EVOLUTION OF THE MINNESOTA HELP NETWORK – HCBS CONFERENCE 8/29/16
GOALS OF TODAY

- Discuss the evolution of the MinnesotaHelp Network
- Explain the design of Minnesota’s Model
- Explain how we use technology for Quality Assurance
- Demo of Technology
Why the Minnesota Help Network?

Americans Seriously Unprepared for Long-Term Care, Survey Finds
By Jason Kane | April 24, 2014

Boomers aren’t terribly happy, and it shows (in 5 charts) … The fragility of their financial condition is apparent in a range of questions.
By Warren S. Hersch | April 27, 2016

How to Recognize Signs It’s Time for Assisted Living
January 21, 2016 – Sarah Stevenson

Why No One Can Afford Long-Term Care Insurance (and What to Use Instead)
US News and World Report (March 10, 2016)

The real story about retirement:
Millions of baby boomers face financial crisis
Katy Read – October 21, 2015
PROJECTED LTC EXPENDITURES

Projected LTC Expenditures in Minnesota: 2013 - 2017

Source: DHS, Reports and Forecasts, February 2013
BUDGET PRESSURES WILL CHANGE -- MORE 65+ THAN SCHOOL AGE BY 2020

Census counts & State Demographer projection, revised 2007
IF STATE HEALTH CARE COSTS CONTINUE THEIR CURRENT TREND, STATE SPENDING ON OTHER SERVICES CAN’T GROW

General Fund Spending Outlook, presentation to the Budget Trends Commission, August 2008, Dybdal, Reitan and Broat
THE LARGEST PROBLEM IN THE HEALTHCARE INDUSTRY

15% (2.3 trillion) of the GDP is being spent on the sickest*

- 20 years from now it will be 60% of GDP

The U.S. spends 10x more than the 2nd leading country in the world on these patients, yet we rank 37th in terms of quality and value of healthcare

The more treatment the patient receives, it is often the more their quality of life is decreased and life span is shortened as well

Triple aim of healthcare: improve patient experience, improve population health, decrease per capita expenditures

I&R Centers are playing a key role to improving population health and consumer/patient experience

- Real-time collaborative communications is critical to MN success
- Applications to track, follow-up and transition patients will differentiate States that drive down cost

BOOMERS HAVE NO REAL PLANS TO PAY FOR THEIR LONG TERM CARE

Boomers’ Plans

- Don’t know: 32%
- Personal savings and investments: 22%
- A government program: 18%
- Long-term care insurance: 16%
- Home equity, e.g., rev….: 5%
- Support from children/family: 1%
- Something else: 1%
- No answer: 5%

Source: Transform 2010, MN Department of Human Services, 2010
THE BOTTOM LINE

“Long-term care decision making is a complex and often highly emotional and individualized process”*

“Factors include individual values, access to formal care and adequacy of providers skills, availability and willingness of information care providers, individual financial resources [benefits], age, physical decline, falls/fractures, cognitive decline, safety fears, health needs, sleep problems and nutrition”*

“Decision making is made independently (19%); collaboratively with family and professionals (17%) or entirely delegated (64%)”*

*Literature Review – Wilder Research, June 2008, quoting several sources
WHEN PEOPLE MAKE DECISIONS ABOUT LONG TERM CARE…

They want accessible online and print resources.
They want interactive tools.
They want to shop for it like everything else they shop for.
They want immediate access.
They want to talk to experts.
THE MINNESOTAHELP NETWORK WAS DESIGNED WITH THIS IN MIND.

What is the MinnesotaHelp Network™?

The MinnesotaHelp Network™ is an integrated system of aging and disability experts that:

- Builds on our existing home and community based infrastructure.
- The network strives to provide the right information, for the right people, at the right time, by connecting community providers who may intersect with people who need long-term care help, raising awareness of consumer needs and training these providers in resources and referrals.
- The goal is that there will be no wrong door for people who need help to remain in their home and communities.
Senior Linkage Line started in 1994, DLL in 2005 and VLL in 2007
1 of 8 states to receive 1\textsuperscript{st} ADRC Grant in 2003
Minnesota Created a Virtual Model built off existing partnerships
Uses a no wrong door approach
Support provided through 4 channels

phone
in-person
print
technology
HOW FAR WE HAVE COME IN 20+ YEARS

• Increased statewide uniformity
• One number routes to statewide internet contact center model with secure phone, chat, document sharing, email and video conference
• Now six AAAs provide services at 7 locations with the largest being metro (Senior LinkAge Line®)
• Two CILS provide services at 4 locations (Disability Linkage Line®)
• And One location (Veterans Linkage Line®) serves veterans statewide.
• Same technology and Secure communication including all training is now online
• Network partners number in the thousand with a focus on county case managers, health plan care coordinators, county veterans service offices and the volunteer programs such as RSVP and Senior Companion as well as work supports.
Telephone Assistance
Senior LinkAge Line® (1-800-333-2433)
Disability Linkage Line® (1-866-333-2466)
Veterans Linkage Line™ (1-888-Linkvet)

