA 94607

RE: Request for Information on Pilots for Beneficiaries Dually Eligible for Medi-Cal and Medicare

Dear Mr. Morrill,

Thank you for the opportunity to provide input regarding this important integration initiative. Successful planning and implementation will require support and insights from a host of providers and payers. AgeTech, in partnership with the Center for Technology and Aging (CTA) is happy to provide expertise and assistance with regard to ensuring that both the pilots and full implementation benefit from the value that technology-enabled care and care management has for fully realizing the state's integrated care goals.

A sustainable model of integrated health care, especially health care for the rapidly growing older population and those living with chronic illness, will increasingly depend on the effective utilization of eCare technology such as home telehealth technologies (i.e., daily health vitals monitoring, medication optimization, care consultations), remote monitoring of activities of daily living (ADL), safety technologies, i.e., personal emergency response systems (PERS), and self-health management tools. Telehealth, including home-based telehealth, has been shown to dramatically increase access to healthcare when it is most needed, yield caregiver and cost efficiencies, and prevent avoidable hospitalizations and other health episodes and related costs.

In particular, the following "Achievable Principles for Care Integration" outlined in the RFI would be most enhanced through the effective use of technology:

- **Providing a streamlined continuum of care through care management/coordination services** (*via electronic care management tools, tech-enabled communication/coordination between various providers and caregivers, etc*);
- **Ensuring high standards of quality of care** (*via tech-enabled preventive care, electronic care management and outcomes dashboards, electronic health records*);
- **Helping beneficiaries return to their homes after an acute episode of care** (*via home telehealth, medication optimization, remote ADL monitoring, and PERS to provide safety*);

and health monitoring at home, and enable timely intervention if health deteriorating, etc.)

- **Preventing unnecessary and/or long-term admissions to nursing facilities and providing robust and coordinated HCBS** (*via home telehealth, medication optimization, and remote ADL monitoring, and self-health management tools to maintain health and independence and prevent inappropriate SNF placement and avoidable health care costs;*
- **Increasing access to primary care** (*via home telehealth technology, enrollees gain timely access to primary and specialist care through two-way video and immediate transmission of health vitals, wound images, etc);*
- **Blending HCBS funding with Medicaid acute and LTC funding in order to properly align financial incentives for supporting people in the least-costly environment.** *Such financial incentives will encourage the use of eCare because such technologies offer a low-cost means of supporting the health and wellbeing of older and disabled adults and preventing avoidable hospitalizations, etc.*
- **Creating a rapid cycle monitoring and learning process so that integrated care models can be developed, improved, replicated and scaled as efficiently as possible** (*via care management and dashboard technology tools that provide real-time tracking of care and health status, support continuous improvement and taking to scale);*

However, it is important to note that to be most effective, any model of care integration must integrate the use of technology as a core methodology of care and care management, and not simply deploy technology as an ‘add-on’ feature. Technologies by themselves are of little value – it is the effective integration of technology in care management that yields the greatest benefits (please see attached recommendations, per below).

Recommended Dual Eligible Integration Model and Responses to Part 2 Questions for Interested Parties: Center for Technology & Aging Pilot Concepts (*attached*)

AgeTech California recommends that the Department pursue two technology-enabled care model pilots developed by the Center for Technology and Aging, an AgeTech partner organization. The attached document also provides our joint responses to the Part 2 RFI questions.

Additional Recommended Resources

Attached please also find the following resources:

- **Model eCare Policies:** A summary of New York and Pennsylvania Medicaid Waiver technology-enabled care programs;
- **Pennsylvania TeleCare Program Directive:** The policy and details of coverage and rates for the most comprehensive Medicaid waiver technology reimbursement program in the nation (and is cost neutral);
- **CAST 50-State Summary of Medicaid AST Programs:** At-a-glance chart of states’ current Medicaid coverage of aging services technologies (ASTs)

- **2020 Healthcare Promise: A Blueprint to Deliver the Promise of Healthcare Reform:**
A model for chronic care management that effectively integrates the use of technology;
- **Continua Health Homes Blueprint:** A blueprint by the Continua Health Alliance for effectively utilizing eCare technologies to achieve the CMI Health Homes initiative, but also applicable for the Dual Eligible Care Integration initiative.

Again, thank you for the opportunity to provide strategic input at this stage of the planning process. AgeTech looks forward to assisting the Department in achieving the integrated care principles through effective use of eCare technologies.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Peifer". The signature is fluid and cursive, with the first name "Scott" being more prominent than the last name "Peifer".

Scott Peifer, Executive Director
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