

Employment and Community First **CHOICES**

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The Future of
Health Care in
America

NIHCM
Foundation
Briefing

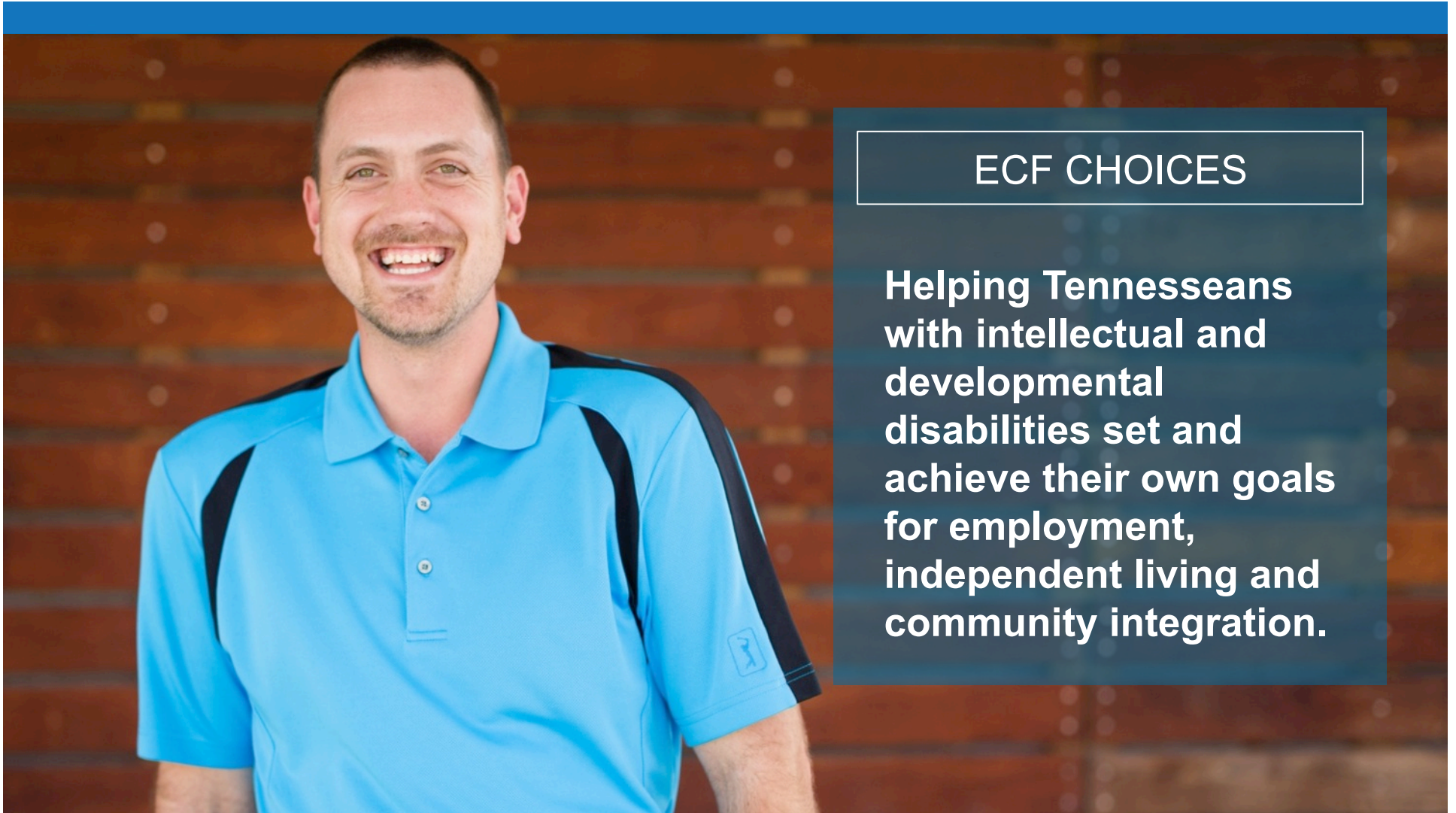
About us

BlueCross BlueShield of Tennessee

- Not-for-profit company established more than **70 years ago**
- Serving **3.4 million members** and **11,000 companies**
- Paying **85 million claims per year**
- Partnering with **20,000+ health care providers**
- Giving **\$14 million** each year in charitable investments
- Employing **6,000** to fulfill this mission:
Peace of Mind through Better Health

