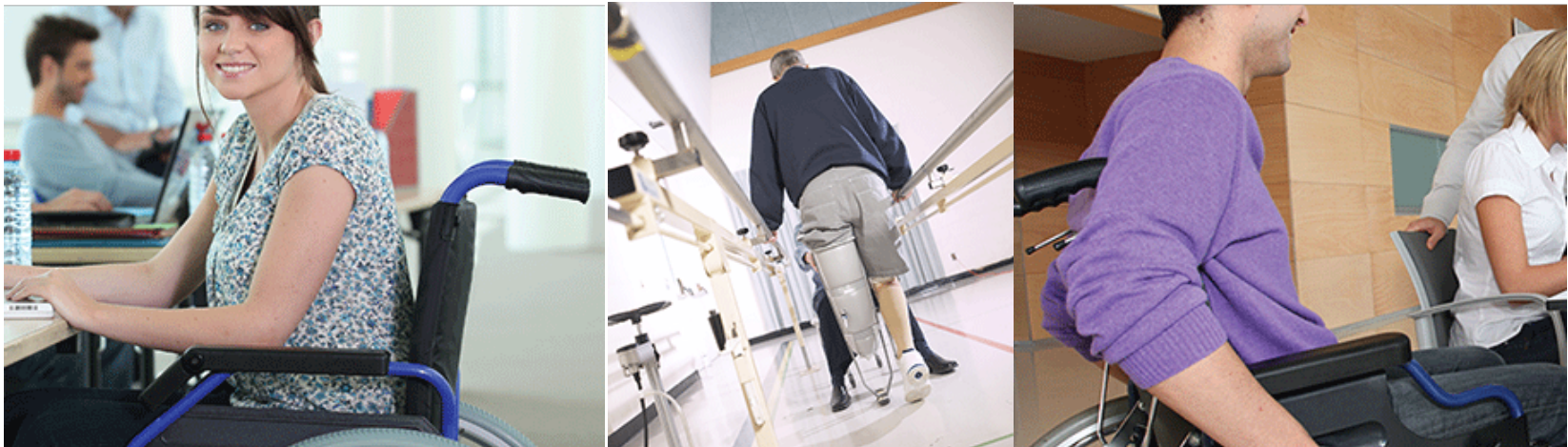


September 5, 2019

Disability-Competent Care (DCC) Conversation on Care Coordination with Independence Care System (ICS)



Support Statement

- This Conversation is supported through the Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) to help individuals dually eligible for Medicare and Medicaid programs have access to seamless, high-quality health care that includes the full range of covered services in both programs. To support providers in their efforts to deliver more integrated, coordinated care to dually eligible individuals, MMCO is developing technical assistance and actionable tools based on successful innovations and care models, such as today's event.
- To learn more about current efforts and resources, visit Resources for Integrated Care at: <https://www.resourcesforintegratedcare.com>

Agenda

- Introduction of Independence Care System
- Question & Answer
- Additional Resources

Question & Answer

RESOURCES FOR INTEGRATED CARE Resources for Plans and Providers for Medicare-Medicaid Integration

Slides



**Disability-Competent Care (DCC)
Conversation on Care Coordination
with Independence Care System (ICS)**



<https://www.ResourcesForIntegratedCare.com>

Closed Captioning

Q&A

Enter your question

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Independence Care System (ICS)



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What is Independence Care System (ICS)?

- ICS was founded in 2000 as a pioneering, innovative community of professionals dedicated to serving people living with physical disabilities who, prior to ICS, were often forced to spend their lives in institutions. While our programs have changed and evolved over two decades, our values and approach remain the same:
 - Deliver Care Management to improve health, mobility and independence
 - Utilize a care delivery approach that values partnership, respect and expertise that empowers our members, their family and caregivers
 - Collaborate with service providers and advocates who work on our members' behalf
- ICS is the first and only “Health Home” program in New York State with disability-expert staff and programs designed to promote the health and independence of people with spinal cord injuries, multiple sclerosis, and other disabilities that limit their mobility

Question & Answer

What core competencies do care coordinators at ICS have, how are their competencies measured, and what training is provided to develop staff who have little or no experience providing services and care to people living with disabilities?

What suggestions do you have for when there are no interdisciplinary teams or liaisons to support participants as they move between care settings?

How can care coordinators best work with providers and community-based organizations to create the working structure needed to make discovery of health-related programs accessible to people living with disabilities?

People who are living with physical disabilities are at a higher risk than people who are not living with physical disabilities for behavioral health conditions or substance use. What can care coordinators and providers, including medical and behavioral health providers, do to be more effective in working with people who are living with these co-occurring conditions?

What are some effective strategies for sharing information among interdisciplinary teams, including care coordinators and health care providers? Are there examples of tools to support this?

Could you describe best practices for coordinating between multiple agencies and stakeholders involved in care? We want to make sure our participants' care needs are met, but services aren't duplicated.

Are there resources that are available for health plans to better support participants living with disabilities?

As a substance use disorder counselor, we are tasked with addressing sleep, diet, exercise, and medication management, including pain medication. What are potential gaps in care coordination to look for when counseling a participant who is living with a disability?

Additional Resources

DCC Care Coordination Resources

- A Blueprint for Improving Access to Primary Care for Adults with Physical Disabilities
 - <https://icsny.org/wp-content/uploads/2019/04/Independence-Care-System-Blueprint.pdf>
- Breaking Down Barriers, Breaking the Silence: Making Healthcare Accessible for Women with Disabilities
 - <https://icsny.org/wp-content/uploads/2019/04/Breaking-Down-Barriers-Breaking-the-Silence-Making-Health-Care-Accessible-for-Women-with-Disabilities.pdf>
- Tip Sheets for Members with Physical Disabilities
 - <https://icsny.org/members-resources/tip-sheets/>
- Creating Better Systems of Care for Adults with Disabilities: Lessons for Policy and Practice
 - <https://www.commonwealthfund.org/publications/case-study/2018/sep/systems-care-adults-disabilities>
- Getting the Care You Need: A Guide for People with Disabilities
 - <https://www.cms.gov/About-CMS/Agency-Information/OMH/equity-initiatives/Getting-the-Care-You-Need.pdf>

Resources For Integrated Care (RIC): DCC Care Coordination Webinars

- [Disability-Competent Care Coordination](#)
- [Interdisciplinary Team Building, Management and Communication](#)
- [The Care Management Relationship](#)
- [Disability Competent Care Planning: The Individualized Plan of Care](#)
- [Building Partnerships Between Health Care \(Plans & Providers\) And Community-Based Organizations](#)
- [Building A Disability-Competent Provider Network](#)

Resources For Integrated Care (RIC): Other DCC Care Coordination Resources

- [Disability-Competent Care Resource On Care Coordination](#)
- First-person Stories
 - [Camille's story](#)
 - [Sam's and Deb's story](#)
 - [Tom's story](#)
- [Effective Interdisciplinary Team Meetings](#)
- [Tip Sheet: Primary Care Co-Visit: Care Coordinators](#)
- [Topic Summary: Interdisciplinary Team Building, Management, And Communication](#)
- [Topic Summary: Building Partnerships: Health Plans and Community-Based Organizations](#)

Thank You and Send Us Your Feedback!

Help us diversify our Disability-Competent Care trainings, resources, and other offerings – your input is essential!

Please contact us with your suggestions at:
RIC@Lewin.com

What We'd Like from You:

- How best to target future Disability-Competent Care events, trainings, and other resources to health care providers and plans involved in all levels of the health care delivery process
- Feedback on today's Conversation, as well as ideas for other topics to explore in additional resources related to Disability-Competent Care