

Home and Community Ombudsman and Long Term Care Ombudsman Program Overview



Bernard Cobbins, Regional Ombudsman PSA 12
Tiffany Askew, Access Living Ombudsman Program Manager

Acronyms

- **AIDS**-Acquired Immune Deficiency Syndrome
- **CCP**-Community Care Program
- **CMS**-Centers for Medicare and Medicaid Services
- **DHS**-Department of Human Services
- **H&C**-Home and Community
- **HFS**-Healthcare and Family Services
- **HIV**-Human Immunodeficiency Virus
- **HSP**-Home Services Program
- **IDOA**-Illinois Department on Aging
- **LTCOP**-Long-Term Care Ombudsman Program
- **MMAI**-Medicare-Medicaid Alignment Initiative

Long-Term Care Ombudsman Program (LTCOP)

- Both Federal & State law mandate Long-Term Care ombudsmen to:
 - advocate for residents rights & quality of care and life
 - educate consumers and facility staff
 - resolve resident complaints
 - provide information to the general public
- Illinois LTCOP began in the 1970s

What is an “Ombudsman”?

- “Ombudsman” is a Scandinavian word which means ‘citizen representative’
- Ombudsmen are certified representatives of the Office, who are trained to
 - investigate reported complaints
 - report findings
 - help to achieve resolutions on behalf of the residents.

LTCOP Target Population

- Ombudsmen assist residents who are staying in the following facilities
- Ombudsmen have 24 hour access authority into all licensed:
 - Skilled, Intermediate, Sheltered Care
 - Supportive Living facilities
 - Assisted Living Establishments
 - State operated Veteran Homes.

How Ombudsmen Help

- Ombudsmen may help one person resolve a problem or address an issue
- They may take systemic action to work on multiple complaints that affect many residents
- Ombudsmen work on resolving actions, inactions or problems that adversely affect the health, safety, welfare or rights of all residents residing in LTC facilities

Residents Have Rights

- Safety and Good Care
- Participate in own care
- Privacy: visitors, phone calls, mail.
- Manage their own money
- Personal belongings
- Stay in the facility
- Activities
- Vote
- Resident Councils
- Voice concerns without retaliation
- Dignity and Respect
- Confidentiality
- Be informed about services and all charges.

Common Problems -Resolutions

- Medicaid does not pay.
- Staffing Shortages.
- Restraints: Physical and Chemical.
- Admission Contracts.
- Medicaid-eligible residents are entitled to same level of service as any other resident.
- Facilities must provide all necessary care.
- Restraints may not be used for convenience.
- Resident is financially responsible

Common Problems: Resolutions

- No Medicare: No therapy.
- Readmission from Hospital (bed hold expired)
- Eviction for being 'difficult,' or refusing medical treatment.
- Therapy should be provided whenever medically appropriate.
- Medicaid eligible residents have right to be admitted to next available Medicaid bed.
- Discharge only allowed for six specific reasons.

Empowerment

- Ombudsmen try to empower individuals to make their own choices
- Ombudsmen support the following:
 - Person-centered planning
 - Person-directed planning
 - Consumer choice
 - Independent living

Ombudsman : IDPH

- Ombudsman are Advocates
- Focus is Advocacy
- Quality of Care
- Quality of Life
- Regular Presence
- Resident Directed
- Consent
- IDPH are Regulators
- Focus is Regulatory
- Assures facilities meet standards set by law
- Enters facilities for annual survey inspections & complaints
- Base citations on minimum requirements

CDFSS LTCOP

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|-------------------------|--------------------------|
| • FY 2013 Complaints | • FY 2014 Complaints |
| • Rights: 40.3% | • Rights: 39.9% |
| • Care: 22.8% | • Care: 21.8% |
| • Quality of Life 18.1% | • Quality of Life: 21.9% |
| • Financial Abuse 9.7% | • Financial Abuse: 7% |
| • Total Number: 1027 | • Total Number :1243 |

