



Conflict-Free Case Management

Summary and Discussion

Senior and Disabilities Services

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Introduction

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For today's talk:

Learn more about changing to Conflict-Free Case Management

Share your thoughts



Some helpful meanings of words:

Conflict of interest

When people might have **less** choices because of how services are set up

Conflict-free

When people might have **more** choices because of how services are set up

Case Management

Means the same as Care Coordination

*Waiver, or Home and
Community Based
Waiver*

Help for people with disabilities and elders to do everyday things



The Home and Community Based Waiver provides help people need to do everyday things. Some examples are:

Transportation A ride in the community

Adaptations to your home A ramp, or lower sink

Specialized Medical Equipment A lift-chair, an emergency alert necklace

Residential habilitation Assisted living home, help to learn more about caring for self

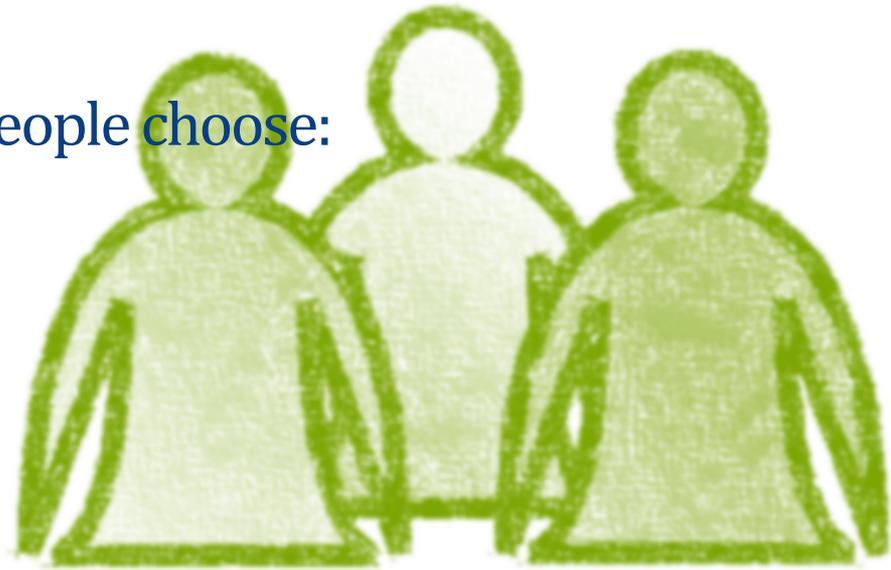
Residential Supported Living Assisted living home, care for everyday living

Supported Employment Job coach



The Care Coordinator helps people choose:

*Which services people want
and
Which agency to provide them*



People with a Waiver must still have a Care Coordinator. They can choose their Care Coordinator.

Care Coordinators will still work in the community.

People will still choose services through their Care Coordinator.

Care Coordinators will still help people apply for and renew their Waivers.

People are not losing Care Coordinators.



The Care Coordinator helps people choose:

*Which services people want
and
Which agency to provide them*

Centers for Medicare and
Medicaid Services

Centers for Medicare and Medicaid Services (CMS) makes the rules about the Waiver for all states.

Senior and Disabilities Services helps agencies follow these rules.

There is a new rule from CMS.



Conflict-Free Case Management New Rule

Person centered planning

People get to decide about the help they get through the plan. People should understand their plan of care.

Conflict-free case management

People should feel like they can choose help from any agency.

Care Coordinators can work at an agency that only does Care Coordination.

So, what's the conflict?

People might not feel like they could choose help from any agency if their Care Coordinator works for an agency that gives other kinds of help they might need.



Conflict-Free Case Management Exception

What if there is only one agency where someone lives? (Rural Alaska)

There might be only one agency that does Care Coordination and other help too.

Conflict-free case management

This might be allowed as an "exception". People would still need to be protected from conflict of interest.

