

Tennessee Health Disparities Task Force

Agenda

BlueCare Choices Program

Primary Care Services

Member Comments/Announcements

Office of Health Disparities Elimination

October 8, 2020

<https://www.tn.gov/health/health-program-areas/dmhde/covid-19-health-disparity-task-force.html>



CHOICES Long-Term Services and Supports (CHOICES)

Agenda Items

- CHOICES Program Overview
- CHOICES Services
- CHOICES Consumer Advocates
- “What’s Up” Now?

CHOICES Program Overview

TennCare CHOICES in Long-Term Services and Supports (or CHOICES for short) is TennCare's program for long-term services and supports. This includes help doing everyday activities that you may no longer be able to do for yourself as you grow older, or if you have a disability. These include activities like bathing, dressing, getting around your home, preparing meals, or doing household chores. Long-term services and support include care in a nursing home as well as care in your own home for as long as possible. These are called home and community based services or HCBS.

CHOICES Program Overview

Long Term Supports & Services program (LTSS) that provides:

- Nursing Facility services
- Home and Community Based (HCBS) services

For BlueCare Medicaid members who are:

- Enrolled in CHOICES
- Adults \geq 21 years and older with a physical disability
- Seniors aged 65+

CHOICES Levels of Care

1

Group 1- Nursing Facility level of care with care received in a Nursing Facility



2

Group 2- Nursing Facility level of care with services received at home or in the community; Cost Cap is \$78,000

3

Group 3- At risk level of care with home and community based services; Cost Cap is \$15,000



Medical (Level of Care) Eligibility

Pre-Admission Evaluation (PAE)

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

CHOICES

Home and Community Based Services (HBCS)

Attendant Care

Service available for **both Group 2 and Group 3 members**

- Hands-on assistance with Activities of Daily Living (ADLs), such as bathing, dressing, toileting, etc. and continuous safety monitoring/supervision during time of service
- 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
 - **Completed FOR THE MEMBER ONLY**
 - Does not include yard work or care for non-service pets and animals

Personal Care

Service available for **both Group 2 and Group 3 members**

- Hands-on assistance with Activities of Daily Living (ADLs), such as bathing, dressing, toileting, etc. and continuous safety monitoring/supervision during time of service
- 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
 - **Completed FOR THE MEMBER ONLY**
 - Does not include yard work or care for non-service pets and animals
 - Personal Care is **LESS** than 4 hours at a time

Other CHOICES Services

- Home Delivered Meals
- Assistive Technology- grabbers, bedside tables, phone amplifiers, hand held 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

Consumer Direction

- Allows consumers to select, direct, and employ their own caregivers instead of using a formal provider
- The following services can be Consumer Directed:
 - Personal Care
 - Attendant Care
 - Companion Care
 - In-Home Respite

Companion Care

Service is **only** available for **Group 2 members with Consumer Direction**

- Live-in companion who is present in the member's home to provide frequent intermittent assistance with all ADLs, IADLs, and continuous supervision/monitoring
- **Only** appropriate when member needs this type of care and it is not available through natural supports and care cannot be accomplished cost-effectively with other non-residential service
- Benefit Limitations: Assistive Technology, Minor Home Modifications and Pest Control are the only additional CHOICES services available in conjunction with companion care



CHOICES Consumer Advocate

BlueCare CHOICES Advocates

**Alisha Thornton,
MSSW, CCM**



**West Grand
Region Advocate**

Deanna Largin



**Middle Grand
Region Advocate**

**Joni Robertson, RN,
BSN**



**East Grand Region
Advocate**

Role of the CHOICES Advocate

Managing emails, phone calls, and other regular correspondence such as:

- CHOICES disenrollment contacts
- Calls/emails from members or member's families
- Calls/emails from Care Coordinators
- Calls/emails from outside entities (provider agencies, advocacy agencies, other MCOs, etc.)
- Daily CHOICES Medical Rounds calls
- Provide support for Care Coordinators with member issues such as assisting with resources, issues with providers, family dynamics, etc.
- Conduct home visits with Care Coordinators if needed
- Weekly calls with other CHOICES Advocates

