

Duals RFI Response Summary

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



SEIU California

Service Employees International Union (SEIU) California represents over 700,000 Californians across the state, including over 300,000 IHSS and nursing home workers who have united to improve wages and provide health and other benefits for workers as well as to protect needed services for seniors and people with disabilities.

Existing Problems that Should be Addressed by Demonstrations

- Fragmented care delivery and absence of care coordination result in poor outcomes, low satisfaction and excessive costs
- Lack of consumer-centered care with preference for home and community-based care and services
- Incentives favor more expensive, institutional settings
- Contributions of home and community-based social supports to quality, cost effective care are often undervalued

Overview of Demonstrations

State and CMS should assure the pilots have:

- Full integration/care coordination across a comprehensive set of medical and social services
- Access to a full array of home and community-based care with balanced incentives
- Consumer-centered, self-directed care
- Continuity of care protections
- Consistency in assessment
- An approach that fosters workforce stability and supply
- Measurement of outcomes, satisfaction, and cost effectiveness

Consumer Protection Considerations

- **Continuity of care:** dual eligibles need options to continue with current providers, including IHSS

Enrollees must be fully informed of the consequences of enrollment on their current providers with options for integrating them into the care team under the pilot

- **Measurement of consumer satisfaction:** there must be ongoing assessment of consumer experience with the pilots

Specific Care Integration Challenges: Long Term Care

- **Create balanced incentives** to assure access to consumer preferred, cost effective HCBS, including LTSS
- **Consumer-directed care team:** homecare workers - often family members - should have an opportunity to be part of the care team with potential for advanced training and certification

Additional Issues to Consider

- **Consumer-directed care/self-directed care must be at the center of care integration for the dually eligible:** from care setting to provider choice and care team, consumer preference must be the priority
- **Consistency in assessment:** the pilot should utilize a uniform assessment tool and experienced evaluators
- **Workforce stability and supply** to meet population and individual needs and reduce turnover:
 - Collective bargaining for wages and benefits, including healthcare coverage
 - Opportunities for career advancement and training (e.g. move to medical model role)