

# Accountable Care Collaborative Medicare-Medicaid Advocate

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**DISABILITY LAW**  
**COLORADO**

Protecting the rights of Coloradans of all ages since 1976

# Medicare-Medicaid Advocate

- Role of the Advocate
- Connection to the Colorado Accountable Care Collaborative
- The dually eligible Medicare-Medicaid community
- What the MMA Does and How

# What Does the Medicare-Medicaid Advocate Do?

- I provide independent help with Beneficiary Rights and Protections for Coloradans who have both Medicare and Full Medicaid
- Assist with issues involving Medicare or Medicaid services
- Help with a problems a beneficiary may have with a doctor, hospital or other health care provider
- Help file a complaint or grievance
- Help with a formal appeal if services have been denied, terminated or reduced

**The Medicare Medicaid Advocate services are free and independent.**

# How Does the MMA Work?

- Takes referrals from clients, their families, friends and advocates
  - Phone
  - Email
  - Mail
- Investigates, seeks information and researches the issue(s)
- Follows all cases to a conclusion
- Sometimes seeks help from others but still follows the case to conclusion
- Maintains contact with the client throughout and provides updates regarding the status of an investigation
- Gathers data to share trends with others including the Colorado State Unit on Aging, the Administration for Community Living and the Center for Medicare and Medicaid Services

# How is the Medicare Medicaid Advocate Funded?

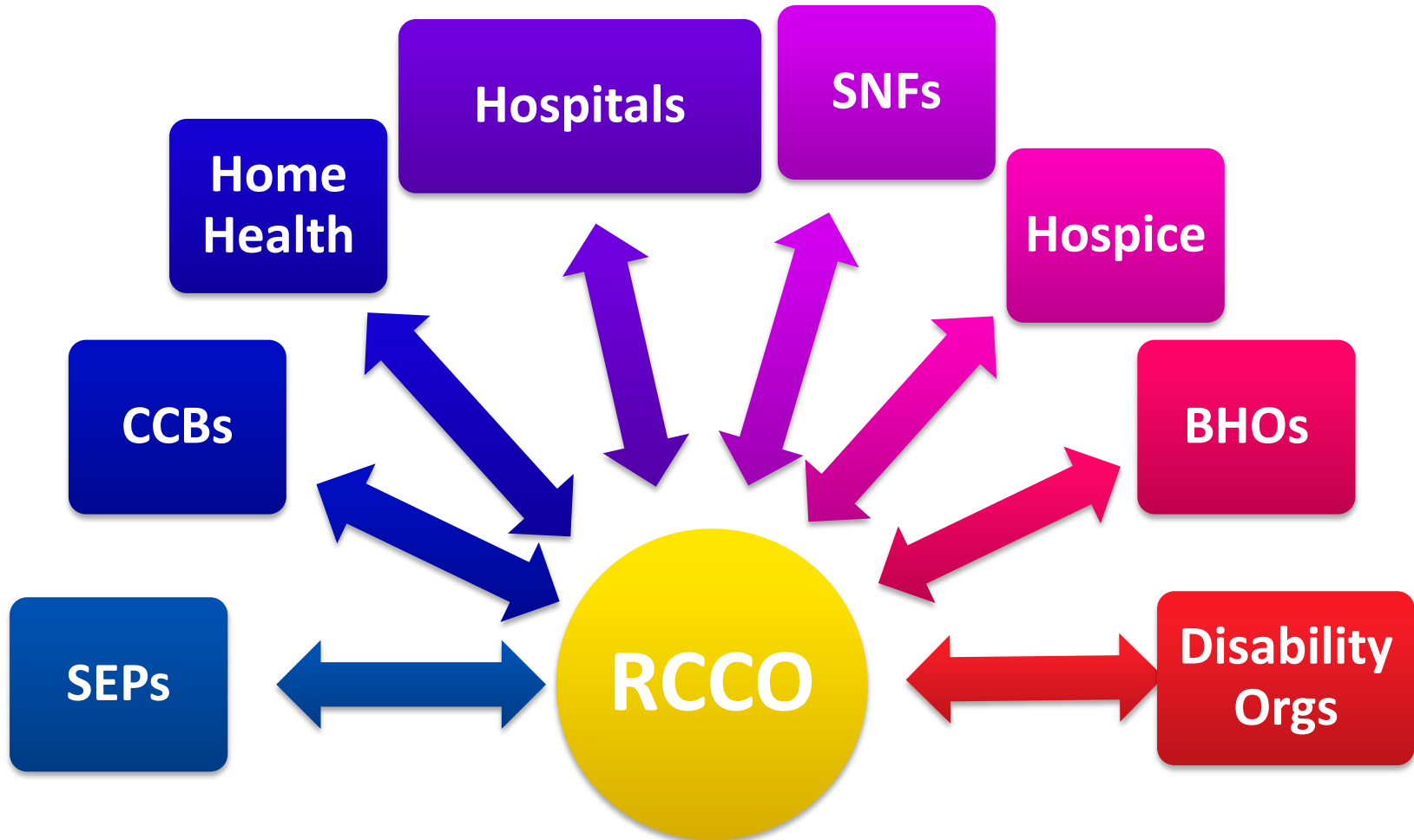
- Colorado is one of 13 states funded by the Centers for Medicare and Medicaid Services to provide ombudsman services
- Colorado's Department of Human Services (CDHS) receives the federal funds
- CDHS contracted with Disability Law Colorado (DLC)
- DLC has long history with Ombudsman services
  - Long Term Care Ombudsman

