

TESTIMONY BEFORE
THE OHIO HOUSE OF REPRESENTATIVES
FINANCE COMMITTEE
HEALTH AND HUMAN SERVICES SUBCOMMITTEE

Thursday March 16, 2017

Presented by
Jacquelyn Bradley, CEO
Area Agency on Aging 3, Inc.

Chairman Romanchuk, Ranking Member Sykes, and members of the Subcommittee, thank you for the opportunity to speak to you today about H.B. 49 and more specifically Managed Long Term Care Services and Supports. My name is Jacqi Bradley and I am the CEO of the Area Agency on Aging 3 (AAA3). Our agency located in Lima and serves individuals of all ages in seven (7) predominantly rural counties of Northwest Ohio.

Under our mission, we provide life-span resources that inspire, educate, and empower older adults, persons with disabilities and family caregivers. Please note that I did state life-span resources. Along with the other 11 Area Agencies on Aging in Ohio, we have evolved with the long-term care system by serving individuals of all ages. Our motto is, “aging begins at birth”.

During calendar year 2016, the Area Agency on Aging 3 affected the lives of 25,653 individuals. We attribute this success to the robust team we have developed at the local level. In rural communities where resources are often very limited, the development relationships to meet unique needs are vital. Who serves on our team? Of course the Area Agency on Aging 3 staff members who provide linkage to community resources, ongoing care coordination, and health education through our Aging and Disability Resource Center. Additionally, AAA3 contracts with 126 businesses to provide community-based long-term care services. Of those service

providers, 49 are locally owned and operated businesses that provided 60% of our needed services.

Community-Based Long-Term Care (CBLTC) is the state Medicaid waiver program that funds PASSPORT and the Assisted Living Waiver program. These programs allow enrolled participants to receive authorized services in their home or in an Assisted Living Facility at little or no cost to them. The AAA has a proven system of development and management of a wide range of providers of home and community-based services including personal care, home delivered meals, transportation, and many ancillary services such as pest control and home repair.

All businesses that wish to provide services through these programs must be recommended by the local Area Agency on Aging for certification by the Ohio Department of Aging and Ohio Department of Medicaid. To make this recommendation the AAA will complete a pre-certification review/visit to determine if the agency meets all Conditions of Participation and Services Specifications. Our fiscal team also meets with the provider to train them on our billing and payment system. This visit is the beginning of a long-term relationship to ensure the provider serves your constituents in a high quality way.

Ensuring quality is adhered to by our providers is vital to the safety of those we serve and allows them to trust those who are coming into their homes. Our providers are monitored through our Care Managers who complete face-to-face visits with program recipients to review their satisfaction and observe that the services are being provided as ordered. On a quarterly basis, a third party interviewer completes a Consumer Satisfaction Survey. (Results Table A) Additionally, all providers receive an annual structural compliance review through our Quality

Improvement Department. The providers are reliant on the AAA who provides them with quality monitoring, technical assistance, ongoing training, and timely payment.

Our team also consists of local hospitals, primary care providers, adult protective services, addiction supports, behavioral health providers, emergency management agencies, universities, churches, food banks, schools, friends, and neighbors. These are just a sampling of team members in our region who come together to support our elders and individuals with disabilities.

To illustrate how our local team comes together in a more formal way, I would like to share with you our Find-A-Ride program. Find-A-Ride provides linkage to transportation options. This program was borne out of a coalition of local community members who had a concern about the lack of transportation for disabled individuals, elderly, behavior health recipients, and local workforce.

