

Not Just for Duals Anymore: Blending Medical and Long-Term Services and Supports



Mind the Gaps: Consumer Perceptions of the Care Continuum

“Building Bridges Across the Continuum
to Achieve Person-Centered Care”
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Gaps and More Gaps

- Between medical care and social service systems
- Between professionals in both systems and consumers' understanding of how services are organized, provided, and paid for
- Between what a person and family need (“person- and family-centered care”) and what both systems offer or don't

The Language of Long-Term _____

- Care
- Services and Supports
- Home- and Community-Based Services
- Care Coordination
- Medicaid Managed Long Term Care
- Community Resources

To many consumers, many terms are interchangeable.

What Does Long-Term Care Mean to Consumers—and to Professionals?

Consumers' Perception	Professionals' Perception
I won't need it—but if I do, Medicare, Medicaid, or some other insurance will pay for it.	Medicare won't pay. Medicaid eligibility pays for nursing home and some home care, but is income- and asset-limited. Family caregivers are responsible for providing ongoing care.
All the care I need (which includes medical care) will be available at home, in assisted living, or at a nursing home.	Long-Term "Care" replaced by Long Term Services and Supports—includes only nonmedical services (e.g., adult day care, meal delivery, home attendant).
The doctor coordinates care, which includes nonmedical services as well as medical care.	Role/responsibility for care coordination is often undesignated or unclear. Family caregivers are the de-facto care coordinators and manage far more than medical care.

How to Fill the Gaps

- Professionals need to:
 - Understand the continuum of care, not just their piece of it and how to refer appropriately.
([http://nextstepincare.org/Community Based Services](http://nextstepincare.org/Community_Based_Services))
 - Listen to what people say they want and need, and not assume that professionals know best.
 - Be able to explain options in plain language
- Policymakers need to address the needs of people who aren't "duals" and don't fit into neat financial boxes but need lots of assistance.

Thank you

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3rd Annual Meeting