# The Accountable Care Collaborative Connection

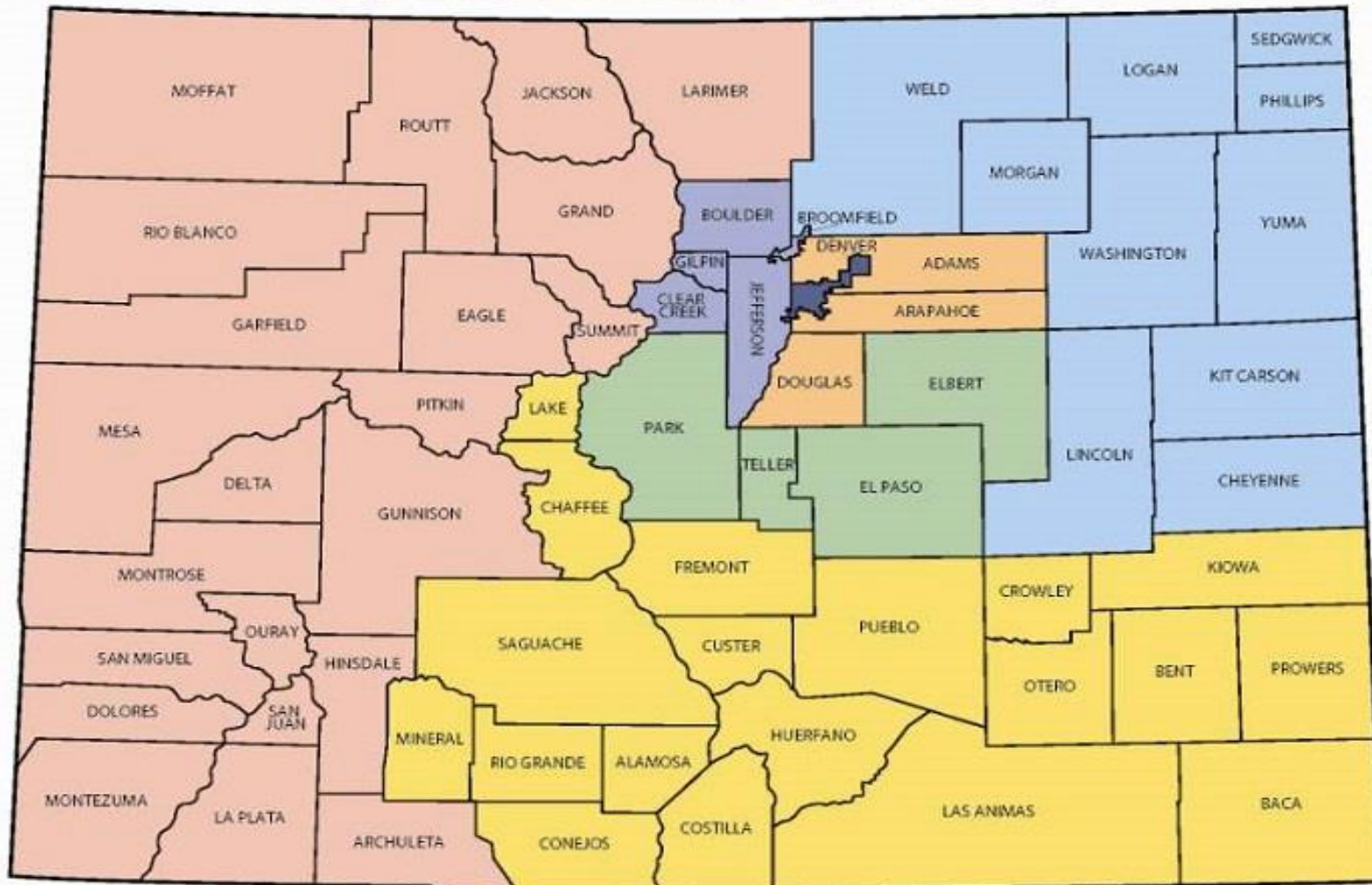
## *ACC recipients:*

- Receive the regular full Medicaid benefit package (in addition to their Medicare coverage)
- Belong to a Regional Care Collaborative Organization (RCCO) and
- Choose a Primary Care Medical Provider (PCMP)
- Website for the ACC: [co.gov/hcpl/mmp](http://co.gov/hcpl/mmp)

