



HICAP Modernization and Dually Eligible Individuals

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ADvancing States HCBS 2021 MLTSS Intensive

Overview of Research

Purpose

- Provide the California Department of Aging with information to review as the Department considers **how to modernize its SHIP**
- As a part of the California Master Plan for Aging, one of the initiatives is to **“Modernize Medicare counseling services (HICAP) to serve more beneficiaries, continually improving cultural competency and language access, within existing resources”**

Methods

- Two surveys
 - 374 responses from the public
 - 32 responses from AAAs/HICAPs
- 18 interviews
 - Current/former SHIP Directors
 - National subject matter experts
 - California stakeholders
- Literature reviews
- Result: SWOT analysis and recommendations for consideration

Supported by a grant from The SCAN Foundation - advancing a coordinated and easily navigated system of high-quality services for older adults that preserve dignity and independence. For more information, visit www.TheSCANFoundation.org.

HICAP Snapshot

- Administered by the California Department of Aging
- Decentralized
 - Contracts with 26 AAAs, option to subcontract with local nonprofits
- HICAPs in seven regions engaged in support for dually eligible individuals in Financial Alignment Demonstration
- HICAP reached:
 - A maximum of 1.08% of Medicare beneficiaries in 2016-2017
 - A low of 0.85% of Medicare beneficiaries in 2020-2021*

California Stakeholder Survey Findings: Satisfaction

53% ★★★★★

ranked their experience
with HICAP as a 5 out of 5

12% ★★★★★★

ranked their experience
with HICAP as a 4 out of 5

18% ★★★★★★

ranked their experience
with HICAP a 3 or lower

Recommendations

1. Develop a strategic roadmap for HICAP
2. Support the development of a California HICAP Technical Assistance Center
3. Evaluate rebranding HICAP
4. Develop CDA-driven marketing supports
5. Redesign the CDA HICAP website
6. Make improvements to the SHARP data system
7. Explore opportunities to increase monitoring and oversight of AAAs and subcontractors
- 8. Develop a strategic roadmap to support dually eligible individuals**
9. Strengthen relationships, referrals, and feedback loops with related agencies and organizations
10. Reevaluate the current formula used to distribute funds to HICAPs



Supports Offered

HICAPs reported engaging in a range of activities to support dually eligible individuals

Beneficiary Support

- ✓ **Counseling** beneficiaries on new enrollment options
- ✓ **Referring** beneficiaries to programs and conducting three-way calls with these programs and HICAP counselors
- ✓ **Educating** beneficiaries who are aging into Medicare with Medi-Cal on how the programs work together
- ✓ **Screening** and application assistance

Organizational Design

- ✓ **Understanding** MLTSS/D-SNP enrollment processes and potential for alignment
- ✓ **Sharing space** with Medi-Cal staff/offices
- ✓ **Collaborating** with Medi-Cal offices or referral of complicated cases to the program's legal department
- ✓ **Receiving referrals** from Social Services
- ✓ **Sharing information** on referrals
- ✓ **Reviewing information** and watching webinars on dually eligible individuals with counselors during monthly meetings
- ✓ **Collaborating** with Medi-Cal MCOs and Medicare Advantage plans
 - Offering feedback on enrollment materials
 - Engaging in advisory committees

AAA/HICAP Survey Findings

Strategies to Support Dually Eligible Individuals 32 respondents

23 provide counseling
on D-SNPs₁

22 provide counseling related to Medi-Cal
benefits for dually eligible beneficiaries

8 provide counseling on Cal
MediConnect MCOs

25 train counselors how to respond
to Medi-Cal questions

25 provide counseling related to Medi-Cal
eligibility for dually eligible beneficiaries

Recommendation: Develop a Strategic Roadmap to Support Dually Eligible Individuals

Outline Clear Position on Integrated Care



Consider naming programs to simplify communication regarding services

Engage Other Departments



Develop tools for counselors to support counseling on unique individual needs and provide ongoing training on state-specific programs

Ongoing Engagement



Create dedicated and ongoing systems to engage and educate SHIP program managers and counselors on changes related to integrated care

Define expectations of counselors related to understanding and counseling on integrated care models



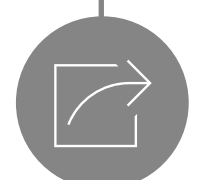
Name Integrated Care Models

Systemically and continually work with related departments and organizations to create feedback loops.