Role of the CHOICES Advocate

- Advisory Group meeting preparation- meetings are heard quarterly and CHOICES advocates consistently prepare for these meetings as well as maintain the Advisory group roster
- Preparations include: setting agenda, coordinate speakers, order food, secure location, etc.
- Contact Advisory members prior to meeting, schedule transportation for Advisory members as needed, mail meeting packets to Advisory members
- Following the Advisory meetings, advocates complete the meeting minutes and contact Advisory members who did not attend the meeting
- Compile recommendations from the Advisory meetings to send to TennCare and the BlueCare LTSS Quality Committee.
- Internal and external deliverables

Role of the CHOICES Advocate

- Facilitating Advisory Group meetings each quarter
- Networking community events/groups –typically happening 25 times in a year
- Attend all CHOICES staff related events/meetings
- Care Coordinator regional meetings
- Support region ECF Advisory group meetings

Role of the CHOICES Advocate

- Networking community events/groups – (several times a month) meetings, events, forums, conferences etc. that provide opportunities to gain resources and collaborate with other organizations. Helps to develop these relationships with organizations to learn about resources to be able to direct members and care coordinators to appropriate resources in their area.
- Community Engagement - collaborate with community agencies to address health issues affecting the wellbeing of the community
- Assist other advocates with the preparation and execution of Advisory Group meetings, and Community Forums

Advocacy Within the CHOICES Program

Advisory Boards

- Policy development
- Planning and delivery of services
- Quality monitoring and quality improvement activities
- Program monitoring and evaluation
- Member, family member and provider education
- The advisory groups/committees' input and suggestions are reported to the BlueCare LTSS Quality Committee and the Division of TennCare.



Advocacy Within the CHOICES Program

Community Forums

- Interactive forums that educate members on frequently asked questions and topics specific to their needs
- Panel discussion with CHOICES Senior Leadership and Medical Director
- Opportunity to share and gather feedback on items that impact CHOICES members and providers
- Exposure to pertinent community resources and materials



Advocacy Within the CHOICES Program

Social Isolation Events

- Brings members together for a great time
- Offers tips and suggestions on how to prevent social isolation
- Provides information and resources for non-medical transportation and community resources that assist with alleviating social isolation
- Games, Prizes, and Fun!

Come On Over...

The BlueCare CHOICES Advisory Board has a social event scheduled in your neighborhood, and you're invited.

We're getting together to talk about ways you can stay connected to others. Join us for lunch, fun and prizes. Meet CHOICES members who are a lot like you.



Advocacy Within the CHOICES Program

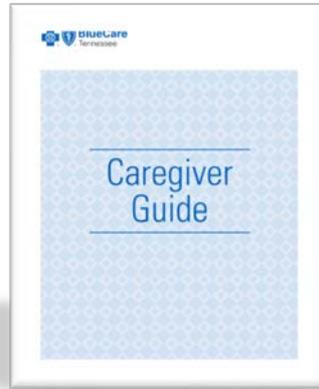
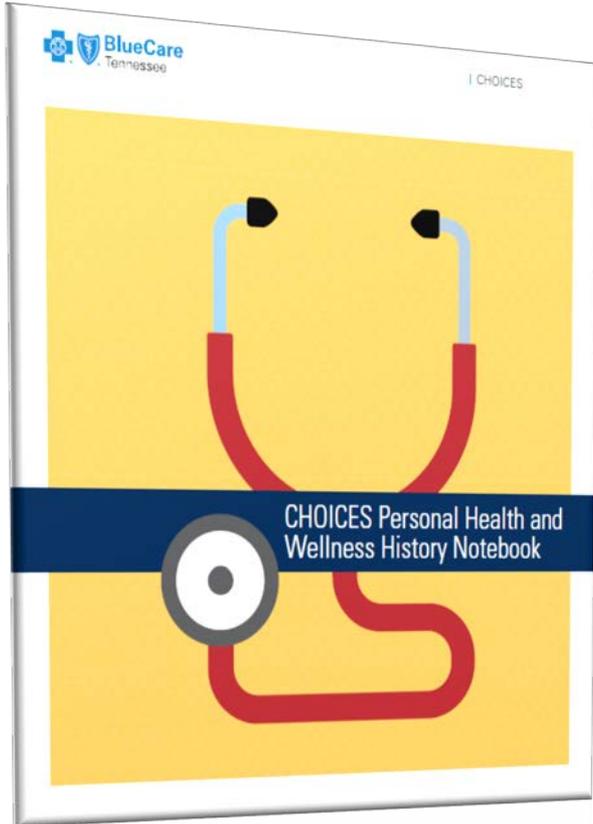
- Community Outreach Events Stemming from Advisory Board Recommendations
 - Fall Prevention Workshops
 - Medication Management Workshops
 - Nutrition/Balance Class



Development of Member Education and Resources



Development of Member Education and Resources




What's Up Now?