# RCCO's Coordinate Care through Agreements or Protocols



## Colorado's Accountable Care Collaborative Regional Care Collaborative Organization Map



- Region 1  Rocky Mountain Health Plans
- Region 2  Colorado Access
- Region 3  Colorado Access
- Region 4  Integrated Community Health Partners

- Region 5  Colorado Access
- Region 6  Colorado Community Health Alliance
- Region 7  Community Care of Central Colorado



# RCCO Contacts

RCCO 1: RMHP/United Health ----- 1-800-667-6434

RCCO 2, 3, 5: Colorado Access ----- 1-855-267-2094

RCCO 4: Integrated Comm. Health Partners --- 1-855-959-7340

RCCO 6: Colorado Comm. Health Alliance ----- 1-855-627-4685

RCCO 7: Community Care of Central CO ----- 1-866-938-5091

# Why focus on Medicare-Medicaid enrollees?

- People that rely almost entirely on government programs to help meet their health needs. Most have limited incomes.
- Approximately 60% of these individuals have multiple chronic conditions. 41% of M/M enrollees have at least one mental illness diagnosis, 22% live in institutional settings
- Some also have cognitive impairments, low literacy and face housing isolation
- Most will need long term care services at some point in their lives
- Compared to average Medicaid recipients, they generally require a higher level of care, but face more barriers to receiving the right services at the right time and place
- In 2010, M/M enrollees accounted for approx. \$285 billion in federal and state spending of which \$170 billion was Medicare spending and \$115 billion was Medicaid spending

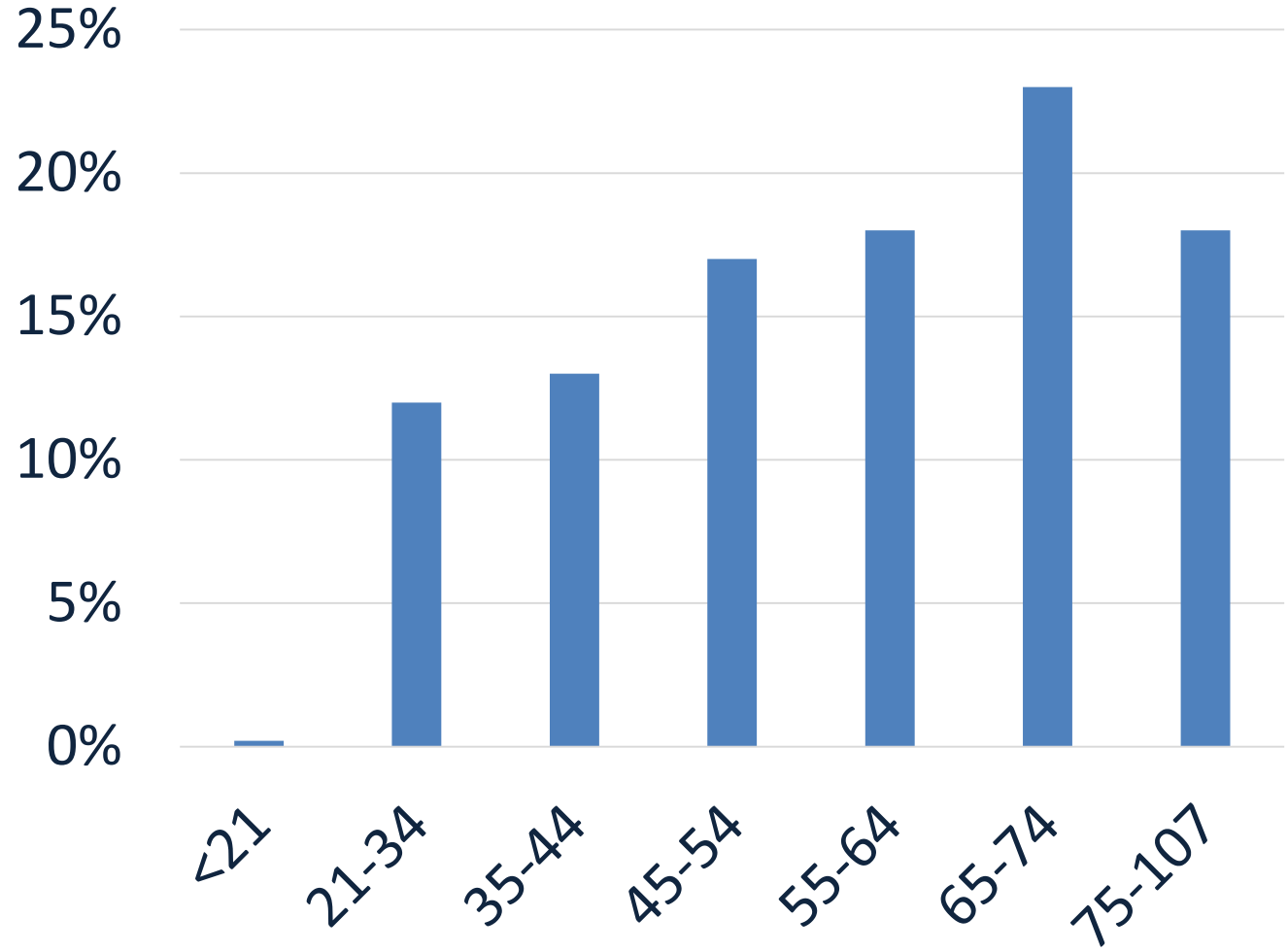
# Who are the Dual Eligibles?

