

# Senior Services Coalition

of Alameda County

March 12, 2012

## Case Management/Care Coordination for Seniors in Alameda County

### Report from SSC's January 25th Forum

We know that case management can play a pivotal role in helping seniors coordinate health care and access the benefits and services that can keep them independent. We also know this resource is scarce and many in Alameda County who need it don't get it.

At SSC's recent Forum on Case Management and Care Coordination we took up the following questions: How can we support the availability of case management/care coordination services in Alameda County? What case management services (and funding) are already in place for seniors in Alameda County? What might the state's Dual Demonstration, with its emphasis on case management, mean for Alameda County?

The following is a brief report out from that forum:

#### What Services are In Place?

At the forum and in subsequent conversations with individual providers we gathered details about the case management and care coordination services currently available for seniors in the County. The [attached workbook](#) documents the programs, their service area, capacity, funding, eligibility criteria, service mix, expertise, etc. If you examine the programs, you'll notice quite a lot of innovation that includes tapping into behavioral health funding streams to serve specific populations, a village model using volunteer resources, case management co-located in a senior center, and contracting to fill geographic gaps.

#### How are Services Funded?

Case management/care coordination services are supported by a diversity of funding streams that include Older American's Act Title IIIB (Supportive Services), private foundation grants, fees and contracts with various Alameda County agencies.

We learned that Targeted Case Management is a Medicaid funding stream that some public and nonprofit agencies in Alameda County are able to tap into to provide case management, but it is not an option for additional services. Not only are no new contracts being issued in the county, but TCM will be folded under the Duals Managed Care/LTSS Integration that the state is poised to launch.

MAA (for Medi-Cal Administrative Activities), on the other hand, is available for community based organizations and local governments that are serving Medi-Cal beneficiaries. According to Les Hall, the MAA/TCM Coordinator for Alameda County Health Care Services Agency, 35 agencies receive a total of \$17 million in MAA funding each year. Organizations that outreach and/or assist with Medi-Cal applications, coordinate transportation or in other ways help Medi-Cal beneficiaries access services may be eligible for MAA funds. It's not easy to qualify and maintain MAA, but it is easy to determine if your organization fits the criteria. Simply contact Les Hall at (510) 667-7999 or [les.hall@acgov.org](mailto:les.hall@acgov.org).

#### Resources:

[Click here](#) for a workbook showing CM/CC services for seniors in Alameda County. ([Email Wendy](#) if you'd like the Excel file.)

[Click here](#) for a fact sheet on MAA (Medi-Cal Administrative Activities).

[Click here](#) for a powerpoint presentation on Medi-Cal Targeted Case Management.

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[Click here](#) to link to the Demonstration proposals submitted by Alameda County's Managed Care Plans.

### **How Will the Dual Demonstration Impact Case Management?**

We don't yet know if Alameda County will be one of the four demonstration sites to integrate Medi-Cal and Medicare-funded Managed Care with Long Term Services and Supports (LTSS) starting in January 2013. If so, coordinated case management will play a central, unifying role in a new system of "person-centered care" for over 45,000 seniors and people with disabilities in the County.

Ingrid Lamirault from the Alameda Alliance for Health, one of the two Medi-Cal managed care plans in the county, joined us at the meeting. She expressed a strong interest in contracting with existing service providers so that case management and other services would be provided in the community by providers best suited to address an individual's needs, and those services would be coordinated with health care services through interdisciplinary care teams.

If Alameda County is selected, we will immediately be on a fast track. The Alliance will likely release a "Request for Solutions" to LTSS providers for services including case management. Stakeholder input will be needed in developing tools for information sharing and assessment. The adoption of new technology and assumption of new contracting relationships will mean significant change for community-based organizations. (Look for additional information on the Duals Demonstration in future SSC emails.)

As always, feel free to contact me with your questions and ideas.

- Wendy

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