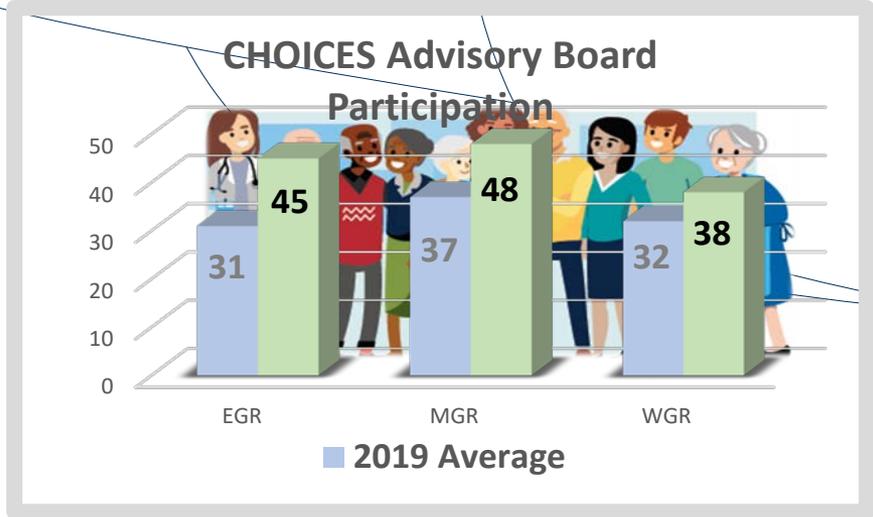
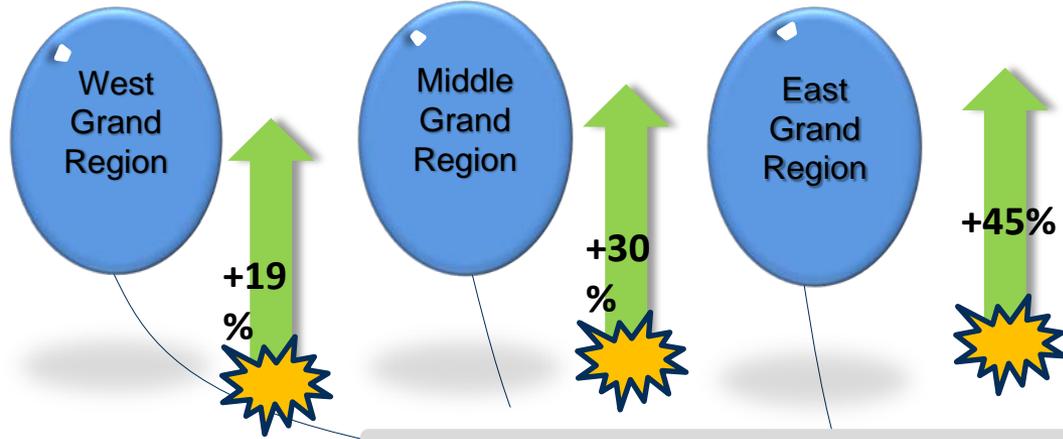
We've gone Digital (Virtual).



CHOICES Virtual Member Advisory Meetings



MEETING PARTICIPATION



CHOICES

Together@Home Virtual Outreach Series



September

Fall Prevention & Fitness & Elder Abuse

Virtual Fitness/Wellness class

Elder Abuse Presentation



October

Social Isolation

Virtual Networking, Activities, and Games.



November

Mental Health

Presentation on Mental Health Wellness



December

Covid-19 Update & Hygiene and Safety

Covid-19 Update from BCT

Hygiene, Safety, Vaccination? Presentation



Choices Member Success Story

- **Brittany Carter, CHOICES Member Memphis, TN**

-“With the help of CHOICES I was able to stay on campus during college, they did an awesome job.”- Brittany Carter

- Brittany Carter is a 33 year old CHOICES member with cerebral palsy. She has been in CHOICES since age 18 and CHOICES greatly assisted in her being able to attend college at the University of Memphis. While attending college, CHOICES enabled her to live on campus and have the full college experience. Brittany graduated from the University of Memphis in December 2011, with a degree in Professional Studies with a concentration in Disability and Rehabilitation Services. Brittany currently lives alone in the community with CHOICES services and has been employed with The Arc Mid-South since 2009 and works with Advocacy and Community Outreach. Brittany is also currently a member of the CHOICES West Advisory Group and regularly attends all meetings.



