

Health Disparities Task Force Meeting |MINUTES

October 8, 2020 / 1:00 P.M. – 2:00 P.M. | Location: Via WebEx/Teleconference

Meeting called by:	Office of Minority Health and Disparities Elimination	Approximately: 95 ppl
Type of meeting:	Weekly Health Disparities Task Force	
Facilitator:	Monique Anthony, Director	

TOPICS OF DISCUSSION

Focus: BlueCare CHOICES Program

Presenter: Deanna Largin, CHOICES Consumer Advocate, Middle Grand Region

Summary: Our CHOICES Program Overview includes a Long Term Supports & Services program (LTSS). Our LTSS offers Nursing Facility services and Home and Community Based (HCBS) services. We target BlueCare Medicaid members who are Enrolled in CHOICES already; adults 21 years and older with physical disability; and seniors aged 65 and older.

With CHOICES there are three different levels of care.

- Group 1- Nursing Facility level of care with care received in a Nursing Facility
- Group 2- Nursing Facility level of care with services received at home or in the community; Cost Cap - \$78,000
- Group 3- At risk level of care with home and community-based services; Cost Cap - \$15,000

CHOICES Medical (Level of Care) Eligibility is ultimately determined by the State. There is a screening or pre-admission evaluation (PAE) anyone can take prior to applying for services. The PAE includes:

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| • Medical application for Medicaid reimbursed LTSS | (Group 1 & 2) |
| • Assessment of ADLs, ADL-related deficiencies, and skills | At-Risk LOC: Acuity score of 8 or below (Group 3) |
| • Determines Level of Care (LOC) | • Sets Cost Neutrality/Expenditure Cap (i.e., budget) |
| Nursing facility LOC: Acuity score of 9 or above | • Submitted through PAE Tracking System |
| | • Determined by TennCare |

Anyone with an acuity score of 9 or above it helps to determine the risk level and cost cap once an applicant has entered

into the CHOICE program.

Some of things we are doing right now include holding our Advisory Board meetings virtually through Zoom and WebEx. These meetings are an opportunity for CHOICES stakeholder, providers, staff and various community agencies which partner with us to help connect our members with resources which fall outside of typical health services.

Something new we are doing this year is the Together@Home Virtual Outreach Series. The is where members can log in virtually and listen to speaker discuss different topics. Some of those topics include fall prevention, fitness, or elderly abuse. In October, we are going to cover Mental Health Awareness. For November we will have a discussion around Social Isolation which is an extremely important topic due to the current pandemic. In December, we will be partnering with the Tennessee Health Department and someone will be speaking from the Health Disparities Taskforce.

Focus: BlueCare CHOICES Program

Presenter: Alisha Thornton MSSW, CCM, CHOICES Consumer Advocate, West Grand Region

Summary: There are several services offered through our CHOICES Home and Community Based Services (HBCS). Attendance Care Services is available for both Group 2 and Group 3 members. This is a hands-on assistance with Activities of Daily Living (ADLs) such as bathing, dressing, toileting, etc. If receiving a hands-on service, can also provide Instrumental Activities of Daily Living (iADLs) such as picking up meds, shopping for groceries, meal prep, cleaning, doing laundry, etc. if no one else is available to perform

Personal Care Services includes the same exact services as Attendance Care services. However, the difference is that personal care is defined as providing less than 4 hours of assistance at a time. Any assistance that is provided and is over 4 hours, falls in the category of Attendance Care Services.

Consumer Direction allows consumers to select, direct, and employ their own caregivers instead of using a formal provider. Personal care, attendant care, companion care, and in-home respite services can all be consumer directed. Our Companion Care service is only available for Group 2 members with Consumer Direction.

Companion Care Service is a live-in companion who is present in the member's home to provide frequent intermittent assistance with all ADLs, IADLs, and continuous supervision/monitoring. This service is only appropriate when a member needs care and it is not available through natural support or care cannot be accomplished cost-effectively with another non-residential service. There are a few benefit limitations with companion care which include: assistive technology, minor home modifications and pest control are the only additional CHOICES services available in conjunction with companion care.

