



Geriatric-Competent Care: Promising Practices for Meeting the Behavioral Health Needs of Dually-Eligible Older Adults

Continuing Education (CE) Activity Information & Instructions *(Enduring Activity #: WE-E08022018-MMCO)*

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Activity Information

Activity Description

Twenty-five percent of adults in the United States who are 65 or older experience a behavioral health issue, yet only 3% of these individuals report seeking treatment from a behavioral health professional.[1],[2] Individuals 65 or older who are dually-eligible for Medicare and Medicaid, in particular, have high rates of behavioral health conditions compared to beneficiaries with Medicare only. For example, among individuals 65 or older, 19% of dually-eligible beneficiaries were diagnosed with a depressive disorder compared to 8% of Medicare-only beneficiaries, and 11% of dually-eligible beneficiaries were diagnosed with an anxiety disorder compared to 6% of Medicare-only beneficiaries.[3]

This interactive webinar discusses common behavioral health conditions and related challenges among dually-eligible older adults, identifies best practices for treatment options and care coordination, and demonstrates practical strategies for meeting beneficiary needs. Speakers, including a family caregiver, discuss firsthand experiences, lessons learned, and strategies to coordinate care for dually-eligible older adults across diverse settings.

Please click below to access the recorded webinar:

https://resourcesforintegratedcare.com/GeriatricCompetentCare/2018_GCC_Webinar_Series/Behavioral_Health_Needs.

[1] National Council on Aging. (2018). Healthy Aging: Fact Sheet. <https://www.ncoa.org/wp-content/uploads/2018-Healthy-Aging-Fact-Sheet.pdf>.

[2] U.S. Department of Health and Human Services, Administration on Aging. (2001). Older adults and mental health: Issues and opportunities. <https://www.public-health.uiowa.edu/icmha/training/documents/Older-Adults-and-Mental-Health-2001.pdf>.

[3] Medicaid and CHIP Payment and Access Commission. (2015). Behavioral Health in the Medicaid Program – People, Use, and Expenditures. <https://www.macpac.gov/wp-content/uploads/2015/06/Behavioral-Health-in-the-Medicaid-Program%E2%80%94People-Use-and-Expenditures.pdf>.

Target Audience

This activity is designed for all health care professionals.

Learning Objectives

By the end of this activity, participants should be able to:

- Define common behavioral health conditions among dually-eligible older adults
- Recognize effective and appropriate treatment options for older adults with behavioral health needs
- Identify practical tips and concrete strategies to improve care for older adults with behavioral health needs based on real-life stories from the field
- Identify opportunities to collaborate with clinicians, social workers, case managers, and caregivers to support dually-eligible older adults with behavioral health needs

Participation

Watch the recorded webinar linked to in the *Activity Description* section of this document, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the end of this document.

Speaker Bios & Disclosures (alphabetical by last name)

No one in a position to control the content of this activity has anything to disclose. All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Neha Jain, MBBS, presenter, is an Assistant Professor of Psychiatry and the Assistant Program Director for the Geriatric Psychiatry Fellowship at the University of Connecticut Health Center (UConn Health). Prior to joining UConn Health, Dr. Jain worked at a Federally Qualified Health Center (FQHC) in New Haven and was affiliated with Yale University. Dr. Jain specializes in geriatric psychiatry and takes care of dually-eligible elderly at the Center on Aging at the University of Connecticut. She has a special interest in late life mood disorders and has conducted multiple presentations in the field. Dr. Jain is also the co-author of a book chapter on late life depression and involved in field research.

Dr. Jain earned a Bachelor of Medicine and Bachelor of Surgery degree from Lala Lajpat Rai Memorial Medical College.

Caroline Loeser, BS, developer/planner, is a Research Consultant at the Lewin Group. Ms. Loeser brings expertise related to technical assistance, program support, and developing products for providers serving individuals with severe mental illness and substance abuse. At Lewin, Ms. Loeser supports several Federal contracts with the Centers for Medicare & Medicaid Services (CMS). Her current work focuses on providing technical assistance and performing qualitative data analysis for the Health Care Innovation Awards Round Two (HCIA2). In addition, Ms. Loeser supports Lewin in engaging subject matter experts and key informants to shape products, resources, and tools for providers who serve Medicare-Medicaid enrollees.

Ms. Loeser earned a Bachelor of Science degree in Public Health and Tropical Medicine from Tulane University.