Questions







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.

IMPROVING HEALTH INSPIRING CHANGE

60+

#TeamCempa
Staff

8

Leadership
Staff

9

Board of
Directors

17

Grants Awarded
in 2019

60+

Community
Partners

1,300+

Infectious Disease & Primary Care Patients Served

CLINIC SERVICES

YOUR COMMUNITY HEALTH CARE CENTER

Leading the way in care for people living with HIV since 1986, Cempa Community Care has expanded to become a community health center to help all people fight all illnesses.

With a focus in primary and infectious disease care, the Cempa Community Care Clinic offers a full range of services including primary and infectious disease care, nutritional counseling, mental health counseling, laboratory services, and health maintenance for preventative care.

OUR SERVICES

- Primary Medical Care
- HIV Healthcare
- PrEP
- Hepatitis C
- Diagnostic Laboratory Testing
- Voluntary Family Planning
- Health Screenings
- Women's Health
- Immunizations & Vaccinations
- Referrals & Consultations
- Mental Health Counseling
- Case Management
- Pharmaceutical Services
- Nutritional Counseling

PROGRAM IMPACT

92.9%

Client Viral
Load Suppression
29.9% Higher than
National Rate, CDC 2017



3,275
Total Clinic
Visits



1,340
Total # of
Patients



73
Clients HIV Care
Reestablished



135
Clients Provided
with PrEP



2019 - 2020 RACE & ETHNICITY

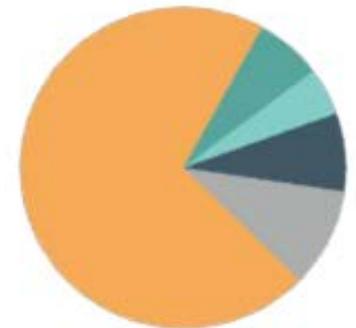
905	White
385	Black / African American
9	Asian
5	American Indian / Alaska Native
8	More Than One Race
28	Unreported / Refused to Report



1,249	Not Hispanic or Latinx
74	Hispanic or Latinx
17	Unreported / Refused to Report

2019 - 2020 POVERTY LEVEL

947	100% and Below
89	101% - 150%
64	151% - 200%
106	Over 200%
134	Unknown



SUPPORT SERVICES

Support Services coordinates a comprehensive continuum of care that encompasses social support necessary to assist clients in obtaining an optimum of care. This can be done by providing, coordinating, and assuring social support necessary to assist clients in maintaining their prospective health, safety, and well-being.

OUR SERVICES

- 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



643

Total
Clients



1,983

Medical Case
Management Visits



591

Mental Health
Visits



226

Housing
Assistance



1,749

Transportation
Assistance



266

\$142,669 in Services
Dental Assistance



336

Dietitian
Visits



1,597

Cempa Food
Market Visits



83,345

Pounds
of Food

PROGRAM IMPACT

PREVENTION SERVICES

Prevention Services 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.

PROGRAM IMPACT



5,179

HIV Tests



1,054

HCV Tests



3,600

STI Tests



94,465

Condoms Distributed

STEP TN | #ReduceSyringeReuse

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.



5,091

Visits
Conducted



766

New
Enrollments



252,590

Syringes
Dispensed



223,154

Syringes
Collected



2,623

Naloxone
Dispensed

OUTREACH SERVICES

We believe that 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 Q**) representing the LGBTQ+ community, Cempa continues to build trust as champions of health, along with spreading awareness and education pertaining to community health.



“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.

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.





COVID-19 RESPONSE



4,000+

TOTAL TESTS
ADMINISTERED



18+

TESTING
LOCATIONS



Cempa

Community Care



cempa.org



news@cempa.org



423.265.2273



[@CempaCommunityCare](https://www.instagram.com/CempaCommunityCare)



50 YEARS
1968-2018

MATTHEW WALKER
Comprehensive Health Center, Inc.