In addition, some other CHOICES Services offered include the following:

- Home Delivered Meals
- Assistive Technology- grabbers, bedside tables, phone amplifiers, handheld shower nozzle, etc.
- Minor Home Modifications- ramps, door widening, grab bars etc.
- Personal Emergency Response System
- In-Home Respite- provided in the home
- Inpatient Respite- provided in a nursing facility
- Pest Control- also includes bed bug treatment if approved by Medical Director
- ALL CHOICES services must fit within the member's cost cap

Focus: BlueCare CHOICES Program (East, TN)

Presenter: Joni Robertson, RN, BSN, CHOICES Consumer Advocate, East Grand Region

Summary: The role of a CHOICES advocate includes CHOICES disenrollment contacts; calls/emails from members or member's families, Care coordinators and other outside entities; daily CHOICES Medical Rounds calls; and providing support for Care Coordinators with member issues such as assisting with resources, issues with providers, family dynamics, etc. In addition, our CHOICES advocates attend Advisory Group meetings where we compile recommendations from previous Advisory meetings to send to TennCare and the BlueCare LTSS Quality Committee. Currently, we are holding all meeting virtually due to COVID. Lastly, our CHOICES advocates help develop relationships with organizations to learn about resources to direct members and care coordinators to these resources in their area.

We hold community interactive forums which educate members on frequently asked questions and topics specific to their needs. There is a panel discussion with CHOICES Senior Leadership and Medical Director during the forums. An opportunity is given to the community to share and gather feedback on items that impact CHOICES members and providers. We also plan social isolation events. These events help to bring members together for a great time. We offer tips and suggestions on how to prevent social isolation. We provide information and resources for non-medical transportation and community resources that assist with alleviating social isolation.

Focus: Primary Care Services

Presenter: Cory Howard, Chief Operating Officer, Cempa Community Care, Southeast Grand Regions

Summary: At Cempa Community Care our mission is to champion healthy communities by providing affordable, compassionate, and high-quality care through advancing comprehensive support services and person-centered best practices. Our team at Cempa consist of about 60 plus staff, 8 leadership staff, 9 board of directors, 60 plus community partners, and 17 grants awarded in 2019.

We handle primary care needs and infectious disease care. Approximately 70% of our patients are HIV positive and see us for their primary care needs. The other 30% are seen for primary care, Hepatitis C treatment or for PREP services. PREP is a pill taken once a day to reduce the risk of contracting HIV.

We also offer a wide variety of other support services such as nutritional counseling, mental health counseling, laboratory services, and health maintenance for preventive care. Almost 93% of our HIV patients have clinical viral load suppression. In other words, our patients are healthy and this also means they cannot spread the virus to others. This is extremely important to us because it helps reduce the spread of HIV in our community.

In our southeast office, many of the patients are at 100% or below the federal poverty guidelines. Our Support Services coordinates a comprehensive continuum of care that encompasses social support necessary to assist clients in obtaining an optimum of care. A list of those services is listed below.

- Medical Case Management
- Vision and Dental Services
- Behavioral Health Referrals
- CEMPA Food Market
- Ryan White Services
- Insurance Assistance
- Short-Term Rental, Mortgage & Utility Assistance
- Transportation Assistance
- Housing Referral Assistance
- Support Groups

Our Prevention Service partners with over sixty agencies and organizations to provide testing education, and programming to Champion Healthy Communities and to help prevent the spread of infectious disease in our community. Testing is provided at no cost for HIV, HCV & STIs. Last year we did 5,179 HIV tests. We also have a full-time employee at the local county jail to offer testing when people come to get booked. We have conducted 1,054 HCV test; 3,600 STI test; and distributed over 94,465 condoms distributed.

We are the only agency in southeast Tennessee that offers a harm reduction program. Our Syringe Trade & Education program known as STEP, TN is a harm reduction and education program for injection drug users developed by Cempa Community Care. STEP TN is designed to reduce the spread of HIV, HCV, and other bloodborne infections, as well as provide safe disposal of needles and syringes. We also dispensed approximately 2,623 bottles Naloxone.

We truly believe in a healthy community requires investment from individuals based on a positive, inclusive and community-wide focus. Cempa Community Care's Outreach Services creates collaborative programs and events partnering with community organizations, schools, and churches to address health disparities in our area. With the development of African Americans Coming Together (Cempa ACT), Latinx Outreach Initiative (Cempa LOI), and (Cempa O) representing the LGBTQ+ community, Cempa continues to build trust as champions of health, along with spreading awareness and education pertaining to community health. Our Outreach Services developed the "Neighborhood

Workout Jam Session" & "The Healthy Church Challenge" to jumpstart health education through dynamic group support. Each program has increased healthy lifestyle choices and conversations for hundreds of participants through in-person and virtual events.