BlueCare Tennessee

- BCBST **subsidiary**
- Medicaid MCO since **1994**
- Providing health coverage for **1.5 million** low-income children, pregnant women and disabled Tennesseans
- Using an **integrated population health approach** to coordinate physical, behavioral and long-term health care needs



ECF CHOICES

Helping Tennesseans with intellectual and developmental disabilities set and achieve their own goals for employment, independent living and community integration.

Comparative health spending

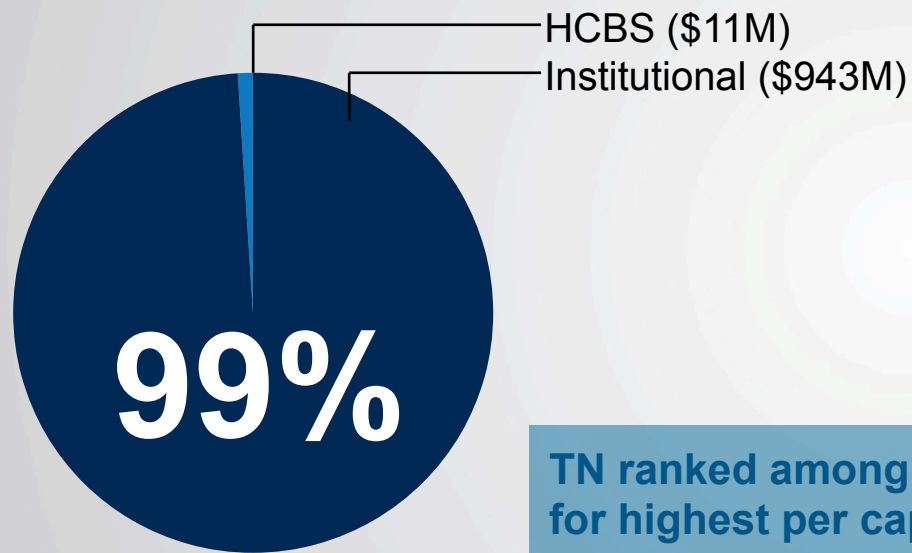
Average Annual Medicaid Spending per Member in Tennessee



*Data sources: Bureau of TennCare; BCBST

Long-term care in Tennessee before CHOICES

2006 Spending



Inefficiencies:

- Misaligned incentives prioritizing institutionalized care
- Inadequate workforce, especially in rural areas
- Byzantine regulatory and programmatic requirements

TN ranked among the top 5 states for highest per capita LTC spending



Typical CHOICES member

Demographics

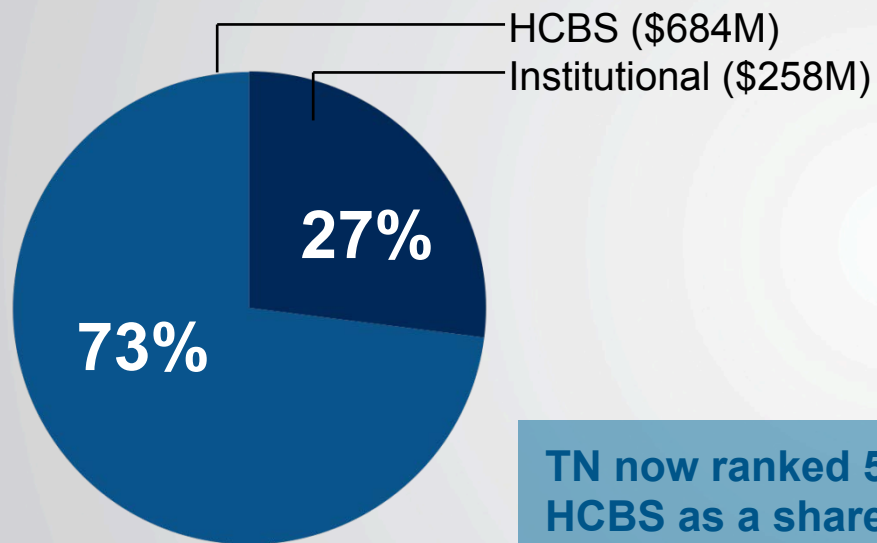
- Over 65
- Living at or below the federal poverty level
- Complex health needs, often with multiple chronic conditions