- Full benefit Medicare-Medicaid enrollees are individuals who are :
  - Enrolled in Medicare Parts A and B and are eligible for Part D,
  - Receive full Medicaid State Plan benefits,
  - Have no other comprehensive private or public health insurance
  - Approximately 32,000 enrolled in Colorado

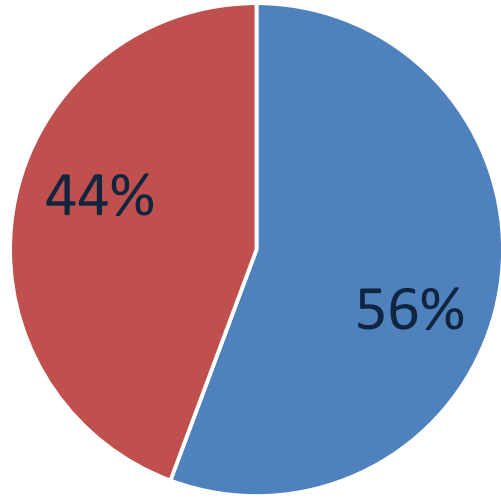
# Age & Gender

\*April 2015

## Age Distribution



## Gender



■ Female ■ Male

# Medicare-Medicaid Enrollees

## Top Five Physical Health Diagnoses

- Hypertension-30%
- Diabetes-21%
- Pain in limb-18%
- Chest Pain-16%
- Hyperlipidemia (high cholesterol)-14%

# Colorado's Medicare-Medicaid Enrollees Top Five Mental Health Diagnoses

- Depressive Disorder NEC -12%
- Anxiety State NOS -9%
- Tobacco Use Disorder-7%
- Schizoaffective Disorder-4%
- Bipolar Disorder-3%

## Who is NOT eligible for MMA services?

- Individuals who are Qualified Medicare Beneficiary only recipients
- Beneficiaries enrolled in a Program for All Inclusive Care for the Elderly (PACE)
- Beneficiaries enrolled in a Medicare Advantage Plan (Part C)
- Individuals enrolled in the Denver Health Medicaid Choice Plan, the Rocky Mountain Health Plan or the ACC Rocky Prime Program
- Beneficiaries residing in an Intermediate Care Facility for individuals with Intellectual and Developmental Disabilities

# Beneficiary Rights and Protections Alliance

- Medicaid Managed Care Ombudsman
- KEPRO – the Medicare Quality Improvement Organization
- SHIP (State Health Insurance Assistance Program)
- Long Term Care Ombudsman
- Colorado Legal Services
- Colorado Center on Law and Policy (CCLP)
- Colorado Cross Disability Coalition (CCDC)
- Self Advocates
- Colorado Department of Human Services State Unit on Aging (SUA)
- Health Care Policy and Financing (HCPF)



# Examples

- Mary E-85 yo woman, lives independently in a first floor apartment, there are 6 steps from the parking lot to the landing outside of her apartment, uses a walker, visually and hearing impaired, cardiac and vascular issues, fall risk, has 25hrs/wk of personal care support, needs a ramp to get safely to and from her home and a Life Alert system
- Mary W-69yo woman, resides in Pueblo, End Stage Renal Disease, unable to receive dialysis in her community allegedly because a prominent nephrologist is blocking her care, son must drive her to Denver 3x/week for dialysis

# Medicare Medicate Advocate - Summary

- Specific, state-wide assistance to Coloradans with both Medicare and Medicaid
- Free and independent service
- Investigates and seeks solutions
- MMA tracks and follows all cases to a conclusion

QUESTIONS??

# Contact Information

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**Thank you!**