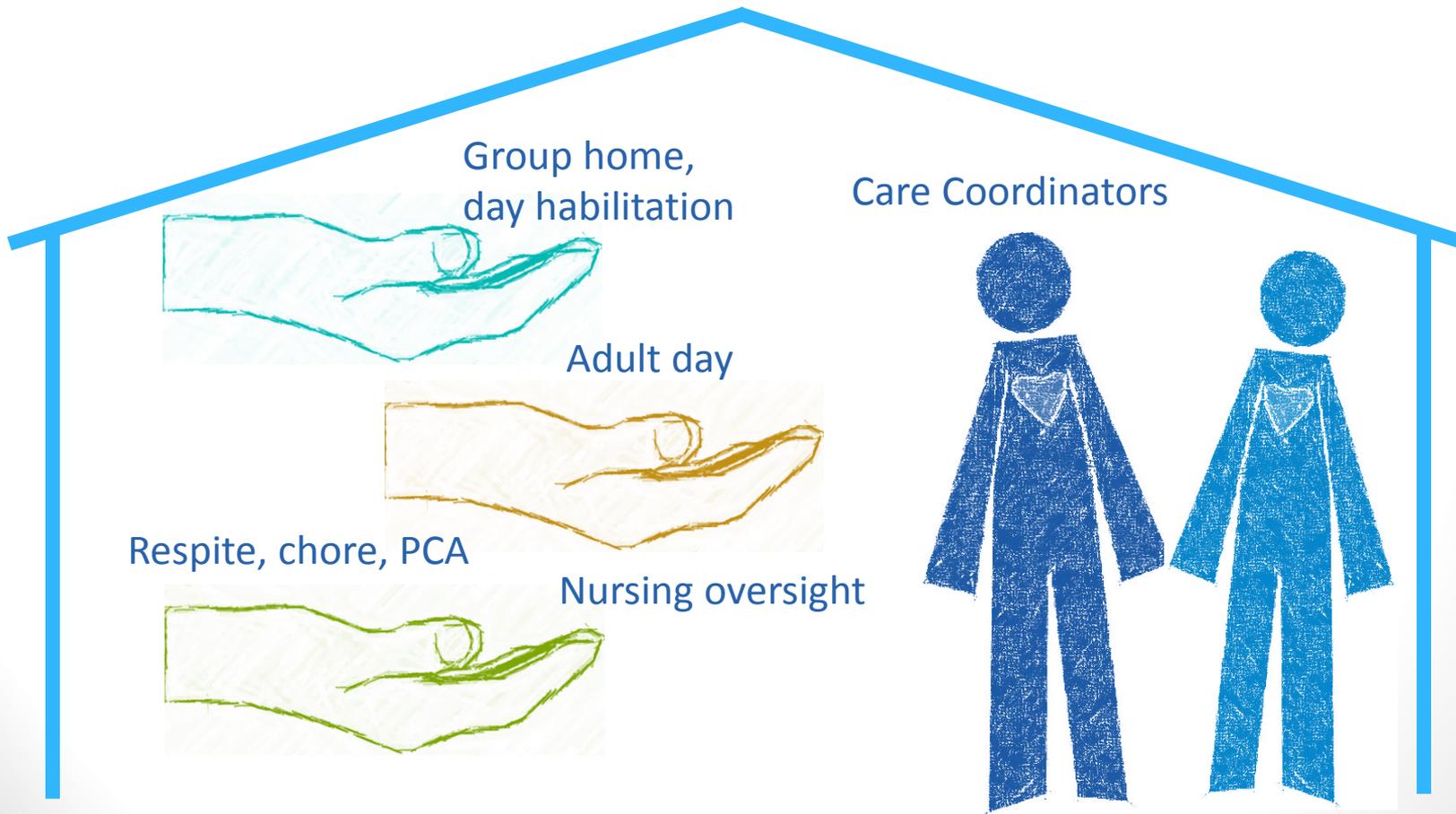
Just being Alaska is not an exception

Alaska has to follow this rule like all other states.



