



# Geriatric-Competent Care: Self-Direction for Dually-Eligible Individuals Utilizing LTSS

## *Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E08212019-MMCO)*

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## Activity Information

### Activity Description

Self-direction, often referred to as consumer-direction, is a practice that allows consumers to direct and manage their own personal care services. It is based on the premise that individuals receiving long-term services and supports (LTSS) know their needs best. Self-direction promotes personal choice and control over the delivery of LTSS, including who provides the services and how the services are provided. Evidence shows that individuals participating in self-directed LTSS programs are more satisfied with their services and experience better outcomes when compared to individuals receiving agency-based services.[1] This may have important implications for the dually-eligible population since about half of all beneficiaries dually-eligible for Medicare and Medicaid utilize LTSS.[2]

The shift to offering consumers the choice to direct their own services has posed challenges for health plans, who must utilize new contracting methods. This webinar discussed the importance of care coordinators, person-centered care planning, and assisting members with management tasks required for self-direction for plans seeking to support consumers directing their own care.

Please click below to access the recorded webinar:

[https://resourcesforintegratedcare.com/GeriatricCompetentCare/2019\\_GCC\\_Webinar/Self\\_Direction\\_for\\_Dually\\_Eligible\\_Individuals\\_Utilizing\\_LTSS](https://resourcesforintegratedcare.com/GeriatricCompetentCare/2019_GCC_Webinar/Self_Direction_for_Dually_Eligible_Individuals_Utilizing_LTSS).

[1] Edwards-Orr, M., & Ujvari, K. (2018, April 12). Taking It to the Next Level: Using Innovative Strategies to Expand Options for Self-Direction. Retrieved from <https://www.aarp.org/ppi/info-2018/taking-it-to-the-next-level-using-innovative-strategies-to-expand-options-for-self-direction.html>.

[2] Centers for Medicare and Medicaid Services (2012). Medicare-Medicaid Enrollee Information, National 2012. Retrieved from [https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/NationalProfile\\_2012.pdf](https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/NationalProfile_2012.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:

- Identify key features of self-direction and what it entails for the consumer
- Identify the role of care managers and care coordinators in facilitating decisions on self-direction as part of developing and/or amending the person-centered care plan
- Define the role of a personal care assistant (PCA) in the interdisciplinary care team

### Participation

Register for the webinar, participate in the webinar, 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.

**Kristen Bugara, MSW, LSW, presenter**, is employed by Direction Home Akron Canton Area Agency on Aging and Disabilities. Ms. Bugara serves as the Subject Matter Expert and Director of Self-Directed Services Option at Direction Home Akron Canton. She currently supervises a team of 18 individuals comprised of licensed social workers and registered nurses who help to maintain the health and safety of individuals in the community. Her team works to provide supports and services in the community so that individuals can remain in the community for as long as possible.

Ms. Bugara leads the management staff for the MyCare Ohio United Healthcare Waiver Program and also the PASSPORT Waiver Program. She implemented standardized work processes within care management to increase utilization of this service. Ms. Bugara has facilitated a number of seminars on self-directed care in the region and is a strong advocate for person-centered service planning and self determination.

Ms. Bugara earned a Master of Social Work degree from Akron University.

**Corinne Eldridge, BA, presenter**, has been employed as the Executive Director of the California Long-Term Care Education Center (CLTCEC), a 501(c)3 non-profit organization, since December 2013. Ms. Eldridge has been working with long-term care workers since 2005. She successfully led CLTCEC training for over 10,000 in-home supportive services (IHSS) providers, with primary funding from a Centers for Medicaid and Medicare Innovation (CMMI) Health Care Innovation Award (HCIA). This project produced the first study to find that training home care workers is associated with both better health outcomes and cost savings.

Ms. Eldridge is a subject matter expert and has spoken to the value brought to the health care system by training nursing home workers and MediCal funded In-Home Supportive Services (IHSS) home care providers at the American Society on Aging Annual Conference, the Centers for Medicare & Medicaid Services (CMS), and the California Future Healthcare Workforce Commission. She established innovative funding partnerships with Health Net, L.A. Care Health Plan, and Blue Shield of California Promise Health Plan to provide training for IHSS home care providers in Los Angeles, California. Ms. Eldridge also serves on the Advisory Committee for the University of California, Los Angeles' Geriatric Workforce Enhancement Program (UCLA GWEP) and on the Executive Advisory Board of the Healthcare Career Advancement Program (H-CAP).