Managed Care and Ombudsman

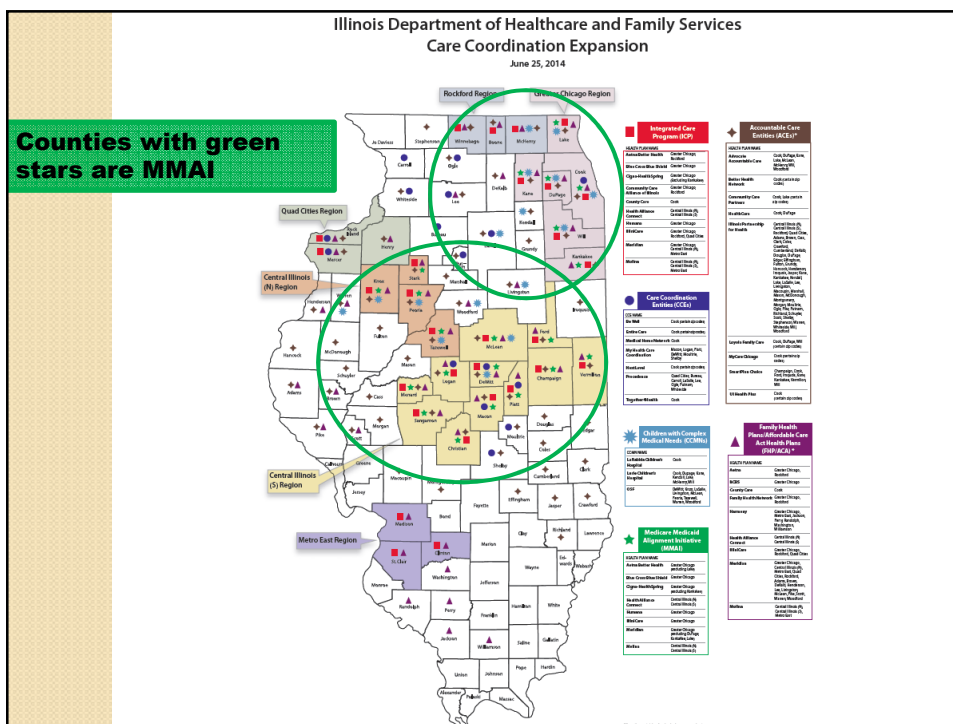
- With the advent of MMAI in Illinois and managed care, a need to develop an ombudsman program for this population was identified
- The new ombudsman program for managed care recipients Mirrors LTCOP age groups
- This program also serves individuals receiving Medicaid waiver services

Home and Community Ombudsman Program

- IDOA was approved for the MMAI ombudsman grant (Duals Demonstration Project)
- A new ombudsman program began for individuals residing in the community and who receive MMAI managed care
- The program officially began July, 2014

Target Population

- More than 135,000 MMAI beneficiaries in the Greater Chicago and Central Illinois region into capitated health plans beginning January 1, 2014.
- 51,000 of these are currently living in the community.
- Adults with disabilities between 18-59
- Seniors aged 60+
- 10 agencies were approved for MMAI ombudsman grants



Medicaid Waivers

- Although not included in the Duals Demonstration grant, individuals receiving Medicaid waiver services are also covered
- Up to 110,000 individuals receive Medicaid waiver services statewide
- Waiver recipients residing in non-MMAI areas will be eligible to receive H&C ombudsman services
- This program began in January, 2015 with 7 new grantees

Covered Medicaid Waivers

- IDOA – Community Care Program (1979)
- IDHS – Home Services Program
 - Persons with Disabilities Program (1980)
 - HIV/AIDS Program (1994)
 - Brain Injury Program (1999)
- Supportive Living Facilities

MMAI Grantees

- Access Living of Chicago
- Center for the Prevention of Abuse, Peoria
- DuPage County Senior Services, Wheaton
- East Central Illinois AAA, Bloomington
- Evanston, City of LTCOP, Evanston
- ICARE, Springfield
- Legal Assistance Foundation, Cook County
- Legal Assistance Foundation, Lake County
- Senior Services Associates, Elgin
- Will County Senior Services, Joliet

Home and Community Ombudsmen Responsibilities

- We help individuals address concerns related to their home services, managed care plans and health insurance plans. We honor the Participant's right to self-determination while providing choices.
- We provide resources and assist with denial or termination of services.
- We will help to clarify areas of concerns and coach the Participant on how to address matters related to service providers and will offer guidance and support in the process of getting solutions.
- We will train the consumers on their rights and encourage them to fully participate in all of their treatment decisions.

Home and Community Ombudsmen Responsibilities (cont.)

- We will act as a representative on behalf of the participant by conducting a formal investigation related to a complaint of services
- Collect complaint data and outcomes
- We will identify larger systemic issues so matters can be addressed through the legislative process, to improve the delivery of services of those receiving the services.

Home and Community Ombudsmen Responsibilities (cont.)

- Make policy recommendations to improve the delivery of integrated care to enrollees
- Make referrals to other programs
- Ombudsmen educate and build positive relationships with community and service providers.

Case Examples – Individual:

- Wants assistance in appealing/filing a grievance about case manager decisions
- Needs help in understanding case paperwork
- Has difficulty contacting their case manager
- Requests assistance with complaints about their services
- Needs referrals to other programs/services
- Wants assistance with complaints about, or difficulty in obtaining services

Program Activities and Training

- Levels 1-2 training for new H&C ombudsmen
- Ongoing training: webinars, quarterly meetings, agency presentations, MMAI info, Medicaid waivers
- RO meetings with Managed Care Orgs
- Letters to MMAI beneficiaries
- Letters to Medicaid waiver recipients
- Brochures
- Video

How to Contact us

- Across the state, participants will be referred to the Senior Help Line at (800) 252 8966.
- Those living in Chicago will be transferred to Access Living, for HCOP services.
- Participants may contact Access Living Ombudsman Hotline at (312) 640 2152 to speak directly with an Access Living Ombudsman.
- LTC consumers can contact: CDFSS Long Term Care Ombudsman Program.
- Regional Ombudsman, Bernard Cobbins, Jr.
- 312 746-7490 or 312 744-4016
- Supportive Living Complaint Hotline: (800)226-0768
- We are open Monday through Friday from 8:30 A.M. till 5:00 P.M.

The Chicago Home and Community Ombudsman Program



Questions/Discussion