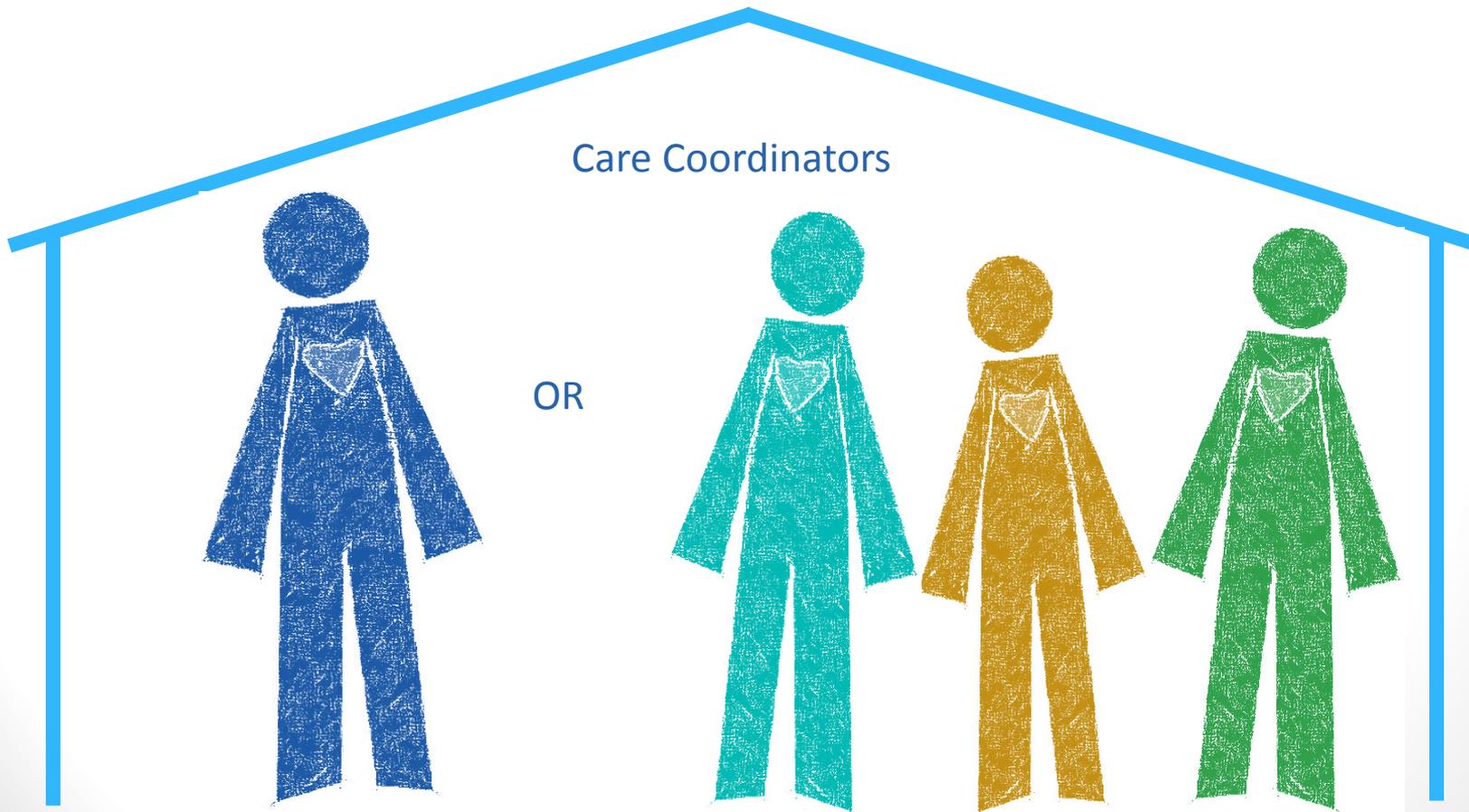
Conflict-Free Case Management- *What we do now.*

Care Coordinators can work for an agency that gives all other kinds of help too.



Conflict-Free Case Management- *What we do now.*

Care Coordinators can work for an agency that only does care coordination. This kind of agency can have many Care Coordinators, or only one.



