National Perspective “No Wrong Door” System

Administration for Community Living
Center for Medicare and Medicaid
Veterans Health Administration
Agenda

- National Perspective “No Wrong Door” System
- What is a No Wrong Door System?
- Who benefits from a No Wrong Door System?
- What’s in it for:
  - People
  - States
  - Public Payers
- Current Status/Activities
Leave With Confidence

SUCCESS
Because you too can own this face of pure accomplishment
Background
Total LTC Expenditures by Source, 2008 (billions)

Sources: National Health Policy Forum, 2010
Relative Risk of Being in the Top 5% of Health Care Spenders by Selected Groups, 2006

- Individuals with Functional Impairments are 4-7 times more likely to reach the Top 5% of Health Spenders.

Source: "LewinGroup" analysis of 2006 Medical Expenditures Panel Survey, 2009
Getting to the No Wrong Door System

“The vision is to have Resource Centers in every community serving as highly visible and trusted places where people of all ages and income levels can turn for information and options counseling on their long-term care options.”

—AoA/CMS 2003 ADRC Program Announcement
VD-HCBS launched
49 States awarded new ADRC grants (5 year plans)

2007
12 states, 8 sites, 2% of pop.

2008
24 states, 42 sites, 8% of pop.

2009
43 states, 147 sites, 30% of pop.

2010
47 states, 300 sites, 49% of pop.

2011

2012
51 states, 509 sites, 77% of pop.

Affordable Care Act
Money Follows the Person

CCTP and Balance Incentive Program launched

ACL, CMS, VHA
NWD System FOA

10 CMS Hospital Discharge Planning grants to ADRC states
What is a No Wrong Door System?
Who Benefits From a NWD System?

• What’s in it for:
  • People
  • States
  • Public Payers
This Scorecard finds that generally states with the highest level of performance have enacted public policies designed to:

- Improve access to services and choices in their delivery by directing state Medicaid programs to serve more people in need and offer alternatives to nursing homes that most consumers prefer.

- Establish a single point of system entry to help people find needed information and more easily access services.

- Improve support for family caregivers by offering legal protections as well as other services to address caregiver needs.
Current Activities
2012 No Wrong Door System Awards
Administration for Community Living, Center for Medicare & Medicaid Services, Veterans Health Administration

Indicates States Awarded Part A (8)
States & Territories Awarded Part B (36)
Indicates States & Territories Not Eligible for Part B Funding
Indicates States & Territories that Did Not Apply for Part B Funding

American Samoa
Guam
N. Mariana Islands
Puerto Rico
Virgin Islands
HHS & VA Vision

In collaboration with states, develop a national No Wrong Door System for all populations and all payers which is person centered, financially sustainable and high quality that supports individuals to achieve their goals for community living.
National Options Counseling Training Demonstration Timeline

**Standards**
- Personal Interview
- Exploring Options/Planning
- Decision Support
- Collaboration with Individual to Develop Action Steps or Long Term Support Plan
- Access to Community Supports
- Follow-up

**Job Duties**
- Conduct One-to-One Person Centered Interview & Preliminary Assessment
- Support Individual Decision Making to Develop Person Centered LTSS Plan
- Facilitate Streamlined Access to LTSS
- Ongoing Follow Up and Documentation

**Competencies**
- Knowledge
- Skills/Abilities

**Training**
- Build upon current best practice
- Design curriculum based on Standards, Job Duties and Competencies

**Certification**
- Creation of National Advisory Council for guidance and input
- Leverage existing national certification efforts
National Options Counseling Training Demonstration Timeline

Spring 2013
- Piloting Person-Centered Thinking conducted.
- Training content and organization finalized.
- States identify and recruit participants.

Summer 2013
- Participants take short Intro course online.
- Participants take Person-Centered Thinking course in-person.

Fall 2013
- Participants complete all additional courses online.
- Revisions to training made based on state and participant feedback.
- Share Framework/Timeline for Certification Process