CHOICES members are:

- Remaining connected to their communities
- Grateful for the services and supports that keep them living at home

CHOICES success in Tennessee


2014 Spending



Solutions:

- Fully capitated managed care responsible for coordination, integration
- New HCBS infrastructure with robust caregiver supports
- Uniform, comprehensive package of services available statewide

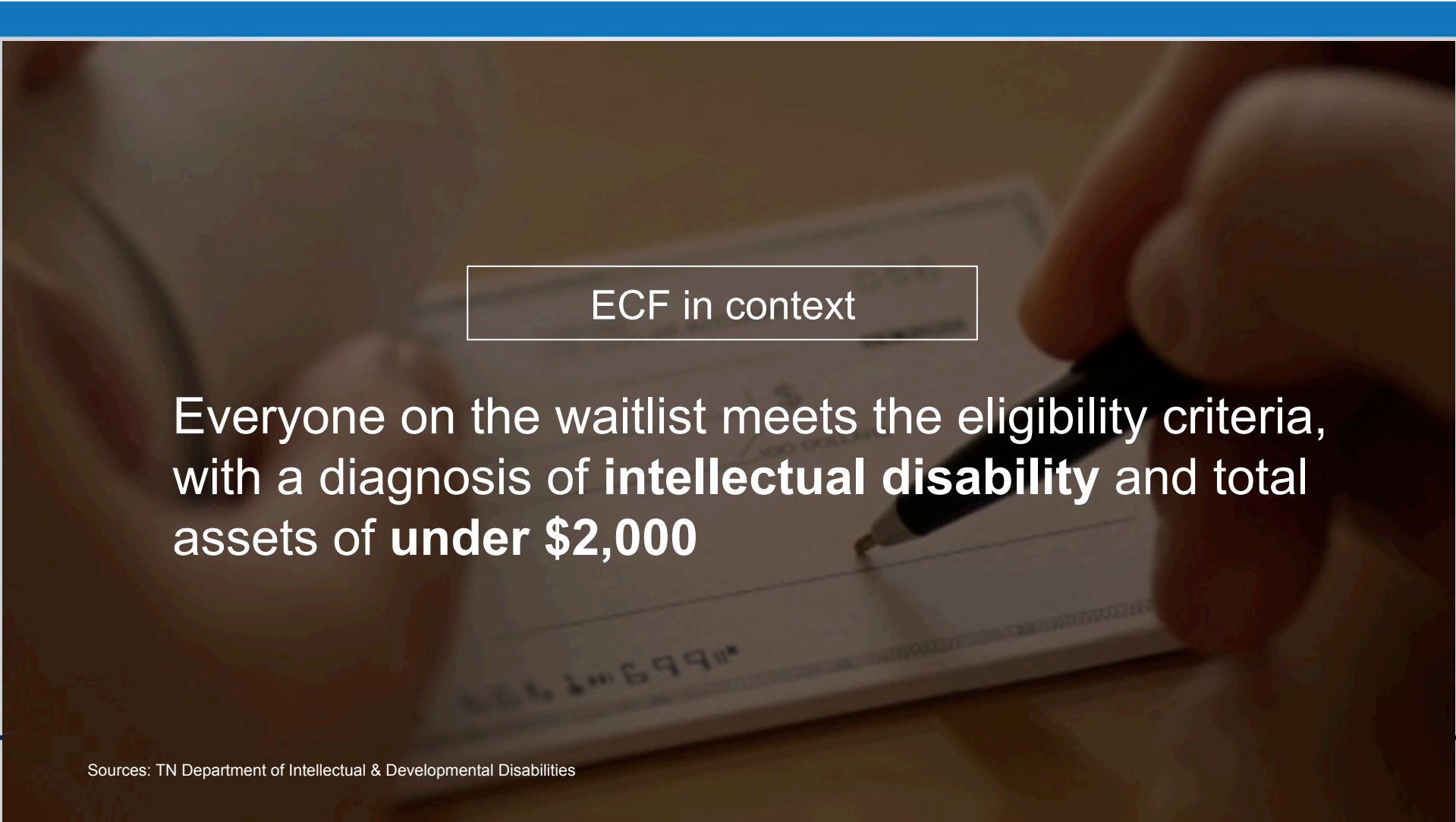
TN now ranked 5th in the nation for HCBS as a share of LTC spending