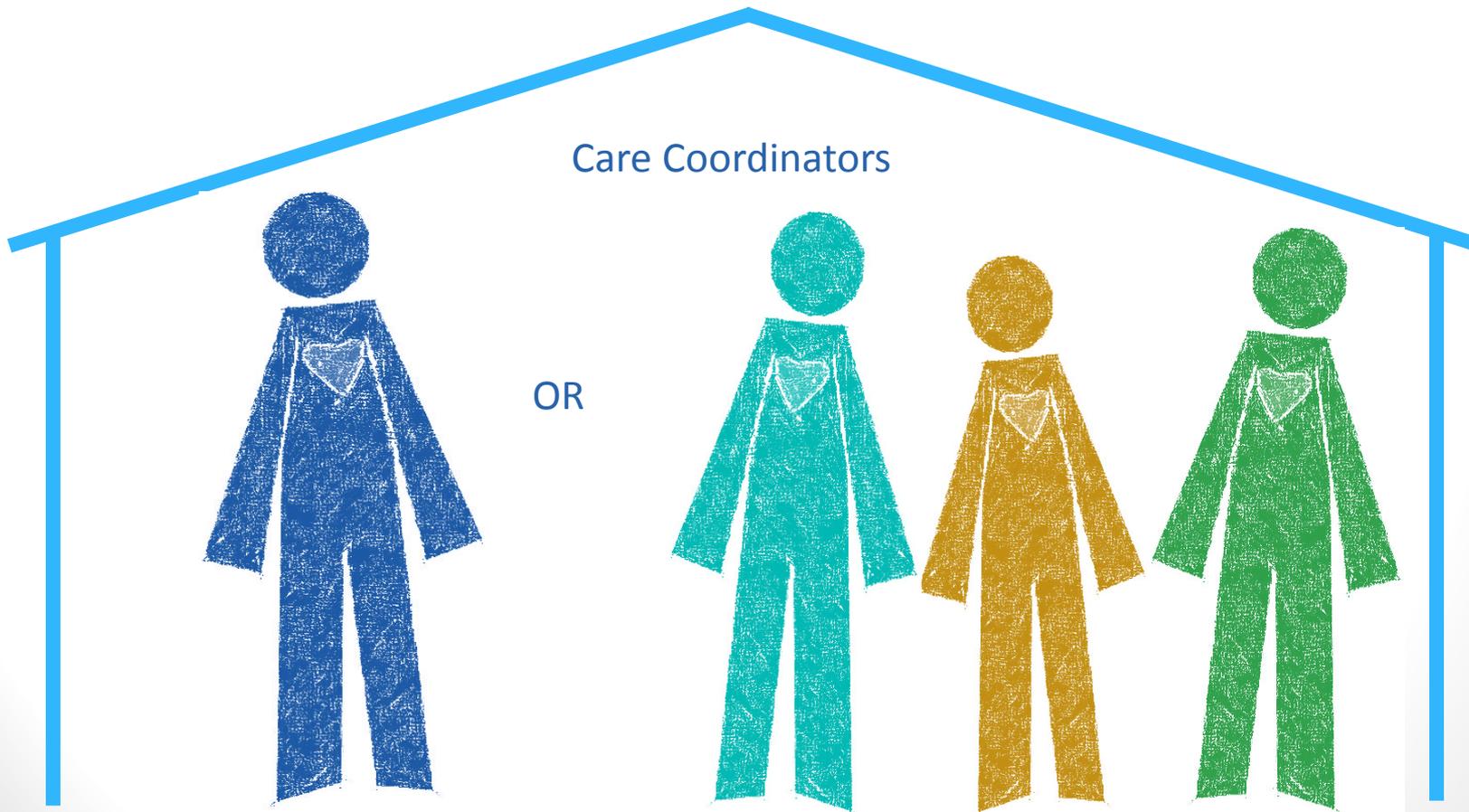
Conflict-Free Case Management

What does the new rule say?



Conflict-Free Case Management

Care Coordinators can work for an agency that only does care coordination. This kind of agency can have many Care Coordinators, or only one.



Conflict-Free Case Management

Exception- Care Coordinators could work for an agency that gives other help too if there's only one agency in a place (like rural Alaska).



Conflict-Free Case Management *How could we do it?*

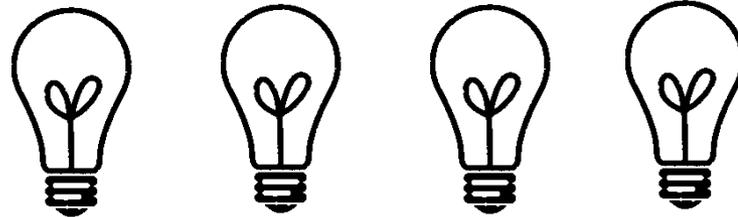
Senior and Disabilities Services, The Alaska Mental Health Trust, and a research team called Agnew:Beck asked people for ideas about how to make this change.