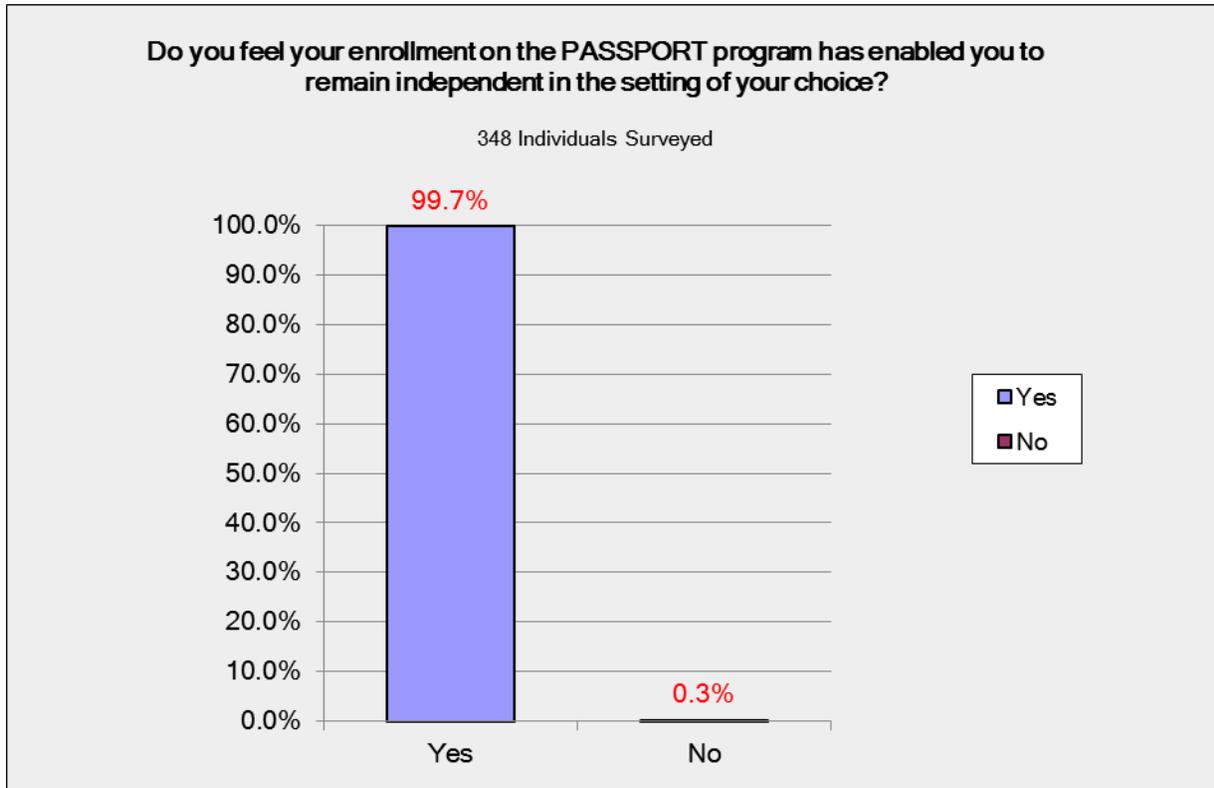
The coalition members trusted the leadership of AAA3 due to the 25 years of experience we had administrating of the PASSPORT Program. Through the PASSPORT program, we had experience coordinating transportation for the individuals and demonstrated the ability to manage large budgets along with reporting. Most impressive to our community stakeholders was the fact that we had an extensive provider base already in place. These providers were recruited, trained, and received ongoing quality monitoring from AAA3. For these reasons local business owners, hospitals, county commissioners, and regional planning staff supported AAA3 as we expanded our role of coordinating transportation. PASSPORT was the lynchpin that has enabled the Area Agencies on Aging to establish themselves as strong community partners who leverage new revenue streams that impact the local economy. These relationships were developed over

the course of 30 years, based on the Area Agencies on Aging being prompt payers, able to respond to provider issues, and provide trusted technical assistance. Without PASSPORT, Ohio Home Care and the Assisted Living waivers, what happens to my seat at the table in our local community? What happens to the small businesses that already provide high quality services to their community members?

The individuals we serve through our programs are dependent on these local providers, small businesses who are not well equipped to handle the requirements of national managed care insurance companies who have little experience in managing long-term services and supports providers. We continue to hear about provider payment issues in the My Care Ohio Program resulting in decreased capacity to serve Ohio's most vulnerable. What happens to the individual who lives in Wren, Ohio and needs long-term services and supports?

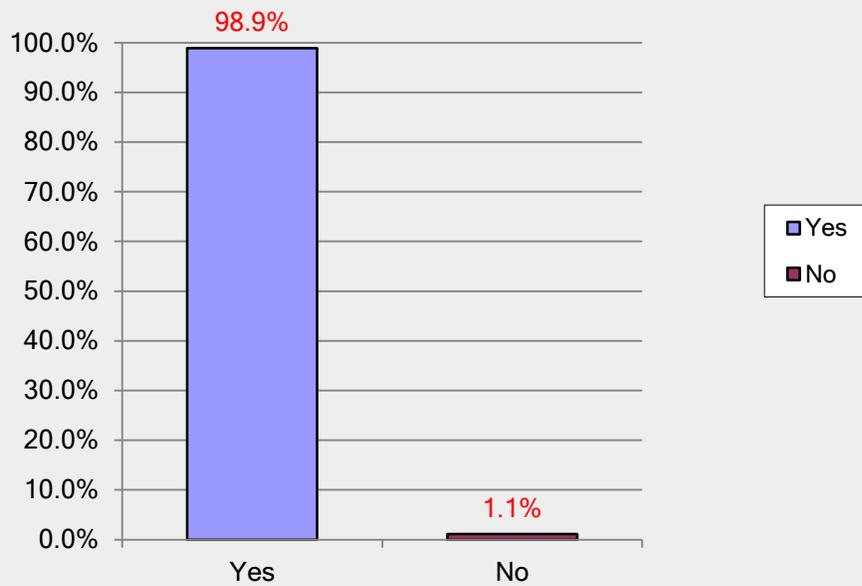
Thank you for the opportunity to testify today.

