

Dual-Eligibles

RFI Response Summary



***IMPROVING CARE
THROUGH INTEGRATED
MEDICARE AND MEDICAL
DELIVERY MODELS***

*STAKEHOLDER MEETING
AUGUST 30, 2011*

Southeast Asia Resource Action Center (SEARAC)



SEARAC is a national organization that advances the interests of Cambodian, Laotian, and Vietnamese Americans by empowering communities through advocacy, leadership development, and capacity building to create a socially just and equitable society. We envision a socially, politically and economically just society for all communities to enjoy for all generations.



Four Core Strategic Areas

Policy &
Advocacy

Leadership &
Organizational
Development

Research

Infrastructure &
Organizational
Capacity

Southeast Asian Americans in California



- California is home to the largest resettlement of refugees anywhere in the world. The resettlement of Southeast Asian refugees from the Wars in Southeast Asia has contributed to a Southeast Asian American population of **over 2.5 million** in the United States. **Over 910,000** live in California.

- 2010 US Census



Southeast Asian Americans in California



- Southeast Asian American refugee elders are a key population for Medicare and Medicaid dual eligibility services.
 - In particular, they face barriers in access to services including being **limited English proficient**. They are also
 - **high rates of disability** among Southeast Asian American elders. Southeast Asian American elders also face **higher**
 - **rates of poverty than the national average 19.8%** compared to the national average of 9.5%

Overview of Demonstrations



- Full spectrum of **language access and support** for enrollment, delivery and evaluation for dual-eligibles.
- Demonstrations should deliver benefits designed to allow individuals to continue living **at home and in the community**.
- Full integration and coordination of **mental health services** as a critical need.

Overview of Demonstrations

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Full spectrum of culturally and linguistically appropriate support for enrollment, delivery and evaluation

Demonstrations should deliver benefits designed to allow individuals to continue living at home and in the community.

Holistic Health

Full integration and coordination of mental health and accessibility services.

Demonstration ought to explore opportunities to partner with community based organizations as a key to improve effectiveness

Consumer Protection Considerations

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Measures for Success



- Evaluation must look beyond just medical and cost-avoidance outcomes.
- Evaluation should be consumer/enrollee—centric; to gauge their satisfaction with the program; and in particular, ensure that survey instruments reach hard to reach populations including LEP enrollees and those with mental health conditions.
- Data in any evaluation ought to include collection of racial and disaggregated ethnic data.