Susan W. O'Dwyer, BSN, RN, CCM, presenter, is a Registered Nurse and Certified Case Manager with more than 10 years of case management experience. Ms. O'Dwyer has been employed as the Director of Case Management with Absolute Total Care, a Centene Company, since 2016. In this role, she has operational and clinical leadership oversight of case management for Medicare and dually-eligible enrollees. Ms. O'Dwyer's experience includes working in the field with Medicare enrollees and conducting training on holistic case management approaches. Prior to joining Absolute Total Care, she was employed by a large commercial health plan in the same capacity. In this role, she had oversight of Medicare Advantage case management and assisted in the development of an integrated documentation management platform.

Ms. O'Dwyer earned a Bachelor of Science degree in Nursing from Austin Peay State University.

Molly Rees Gavin, MSW, LCSW, ACSW, presenter, is a Diplomate in Clinical Social Work and the President of Connecticut Community Care (CCC), a statewide nonprofit organization that identifies choices and provides services to help people of all ages, abilities and incomes to live at home. CCC is the pioneering access agency for the Connecticut Home Care Program for Elders and Persons with Disabilities, and a significant contributor to the state's Money Follows the Person (MFP) Program. Ms. Rees Gavin also serves as the Vice President of the Board of Directors of the Alzheimer's Association Connecticut Chapter, Treasurer of Connecticut Partners for Health, and as a Member of the Board of Directors of Qualidigm. She has received industry recognition

for her efforts She was named the 2017 Inaugural Class of the Hartford Business Journal's "60 over 60," a Remarkable Woman in Business by the Hartford Business Journal in 2011, a Connecticut Advocacy Champion in 2011, and the National Association of Social Workers (NASW) Connecticut Chapter Social Worker of the Year in 1996.

Ms. Rees Gavin earned a Master of Social Work degree from Rutgers University.

Sabrina L. Wannamaker, MA, presenter, has been employed with the Centene Corporation since 2014. Ms. Wannamaker started as a Behavioral Health Case Manager in 2014, and was promoted to a Clinical Trainer with Envolve People Care position for Centene, in 2015. In this position, Ms. Wannamaker specialized in case management. She was responsible for training new case managers across the enterprise and assisting with the implementation of new markets. Ms. Wannamaker was promoted to the Clinical Manager of the Behavioral Health Case Management Team position at Absolute Total Care in August 2017, and she continues to serve in this capacity.

Ms. Wannamaker earned both a Master of Arts degree in Professional Mental Health Counseling and a Master of Arts degree in Management and Leadership from Webster University. She is currently pursuing a Doctor of Philosophy degree in Counselor Education and Supervision from the University of the Cumberlands.

Continuing Education Credit Information

Continuing Education Credit

Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **enduring activity** for a maximum of 1.5 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity. Credit for this course expires at midnight on August 2, 2020.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.2 Continuing Education Units (CEUs) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on August 2, 2020.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credit for this enduring activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

Already have an account with the MLN LMS?

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”

Don't have an account with the MLN LMS?

Accessing the LMS/registering if you have NO account

- Need step by step instructions with screen shots?
- Forgot your password?
- Want to edit your account information?

How do I create an account?

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Select “Need an Account?”
3. Enter information for all the required fields (those with asterisks)



***NOTE:** Your login ID is case sensitive. Your password must include at least the following:

Eight characters

- One number
- One lowercase letter
- One uppercase letter
- One of the following six symbols: ! @ \$ % & ?

You may select “Other” for the “Health Care Provider” and “Health Care Facility Type” fields. You may select “Other” or “None” for the “Association” field, if you are not associated with an association or your’s is not listed.

4. At the “Select Organizations” screen, type “CMS” in the “Find Organization” field, and select “Search.” Select “CMS-MLN Learners Domain – Organization,” and select “Save”
5. Complete the “Time Zone,” “Region,” and “# of Records (per page)” fields
6. Select “Create” to create your LMS account
7. A verification code will be sent to your email address that was used to create the new account. Enter the code and select “Go”

Add MLN@cms.hhs.gov to your address book to prevent MLN communications from going to your spam folder.

Finding the Post-Assessment

1. Log In at <https://learner.mlnlms.com>
2. Enter title “**Geriatric-Competent Care: Promising Practices for Meeting the Behavioral Health Needs of Dually-Eligible Older Adults**” in the “Browse Catalog” box. If you do not see the “Browse Catalog” box, you will need to open your browser more
3. Click on the title in the dropdown, scroll to the bottom of the page
4. Click “Enroll,” scroll to the bottom of the page
5. Click “Access Item,” scroll to the bottom of the page
6. Click “Post-Assessment,” open item

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation.

[Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMSCE Program Policies

[Please click here for CMSCE Program Policies.](#)

CMS Privacy Policy

[Please click here for CMS’ Privacy Policy.](#)

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at CMSCE@cms.hhs.gov via email.