"Cempa TALKS" is a program designed to help alleviate the health disparities of HIV and STIs among the African American and Latinx youth in the inner-city area of Chattanooga. This program increases education and awareness about HIV and STIs, establishes peer-to-peer education and increases testing of HIV and STIs among minority youth.

Focus: Matthew Walker Community Health Center

Presenter: Robin Dean, Director of Human Resources, Matthew Walker Comprehensive Health Center, Middle Grand Region

Summary: Matthew Walker Community Health Center has been in service for 52 years. It was founded by Dr. Matthew Walker, Sr. who was a renowned surgeon trained at Meharry Medical College. Matthew Walker Community Health Center was established in Nashville in 1968. Initially it was founded through Meharry Medical College and then became a freestanding center in the mid-1970's.

Our Mission is to provide quality healthcare, health education and to promote wellness. Our Vision, to be the provider of choice offering quality state of the art healthcare services to our patients regardless of their ability to pay.

We have 3 facility locations in Nashville, Clarksville, and Smyrna Tennessee. Our Nashville facility has been in existence for 52 years and is located on historic Jefferson Street and 14th Avenue North. Our administrative offices are also located in this facility. This location has been traditionally low-income area; primarily African American. It is currently going through typical gentrification "creep" of upscale housing, business boom (Nashville Sounds stadium).

Our Clarksville facility is our second largest location. It was established in 2018 through a HRSA grant. This location offers primary care and dental services. It is located near the Fort Campbell ARMY base, so we do see a lot of patients with Tricare. We are also starting to see the homeless population grow in this area.

Our Smyrna facility is our most recently opened location. It was opened in 2009 and was initially acquired as an OBGYN practice. We have extended our services to offer primary care with emphasis on prenatal care. This is an area that is primarily white and Hispanic and is growing into a suburban area. Our staff at this location are bilingual speaking in order to provide services to the population we see regularly.

We also have a location in Pearl Cohn Magnet High School. At this location we have a nurse practitioner and a license clinical psychology team. We can see it has been very beneficial being at Pearl Cohn. This location

continues to be focused on increased well-child visits and behavioral health.

Then, we have Healthcare on Wheels for Everyone (H.O.W.E.) which is our mobile unit purchased last year. Since that time, we have been able to do a lot in the communities we serve. We are very busy in the Clarksville location. If our patients are not able to come to us, we try to meet their needs by coming to them.

Lastly, some more services we provide include the following:

- Primary Medical Services
- Residents and student rotations
- Dental
- 6 AEGD Residents
- Obstetrics and Gynecology
- Laboratory (LabCorp)
- Radiology (plain film/mammogram)
- Pharmacy
- Social services
- Behavioral Health
- Suboxone Clinic
- Outreach and Enrollment
- Nutrition
- Food Pantry
- Case Management
- Eligibility Assistance
- Health Education/Outreach

Focus: Primary Care

Presenter: Albert Richardson, Chief Executive Officer, Tri State Community Health Center, West Grand Region

Summary: Tri State Community Health Center is in Memphis, TN. We are in one of the most improvised and health despaired areas of Memphis which is Parkway Village and Hickory Hill. We have a large population of Hispanics and African Americans. We were established in 2015 as a federal qualified health center by HRSA.

We started with behavioral health and then partnered with a sister agency for more than 30 years. Then, we slowly progressed into primary health care services. We provide primary care services for adults and pediatric care for children. In addition to primary care, we offer dental services, case management, mental health services and behavioral health services. We have established partnerships with Shelby County Health Department to provide women with infant children food to our population.

As an FQHC there has to a 51% Board population. It is important we include the input of our community in order to make our services more available to the people we serve. We asked our community about barriers and challenges they are experiencing. A lot of those challenges were based around transportation issues and just not having enough time. We then looked at our flexibility and times we offer services to ensure we are being convenient to the community.

We have also implemented testing sites due to the current pandemic. We have established 3 COVID testing sites and are

currently in the works of building a permanent walk up/drive testing site. Results will be provided within 24-48 hours. This site should be ready within the next 45-60 days.

It is important that we continue to reach our community throughout the city. We work hand and hand trying to find out what the community needs. Our focus is continued to be around having an open dialogue with the community we serve. We always want to make sure they understand their feedback is valuable to what we do.

Next Meeting: Thursday, October 15, 2020 from 1pm-2pm via WebEx. WebEx details are as follows: Meeting number (access code): 610 214 092

Meeting password: Health

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