Area Agency on Aging 3 Consumer Satisfaction Survey 2017



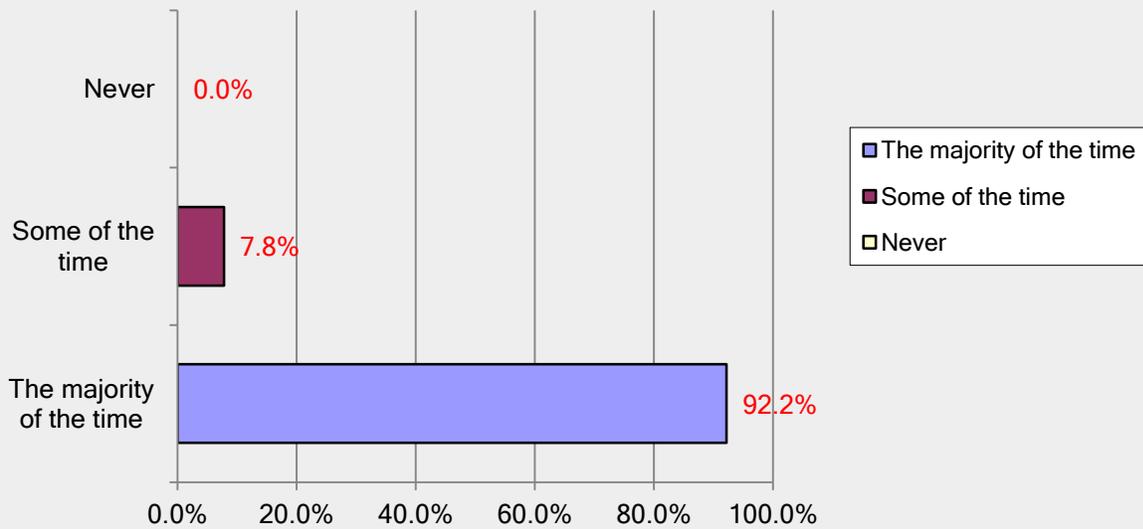
Are you satisfied with the services you are receiving from your Providers?

348 Individuals Surveyed



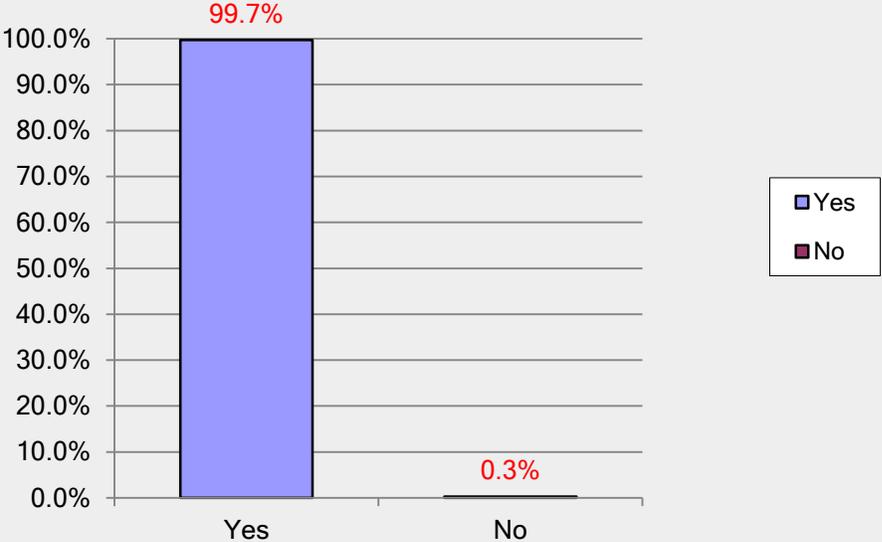
Are your needs met timely?

348 Individuals Surveyed



Would you recommend the PASSPORT program to someone needing assistance?

348 Individuals Surveyed



Overall how satisfied with the PASSPORT Program?

348 Individuals Surveyed