Our History – 52 Years of Service

- Founder – Dr. Matthew Walker, Sr.
 - Renowned surgeon trained at Meharry Medical College
 - Traveled to Mound Bayou, Mississippi to assist with training
- Established Nashville health center in 1968
 - Initially founded through Meharry Medical College
 - Freestanding mid-1970's





MWCHC Today

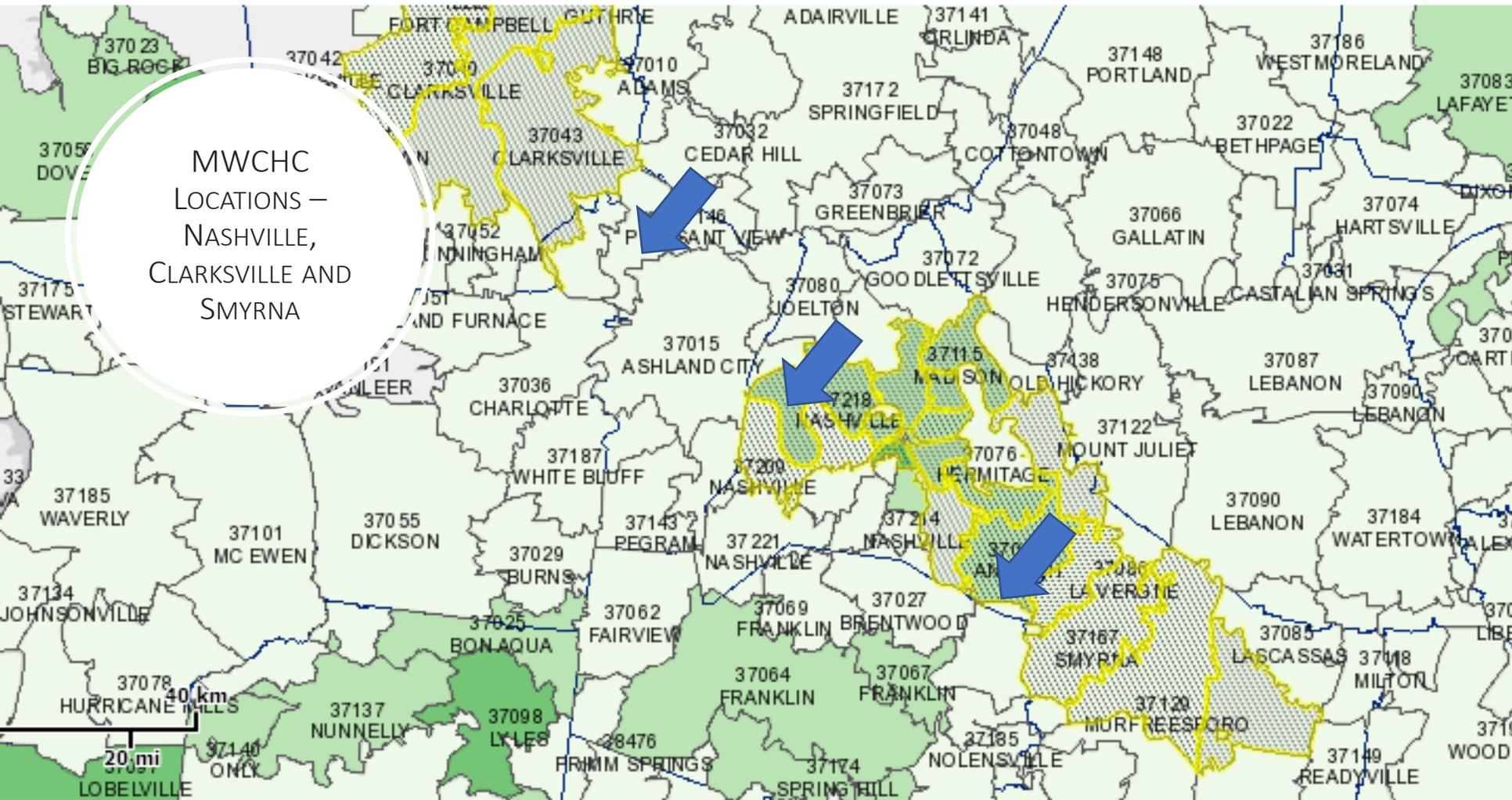
OUR MISSION

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.