These teams collected ideas to look for themes.

*One theme was-
Many people thought it would be important to help Care Coordinators organize a business.*

They asked people with disabilities, people who help those with disabilities, elders, and other government agencies to think of ideas.

Then there were 4 main ideas.



Conflict-Free Case Management *How could we do it?*

1



Care Coordinators could work for themselves, or for agencies that only do Care Coordination.

Most people liked this idea because it is something that is already done now and we know it works.



Some people did not like this idea because there might not be enough help for all Care Coordinators to organize a business.



Conflict-Free Case Management *How could we do it?*

2



Some people liked this idea because it could help Care Coordinators organize a business.



Most people did not like this idea because it could be too much change and Care Coordinators could not work for themselves.



Make agencies in different places (regions) in Alaska. Care Coordinators would need to join a regional agency.

Conflict-Free Case Management *How could we get there?*

3



*Make an agency that only helps
Care Coordinators organize a
business.*

Some people liked this idea because it could help **new** Care Coordinators organize a business.



Most people did not like this idea because it might not help **today's** Care Coordinators organize a business.



Conflict-Free Case Management *How could we do it?*

4



Make agencies that help Care Coordinators organize a business in different places (regions) in Alaska.

Most people liked this idea because it might help Care Coordinators now, and new Care Coordinators organize a business. Care Coordinators could still work for themselves or for an agency.



Some people did not like this idea because it might not help Care Coordinators who don't have enough people to help depending on where they work in Alaska.



Conflict-Free Case Management *How could we do it?*

Most people liked:

1



Care Coordinators could work for themselves, or for agencies that only do Care Coordination.



4



Make agencies that help Care Coordinators organize a business in different places (regions) in Alaska.



Conflict-Free Case Management *How could we do it?*

Senior and Disabilities Services (SDS) also likes Idea 1 and Idea 4.
SDS would like to use both.

1



Care Coordinators could work for themselves, or for agencies that only do Care Coordination.



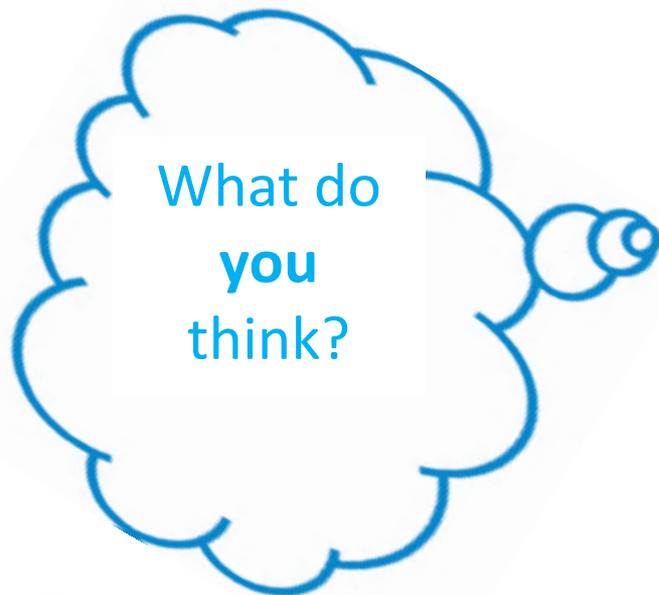
4



Make agencies that help Care Coordinators organize a business in different places (regions) in Alaska.



Conflict-Free Case Management *How could we do it?*



1



Care Coordinators could work for themselves, or for agencies that only do Care Coordination.

4



Make agencies that help Care Coordinators organize a business in different places (regions) in Alaska.

You can tell us your thoughts now, or later.

You could:

- Tell us in this meeting.
- Email Angela.Salerno@alaska.gov
- Call us: (907) 269-3666 or (800) 478-9996
- Ask your Care Coordinator for help.

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