



Review of Commonwealth Coordinated Care Beneficiary Focus Groups (CY 2014)

Medicare-Medicaid Plan Meeting
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Gerald Craver, PhD
Meredith Lee, MPH
Sarah Broughton, MSW



Overview

- **Focus Group Study Overview**
- **Participant Recruiting, Discussion Questions, and Data Collection and Analysis**
- **Beneficiary Participant Demographics**
- **CY 2014 Focus Group Findings**
- **Study Limitations**
- **Next Steps**
- **Questions, Comments, or Concerns**



Focus Group Study Overview

- Purpose is to describe the early impact of CCC by soliciting accounts of experiences from beneficiaries with LTSS needs and to identify areas for program improvement
- Implemented using a plan developed by the evaluation team and reviewed by the evaluation advisory committee and other stakeholders
(http://www.dmas.virginia.gov/Content_pgs/ccc-eval.aspx)



Recruiting Strategy and Discussion Questions

- Partnered with VaCIL to recruit beneficiaries meeting certain criteria
 - receiving services from the 4 CILs assisting with this project (2 in Tidewater and 2 in Central Regions)
 - enrolled in CCC for at least 3 months and have experience working with a care coordinator
 - capable of communicating experiences in a group setting
- Discussion questions covered CCC enrollment, program experience, care coordination, and areas for improvement



Data Collection and Analysis

- 4 focus groups consisting of 21 participants (15 beneficiaries and 6 family members/caregivers representing beneficiaries)
 - Informed consent obtained prior to data collection
- Discussions audio recorded and transcribed verbatim generating 311 pages of transcripts
 - Transcripts compared against recordings to ensure accuracy
- Analysis performed using constant comparative method



Dual Eligible Participant Demographics

| Demographics | Frequency (N=21) |
|-----------------------------|--|
| Gender | Female (11), Male (10) |
| CCC Enrollee | Yes (9), No (12) |
| Age | Avg. (62.1 yrs.), Rng. (41-98 yrs.) |
| EDCD Waiver Participant | Yes (16), No (5) |
| Nursing Facility Resident | Yes (3), No (18) |
| Mobility Impairment | Yes (16), No (4) ^a |
| Health Risk Assessment | Yes (13), No (5), Unknown (2) ^a |
| Plan of Care | Yes (5), No (11), Unknown (4) ^a |
| Interdisciplinary Care Team | Yes (4), No (11), Unknown (5) ^a |

Note: Based on self-reported data collected from dual eligible beneficiaries and family members (for the beneficiaries they were representing) prior to the focus groups.

^aIndicates that one participant did not answer these items on the demographic questionnaire and is not included in the frequencies.



CY 2014 Focus Group Findings

- 5 broad themes identified describing first year beneficiary experiences and identifying areas for program improvement
 - Learning About CCC Through a Confusing Landscape
 - Providers and Family Members Influencing Beneficiary Enrollment Decisions
 - Promoting CCC to Better Meet Needs of LTSS Beneficiaries
 - LTSS Beneficiaries Recognizing CCC Value
 - Engaging in More Person-Centered Service Delivery



Learning about CCC through a Confusing Landscape

• CCC Notifications Not Resonating

- **Family:** *I got the letter and I totally forgot because I had to keep 3 things going on, me and my mother and my daughter...*
- **Dual:** *...it was cutting off everything except Medicare...I started getting papers...and I don't really understand it.*

• Misunderstanding Healthcare, CCC, and MMPs

- **Family:** *I heard...on the news that...the [CCC] program isn't going to end December 31st, it's going to go into January.*
- **Dual:** *[DMAS] does not accept [the MMP]...it's not Medicaid...so when you took [the MMP], you lost Medicaid.*

• Encountering Enrollment Frustrations

- **Dual:** *My doctor...[said] you no longer have Medicaid and Medicare, we don't take [the MMP]...I was like I don't have that...that's when I knew they had put me in the program...*



Providers and Family Members Influencing CCC Enrollment

• Providers Driving Some Opt-Out Decisions

- **Dual:** *I've been with [X doctors] for 21 years and...you don't want to change those people that know everything about you. If they took [the MMP], it would be different, do you understand what I'm saying?*
- **Dual:** *I opted out because...my doctor wasn't going to take the [MMP]...[they] called and said you'll either have to find another doctor or change the insurance.*

• Family Members Are Also A Factor

- **Family:** *I don't see [CCC helping] Steve, I'll do right for him. I'm not going to [have] people...telling me I have to take him somewhere. I'm going to make decisions for him as long as I'm alive.*
- **Family:** *I...was apprehensive because...I didn't know if I had to change my lifestyle. My mother has dementia and I could not work and care for her by myself.*