A photograph of two women sitting in a room. The woman on the left is in a wheelchair, wearing a light pink long-sleeved shirt. The woman on the right is sitting on a chair, wearing a light pink button-down shirt and glasses. They appear to be in a conversation. The background shows a room with a white cabinet and a green plant.

Employment and Community First (ECF) in context

Tennessee has over **6,000** individuals with ID on the waitlist for home and community based services, many of whom have been **waiting for over a decade**

Sources: TN Department of Intellectual & Developmental Disabilities

A hand holding a pen over a document with a white box containing the text 'ECF in context'.

ECF in context

Everyone on the waitlist meets the eligibility criteria, with a diagnosis of **intellectual disability** and total assets of **under \$2,000**




ECF in context

The majority of those currently waitlisted:

- live at home with a caregiver **over the age of 60**
- receive **little or no support** services

Sources: University of Massachusetts; Gallup; TN Department of Intellectual & Developmental Disabilities



ECF in context

Most people with an intellectual or developmental disability report a desire to work, but **nearly 70% are currently unemployed** – a statistic that has not improved in the last 30 years

Sources: University of Massachusetts; Gallup; TN Department of Intellectual & Developmental Disabilities

A photograph of a man with a disability, wearing a green t-shirt and a blue apron, smiling while working in a greenhouse. He is surrounded by lush green ferns. In the background, other people are visible, including one in a red shirt and another in a purple shirt. The greenhouse has a curved metal frame and translucent panels.

ECF in context

Yet **over 60%** of those intellectually disabled who work in a competitive environment have been there **three or more years**

Sources: University of Massachusetts; Gallup; TN Department of Intellectual & Developmental Disabilities

I/DD inefficiencies and ECF solutions



Inefficiencies in the system:

- Crisis-driven system ensures highest possible cost model
- Independent living but too often without meaningful social inclusion
- Few formal opportunities to learn job skills and build career experience



Solutions:

- Person-centered planning to serve members based on their own needs
- Focus on building social capital to improve each member's sense of value, belonging
- 14 categories of specialized employment support, e.g., to move beyond the "3 F's"

Three tiers of ECF support



Comprehensive Supports for Employment and Community Living

- Require an institutional level of care and specialized supports
- Plan for and achieve as much independence as possible



Essential Supports for Employment and Independent Living

- Age 21 or older with I/DD and at risk of institutionalization without HCBS
- Transition from school into competitive employment and community integration



Essential Family Supports

- Under age 21 and living at home, with needs beyond scope of Medicaid benefits for children
- Adults living at home, to help them gain employment and integrated, independent living

