



Disability Rights Education and Defense Fund (DREDF)

Dual RFI Response Summary

*Improving Care through Integrated Medicare and Medi-
Cal Delivery Models*

Stakeholder Meeting
August 30, 2011



DREDF – who we are

- Founded in 1979
- Civil and human rights of people with disabilities
- Training and education, legal advocacy, public policy and legislation
- “Nothing about us without us” in healthcare context



Priority Issues for Demonstrations

Prior assessment and development of:

- Provider physical and programmatic accessibility
- Care management capacity – scope and depth
- Commitment to integrated, community-based health care



Example of Provider Inaccessibility

Basic equipment in over 2300 primary care provider offices in California from on-site surveys conducted in 2006-10:

- Height-adjustable exam table – 8.4%
- Accessible weight scale – 3.6%



Consumer Protection Considerations

- Must provide effective communication
- Transparency
- Procedural fairness
- Willingness to address system issues



Measures for Success

- Ongoing data collection on population-specific consumer satisfaction
- Capacity to maintain those levels as enrollment and population increase