Dual-Eligibles RFI Response Summary



IMPROVING CARE
THROUGH INTEGRATED
MEDICARE AND MEDI-CAL
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 <u>largest resettlement of</u>
 <u>refugees</u> anywhere in the world. The resettlement
- of Southeast Asian refugees from the Wars in Southeast Asia has contributed to aSoutheast Asian American population of over 2.5million 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 <u>limited English proficient</u>. They are also
 - high rates of <u>disability</u> among SoutheastAsian American elders. Southeast Asian American elders also face <u>higher</u>
 - ratesof poverty than the national average <u>19.8%</u>
 <u>compared to the national average of 9.5%</u>

Overview of Demonstrations

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

Overview of Demonstrations



Full spectrum of <u>culturally and</u> <u>linguistically appropriate</u>
<u>support</u> for enrollment, delivery and evaluation

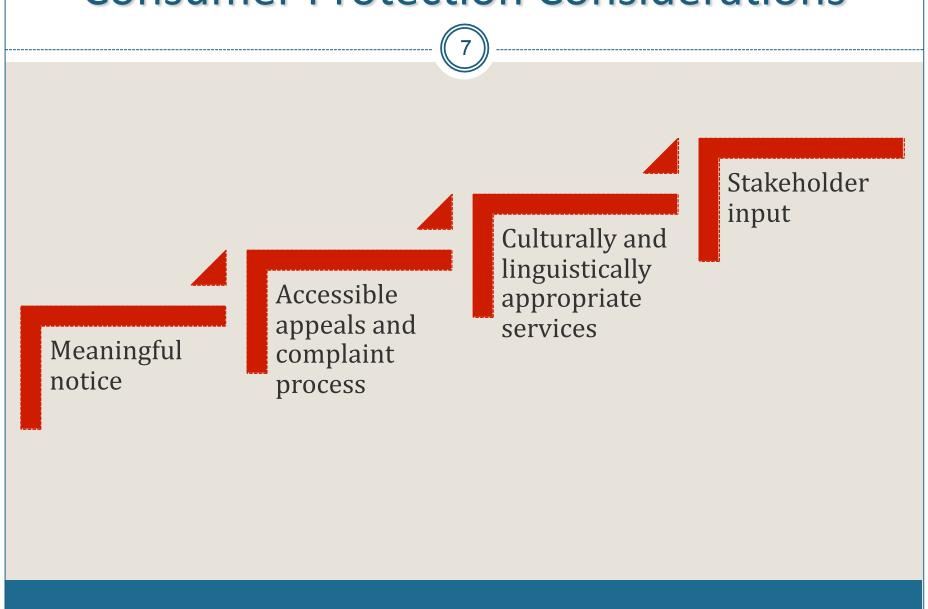
Demonstrations should deliver benefits designed to allow individuals to continue living <u>at</u> <u>home and in the community</u>.

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



Measures for Success

- Evaluation must look beyond just medical and costavoidance 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 <u>LEP enrollees and those</u> with mental health conditions.
- Data in any evaluation ought to include <u>collection of</u> racial and disaggregated ethnic data.