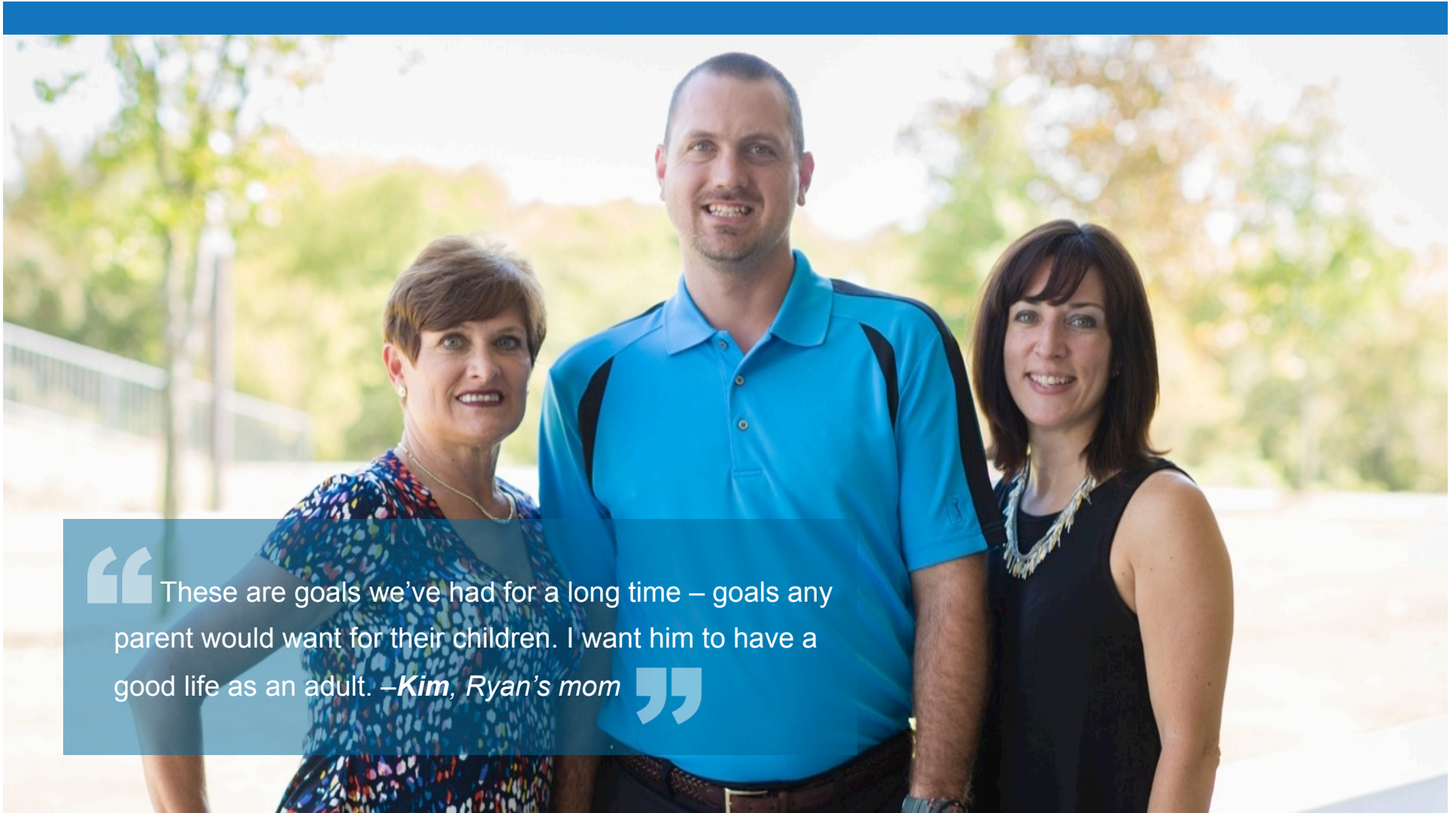


ECF member: Ryan

- 30 years old
- Working in a grocery store
- Living with his grandmother
- Diagnosed with mild ID, Apraxia and seizure disorder
- Competed in the national Special Olympics as a bocce player

Ryan's Goals

- Get a **promotion** at work
- Learn how to **drive**
- **Live** on his own



“ These are goals we’ve had for a long time – goals any parent would want for their children. I want him to have a good life as an adult. –*Kim, Ryan’s mom* ”

ECF coordinator: Kristen

“ ECF is not about saying ‘no.’ It’s about saying ‘yes’ and then asking ‘How can we make this happen?’
– *Kristen, support coordinator* ”

- LPNs, RNs or Licensed Social Workers
- Have years of experience with I/DD patients
- Develop “person-centered support plans” with families