Ms. Eldridge earned a Bachelor of Arts degree in Anthropology with a Minor in Economics from California State University, Los Angeles.

**Angela George, MSPH, developer/planner**, has been employed as a Senior Consultant with the Lewin Group, a healthcare and human services policy consulting firm, since July 2011. She has supported numerous contracts for federal clients. Ms. George has supported the development of numerous webinars and technical assistance products as part of the Resources for Integrated Care Series. At Lewin Group, her work focuses on projects related to the dually-eligible population, behavioral health, and the diffusion of promising provider practices.

Ms. George earned a Master of Science in Public Health degree, with an emphasis in Health Policy, from the Bloomberg School of Public Health at Johns Hopkins University.

**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.

**Nicolas Stettler-Davis, MD, MSCE, developer/planner**, has been a Managing Consultant in the Federal Health Practice of the Lewin Group since 2013. Prior to Lewin, he was an Academic Physician at the University of Pennsylvania's Children's Hospital of Philadelphia. As a physician and epidemiologist, Dr. Stettler-Davis has more than two decades of experience in the scientific and clinical aspects of health and diseases. He works on health and health care policies, learning and diffusion activities, and evidence-based guidelines contracts with the U.S. Departments of Health & Human Services (HHS), Defense (DoD), and Veterans Affairs (VA).

Dr. Stettler-Davis earned a Doctor of Medicine degree from Lausanne University.

**Carol Stewart, presenter**, has been an in-home supportive services (IHSS) consumer for several years. She directs her own care and is uniquely positioned to talk about the value of having a trained IHSS worker.

**Courtland Townes, III, BA, presenter**, has worked in the Independent Living movement for over two decades and has overseen consumer-controlled and directed services for individuals with disabilities for over 20 years. Mr. Townes is currently serving as the Deputy Director Boston Center For Independent Living (BCIL). He also manages the BCIL's Personal Care Attendant Program, which provides services to approximately 1200 individuals with significant disabilities. Mr. Townes was instrumental in the implementation of the BCIL Long Term Services and Supports (LTSS) Program for dual-eligible consumers and continues to play a critical role in the expansion of self-directed LTSS in the State of Massachusetts.

Mr. Townes' career at BCIL includes serving as the Director of Services, where he provided oversight of BCIL's vocational rehabilitation program, information and referral services, and independent living services to adults and youth with disabilities. His professional experience also includes serving on the Board of the National Council on Independent Living (NCIL) as the Chair of the Civil Rights Committee for six years before accepting the Director of Advocacy and Public Policy position.

Mr. Townes earned a Bachelor of Arts degree in Psychology from Florida Memorial College.

**Nancy L. Wilson, MSW, MA, developer/planner**, is a Gerontological Social Worker with over 40 years of experience caring for older people and families. Ms. Wilson is currently serving as an Associate Professor of Medicine and Geriatrics for the Baylor College of Medicine. She has been a Faculty Member at the Baylor College of Medicine for over 35 years, teaching and conducting research in the field of aging. Her previous experience includes serving as the Director of the Texas Project for Elders, Associate Director for the Texas Consortium of Geriatric Education Center, and the Clinical Instructor of Gerontology for the University of Texas School of Nursing.

Ms. Wilson has extensive academic and clinical experience in geriatrics, home-based, and community-based services. She has extensive experience in interdisciplinary training for all levels of trainees and practitioners in the medicine, social work, nursing and pharmacy fields. She has conducted webinars, face-to-face continuing education training events to over 200 audiences, and classroom training related to social work, nursing, and medicine. In addition, Ms. Wilson helped plan and develop the continuing education materials for this webinar.

Ms. Wilson earned a Master of Arts degree in Social Service Administration from the University of Chicago.

## ***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 1.25 AMA PRA Category 1 Credit™. Physicians should only claim credit commensurate with the extent of their participation in the activity. Credit for this course expires at midnight on August 21, 2020.

#### **International Association for Continuing Education and Training (IACET)**

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 Continuing Education Unit (CEU) 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 21, 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](mailto: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: Self-Direction for Dually-Eligible Individuals Utilizing LTSS**” 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](mailto: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](mailto:CMSCE@cms.hhs.gov) via email.