MWCHC
LOCATIONS –
NASHVILLE,
CLARKSVILLE AND
SMYRNA





Nashville Facility

- Large urban area; historic North Nashville on historic Jefferson street
- Traditionally low-income area; primarily African-American
- Typical gentrification “creep” of upscale housing, business boom (Nashville Sounds stadium)





Clarksville Facility

- Established in 2008 through Highest Poverty Area NAP
- Primary care and dental services
- Located near Ft. Campbell Army Base – significant number of Tricare patients
- Growing homeless population





Smyrna Facility

- Opened in 2009
- Primarily white and Hispanic; growing suburban area
- Primary care services with an emphasis on prenatal care
- Large “acute care” system (Take Care Clinic, American Family Care)





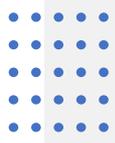
Pearl Cohn Magnet High School

- Established July 2018
- Nurse practitioner and licensed clinical psychologist team
- Focused on increased well-child visits and behavioral health



HEALTHCARE
ON WHEELS
FOR
EVERYONE
H.O.W.E.





Clinical Overview

- 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

OUR PARTNERS

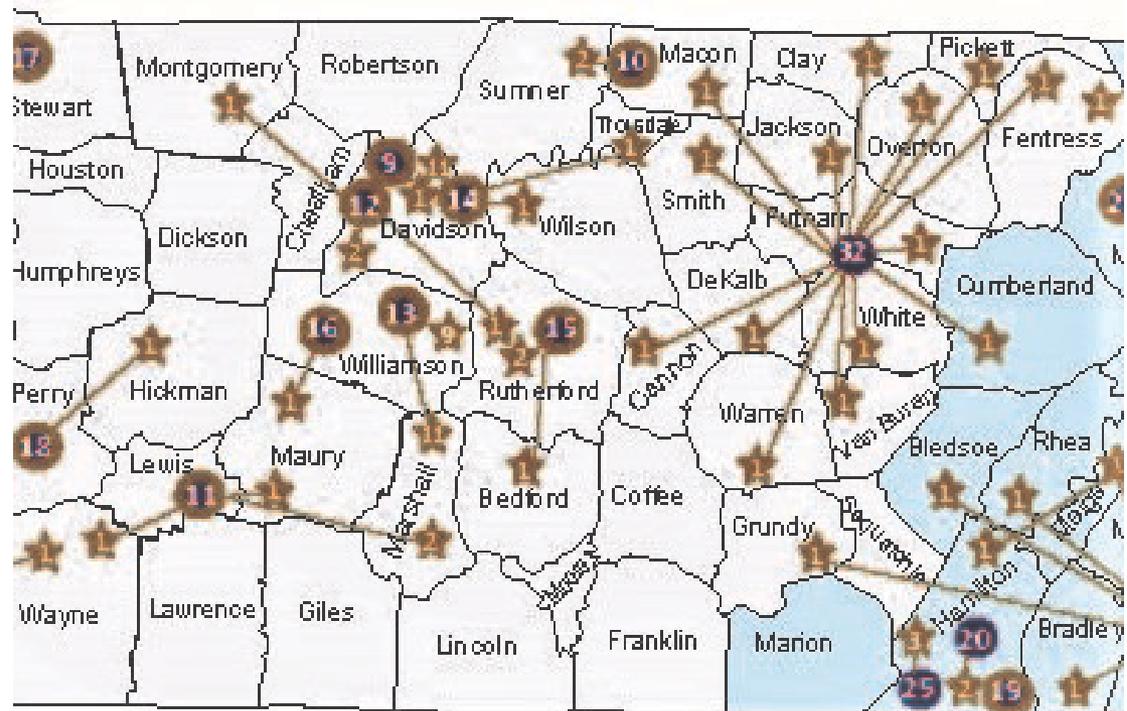




All About Quality

- PCMH NCQA Certified
- The Joint Commission Accredited
- 2019 HRSA Quality Award
- Diabetes Prevention Program Certified

Middle
Tennessee
Federally
Qualified
Health
Centers



***Matthew Walker Comprehensive Health Center is #12**

The logo consists of a red square with the letters 'TN' in white, serif font. Below the red square is a thin white horizontal line, and below that is a dark blue horizontal bar. A small 'TM' trademark symbol is located at the bottom right corner of the blue bar.

TN

Member Comments (*5 min.*)
Q & A



Questions??

Please contact Monique Anthony at 629-215-0642

or

Minority.Health@tn.gov