Providers and Family Members Influencing CCC Enrollment

- **Turning to Service Facilitators for Guidance**
 - **Dual**: *I found out about it in the mail...I [thought it was a bill]...I called Jane [service facilitator] and...she talked to me...I brought it in because...I didn't really understand, you know.*
 - **Family**: *Things just wasn't clear...I read the package...I like the fact that I was able to communicate with Mary [service facilitator]...to keep me focused otherwise I wouldn't get no information...*
- **Apparent Lack of Continuity of Care Knowledge**
 - **Dual**: *I got sick and went to my doctor...when I got there they called me to the window and said we can't see you today. I was like huh, they was like you're under [the MMP]...she said if I was that bad off I could [go] to the hospital...*
 - **Dual**: *I was on my way to an appointment...and she called me and said are you on your way here? I said yes, she said well, you might as well go back home...you have [the MMP] and we don't accept [it]...*



Promoting CCC to Better Meet Needs of LTSS Beneficiaries

- **Maintaining Personal Care is Important**
 - **Dual**: *All of us has an attendant, we need that, we need that...*
 - **Dual**: *I lost my aide...I need assistance...you know, I need my assistants.*
 - **Family**: *...I would have stayed [in CCC], but my workers are not getting paid...*
 - **Family**: *...they held my caregiver's timesheets up...it was a very [big] dilemma...I told them we're going to lose our caregiver because she's not being paid...I had to lend her money to keep her. This is not right.*
- **Meeting Beneficiary Needs for Transition Services**
 - **Caregiver**: *She wanted to move...we were trying to get her transition services lined up with CCC and...we called the customer line and asked about transition services. They didn't know what they were...[the transition] ended up falling through since we couldn't get straight information...*



LTSS Beneficiaries Recognizing CCC Value

- **Positive Impressions of Care Managers**

- **Dual:** *She was real good...explained everything...She sat down, told some jokes...I'm bipolar, got ADD...she said you don't have to go through this alone...she wasn't in a hurry...she's [helping] me get a new wheelchair...and she checks to see how I'm doing and I appreciate that...I live by myself so I appreciate it really.*

- **CCC Benefits are Attractive**

- **Dual:** *The deal sounds good of coordinating everything...you know, it's saving the government money...I'm all for that.*
- **Dual:** *...reading through [the] benefits...[I liked] eyeglasses and my teeth...dental work...[CCC] benefits me [more] than what plain Medicare and Medicaid could do and that's why I'm with [the MMP].*
- **Dual:** *I really want to get into the program, Commonwealth Coordinated Care...I like the dental and vision benefits...*



Engaging in More Person-Centered Services

- **Promoting CCC through Face-to-Face Dialogue**
 - **Family**: *For those of us that don't have someone to advocate...send someone out and go over these things...because you're bombarded with a lot of paperwork...*
 - **Dual**: *...sometimes mail leaves out things and on the telephone, people forget to tell you things. You come to a one-on-one meeting...you get a chance to ask...*
 - **Caregiver**: *...[the care manager] explained to us all the different things he'd receive...so it's pretty good but I think they should have emphasized more on getting in touch with people...*
- **Using Alternate Means of Communicating**
 - **Family**: *We didn't know what [the MMP] was offering...because no one explained it to us...a lot of people just didn't get proper information.*
 - **Caregiver**: *...if the [EDCD waiver] employer of records had received the information it would have been perceived a lot differently.*



Engaging in More Person-Centered Services

- **Educating Beneficiaries about CCC and Connecting to Appropriate Services**
 - **Dual:** *What are the benefits? How is it beneficial to switch...that's why I'm here today [at the focus group] to ask these questions...Who do I call?*
 - **Dual:** *[The MMP] wasn't offering stuff I [needed]...they didn't know my situation...I don't know if you [the focus group moderator] know it but what can I do to find a doctor who will prescribe the pain medicine I've been on for ten years? Pain clinics won't take me and my current doctor won't have anything to do with it.*
- **Put Yourself in Our Shoes and Help Us Understand**
 - **Dual:** *I know they have a large volume of clientele but a phone call would have been nice.*
 - **Family:** *...have somebody...talk to us...it would have given me the opportunity to do a better assessment to see if it was more tailored to my mother's needs.*



Limitations of Focus Group Study

- Findings are limited to 4 focus groups composed of a non-random sample, thus results do not necessarily generalize to all CCC enrollees
- While priority for recruitment was to individuals enrolled in CCC for at least 3 months and with care management experience, enrollees with less than 3 months as well as individuals who opted out of CCC were included
 - This may have caused the discussions to differ from how they would have been had they consisted of participants who met the original recruitment criteria



Next Steps

- MMPs use focus group findings for program improvement purposes
- Continue conducting beneficiary focus groups during CY 2015
 - 1st focus group conducted in Louisa County on February 3
 - Working with V4A to schedule 5 additional focus groups across demonstration regions
- Follow up with VaCSB to discuss organizing focus groups and/or interviews with enrollees with behavioral health needs or their family members/caregivers



Questions, Comments, or Concerns

- For additional information on the CCC Evaluation, please contact:
 - **Gerald Craver**
gerald.craver@dmas.virginia.gov
804-786-1754
 - Or visit the **CCC Evaluation website**
http://www.dmas.virginia.gov/Content_pgs/ccc-eval.aspx