



Iowa Hope and Opportunity in Many Environments (HOME)

STEERING COMMITTEE MEETING

December 10, 2024



Health and
Human Services

Agenda

- ▶ Public Engagement year in review
- ▶ Systems Navigation year in review
- ▶ 2025 Participation
- ▶ Next steps

Public Engagement year in review

Centering lowans in redesign

- ▶ 1) The **Steering Committee** meets monthly to provide feedback and ideas to support the HOME Project design and implementation.
- ▶ 2) The HOME Project joins **provider and member townhalls** every other month to present progress and answer questions.

Centering lowans in redesign continued (1)

- ▶ 3) **Topic-specific interviews and focus groups** are conducted with lowans (Uniform assessment and needs assessment)
 - Held three listening sessions related to the concept paper
 - 227 individuals shared their reactions to proposed changes to the Home and Community-Based Services (HCBS) waiver system via the concept paper survey, which ran from March 11 to June 10, 2024.
 - Uniform assessment held focus groups for providers, MCOs, and members/caregivers
 - The Systems Navigation task held 11 interviews with people doing systems navigation work
 - The Needs Assessment team held focus groups for 56 participants made up of providers, advocates, and caregivers for people with Intellectual and Developmental Disabilities and children with a Serious Emotional Disturbance

Centering lowans in redesign continued (2)

- ▶ 4) **Provider and MCO engagement** is a key focus:
 - Monthly presentations during MCO operational meetings and held provider-focused webinars
- ▶ 5) **Newsletter** distributed to 2,445 people

Centering lowans in redesign continued (3)

- Are there other ways that we can do this?
- Do you feel like there are people that still haven't had a chance to weigh in?
- Are we missing perspectives?

Systems Navigation year in review



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Agenda

- ▶ HOME Systems Navigation task goals
- ▶ Steering committee input highlights
- ▶ Interviews with Iowa organizations currently supporting systems navigation
- ▶ Medicaid HCBS informational materials
- ▶ Recommendations for Medicaid HCBS system navigator role

Systems Navigation goals

- ▶ Make it easier for current and potential Medicaid members with LTSS needs to learn about and get connected to the right Medicaid HCBS program
 - Supporting a No Wrong Door approach
 - Improving public communications about Medicaid HCBS options
- ▶ Focus on Entry & Eligibility stages of HCBS access
 - Not duplicating existing roles

Steering Committee input on systems navigation

Informational materials and key referral sources

- ▶ Iowa needs better public communications about Medicaid HCBS (HHS website) AND improved access to a real person to answer questions and help with navigating the system
- ▶ Plain language, remove jargon, multiple languages, audio, video formats
- ▶ Medicaid HCBS informational materials should be transparent about wait times
- ▶ Healthcare providers, social workers, schools, community centers, libraries, and advocacy groups are key referral sources for Medicaid HCBS

Navigator role

- ▶ Avoid duplicating navigator roles
- ▶ Equip navigators with up-to-date information on Medicaid HCBS options and Medicaid systems access
- ▶ Train navigators in trauma-informed care and clear communication
- ▶ Support multilingual Navigator options and cultural awareness
- ▶ Provide navigators with clear Medicaid HCBS referral guidance

Interviews with Iowa organizations currently supporting systems navigation

Interviewees

- ▶ Brain Injury Alliance of Iowa
- ▶ ASK Resource Center
- ▶ Iowa Compass
- ▶ Child Health Specialty Clinics
- ▶ MFP transition specialist
- ▶ Area Agency on Aging
- ▶ Library Social Worker
- ▶ Local Health Department
- ▶ Federally Qualified Health Center (FQHC)
- ▶ Iowa DD Council
- ▶ Former health system navigator

Interview topics

- ▶ Background information
- ▶ Key referral sources
- ▶ Types of navigation assistance provided
- ▶ Recommended education & training
- ▶ Recommended resources & systems changes

Interview findings

- ▶ Iowa organizations support systems navigation for diverse age groups and disability types
- ▶ Key referral sources included healthcare referrals, community partner organizations, word of mouth, social media & web searches
- ▶ Specific Medicaid-related navigation activities varied between organizations
 - Educating Iowans about waivers and providing Medicaid/waiver application assistance were common

Interview findings continued (1)

- ▶ Community organizations have built trust with lowans and are seen as the first stop for assistance resolving Medicaid-related issues
- ▶ Organizations want more up-to-date public-facing Medicaid HCBS informational materials
- ▶ Organizations rarely have formal Medicaid/Medicaid HCBS-related training

Interview findings continued (2)

- ▶ Learning about and staying up-to-date on HHS' Medicaid programs is challenging & time-intensive
 - Interviewees flagged knowledge gaps around specific Medicaid state plan & waiver services, and details of financial eligibility
- ▶ Partnering with Income Maintenance and /or MCOs to resolve eligibility or service access issues is challenging
- ▶ Systems-level changes
 - Simplifying the Medicaid HCBS system as a whole is key to improving systems navigation
 - Medicaid applications and Medicaid provider search could be improved

Interview findings

Training recommendations

- ▶ Overview of Iowa's Medicaid program benefits (waiver and non-waiver)
 - Eligibility, waitlist, service offerings
- ▶ Olmstead Decision and ADA overview
- ▶ Person-centered practices
- ▶ Leverage high-quality national trainings from Advancing States & NCO
 - National certification (e.g., Inform USA Community Resource Specialist - Aging/Disabilities (CRS-A/D))

Interview findings

Resource recommendations

- ▶ HHS should create and distribute more informational materials and trainings on Medicaid and Medicaid HCBS programs, eligibility requirements, covered services, and application processes
 - Clearer communication on financial eligibility, waiver options, and non-waiver Medicaid services and programs
- ▶ Medicaid systems access would help organizations resolve application and eligibility issues

Medicaid HCBS informational materials

- ▶ Waiver handouts
- ▶ Waiver quick guides
- ▶ Waiver comparison chart
- ▶ HCBS access guide
- ▶ Habilitation Services Program handout
- ▶ CCO handout
- ▶ EPSDT handout
- ▶ CNRS handout

Informational material approach

- ▶ Focus on content that's relevant to current and potential members
- ▶ Reduce jargon and acronyms where possible
- ▶ Provide clear descriptions for necessary technical terms
- ▶ Reader-friendly layout and consistent structure

Informational material structure

- ▶ Overview of program goals
- ▶ Program eligibility
- ▶ Covered services
- ▶ Next steps
 - How to apply
 - Who to contact with questions

Excerpt from waiver quick guide eligibility section

Eligibility criteria

To be eligible for a waiver, you have to meet three sets of rules: one about your income and money (financial eligibility), one about your health condition or disability (clinical eligibility), and one about the kind of care—called level of care or LOC—you need for everyday tasks (functional eligibility).

Discussion

- ▶ Steering committee input on HOME redesign outreach strategy to communicate upcoming changes to waiver structure
- ▶ Topics to prioritize?
- ▶ Communication dos and don't?
- ▶ Communication formats to make it easy for members to find redesign-related information?

Questions?



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