Tailor Tools and Training

Create systems for continual review of program impact specifically related to supporting dually eligible individuals



Updates and Ongoing Education

Key Takeaways: SHIPs and Duals

1

Terminology Matters

Stakeholder perceptions of what it means to counselor dually eligible beneficiaries varies

2

Integrated Care

There are various models of integrated care with myriad of implications for beneficiaries

3

Individuals

Counseling needs to consider each beneficiary's unique needs

4

Financial Alignment Initiative

HICAPs in demonstration counties have made advancements

5

Policy Changes

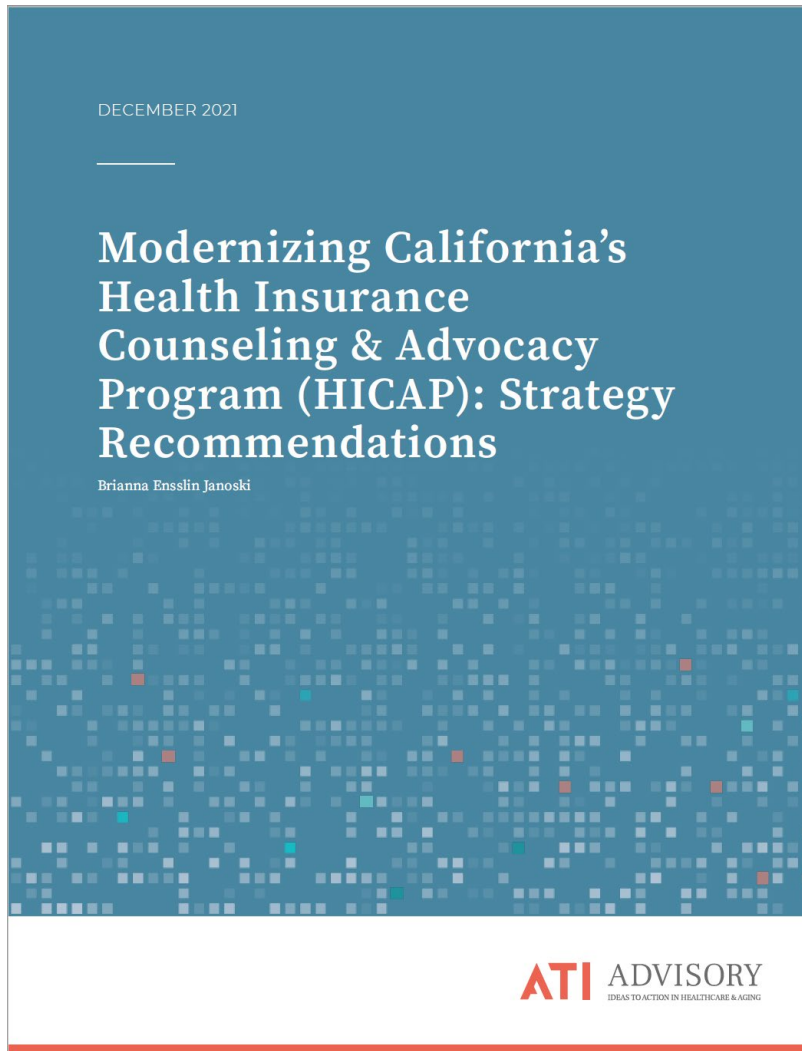
Implementation of program redesign and other policy changes require extra attention

6

Solutions

Tools such as www.mycaremychoice.org are a great start

Report Coming – December 16



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