Face-to-Face Assistance
Through county MNCHOICES Outreach Sites Access Points

Online Tools
www.MinnesotaHelp.info
• Live Chat and Resource database
www.mnaging.org
• Level I and II referrals, MDS, referrals, Level of Care referrals, Hospital Discharge Referrals)
www.DB101.org

Print
Before a Move: Consider Your Options
Health Care Choices
Planning Ahead
Returning Home booklet
What does person-centered mean for me?
Phone
VOIP TECHNOLOGY IS THE BACKBONE OF THE NETWORK

- Provides a statewide blended media solution which includes phone, chat, email, video and desktop sharing as well as online tools like secure forms to bring in other partners

- Secure and Encrypted tool for LinkAge Line Staff and Partners

- Allows for “real-time” collaboration

- Provides seamless referrals to partners

- Creates efficiencies when Contact Centers need back up support

- Includes VOIP phone calls, chat, desktop sharing
PHONE SUPPORT VIA REVATION LINKLIVE™

Senior LinkAge Line®
1-800-333-2433
LINK TO A LOCAL AGING EXPERT

Disability Linkage Line®
1-866-333-2466

Veterans Linkage Line™
minnesotaveteran.org | 1-888-LinkVet
(546-5838)

MinnesotaHelp.info
The Linklive™ product is utilized to do the following:

- Securely receive Pre-Admission Screening (PASSR) or other health care related assistance referrals from hospitals, clinics or nursing homes.

- Securely receive referrals for consumers who need Long Term Care Consultations (MnCHOICES).

- Securely connect callers to the Linkage Lines or to other partners who are the “experts” in our system.

- Securely receive other referrals from the Senior LinkAge Line® for consumers who want to relocate from an institution back to the community.
PARTNERS USING THE TECHNOLOGY

- We are county administered system: Counties don’t just do roads and bridges!
- Each has an adult mental health unit (they do OBRA Level II)
- Each has a county veterans services officer group that are critical to the veterans services system
- Each has a social services group that does all the financial eligibility
- Each has a county public health or long term care group that does prevention and often the long term care assessment
- Often times they have clients to which who they are providing fee for service case management
GOAL OF THE PARTNERSHIP

• Since the Linkage Lines will never plan to do eligibility determination and only eligibility screening (PASSR) or forms assistance (SHIP) it is important we can securely communicate with the counties:
  • Revation is the infrastructure for our “No Wrong Door” strategy
  • This is not a mandate – it is an opportunity for the counties since there is no cost for the license
  • Ultimately, we want to jointly service consumers with seamless assistance through the Linkage Lines and Counties
    • Referrals from Linkage Lines to Counties
    • Referrals from Counties to Linkage Lines
COUNTIES ON LINKLIVE™

No Revation Chat
• 53 counties

LTCC County Staff
• 34 counties

Tribes Using Revation
• 1 White Earth

• 39% of Counties Using Revation Tool
OTHER PARTNERS IN THE NETWORK

• Vocational Rehabilitation Services and DLL
  • Employment benefits with financial planning for people on SSDI

• VTCLI Partnership (MN Ride Link Project)
  • 77 CVSOs/Transportation Providers MnDOT provides an computer desktop upgrade as part of the grant
DEMO OF REVATION
INTRODUCTION TO THE COMMUNICATOR

- LinkLive is an all-in-one cloud solution that supports secure communications between patients, customers, colleagues and business partners.

- It provides encrypted email, web chat, Voice over Internet Protocol (VoIP), video, file transfer and video calling.

- LinkLive is an easy-to-use interface for administration, management and call center agents as well as healthcare and finance professionals.
Example – Secure Chat-Centric Communication

The Multimedia Session Window
- Telephone Calls
- Chat
- Video
- Desktop Sharing
- Conferencing
- Full Recording
Example – Secure Desktop Sharing & Video
Hunt Groups distribute any type of media - “chat” “calls” “web-form mail” “voicemail” - to the next available agent based on skills and other data points. In Minnesota, all calls are area code and prefixed routed to the nearest SLL office.
ADVANCED REPORTER
QUALITY ASSURANCE

Call Monitoring by State Unit on Aging (MBA)

- Regular Call Monitoring by designated staff to ensure protocols & LTCOC requirements are met
- CCT pulls calls as needed due to complaints or concerns

Call Monitoring by local Area Agencies on Aging

- Monitors 2 calls per specialists per month
- Provides coaching and feedback
- Escalates to MBA as needed

Chats and calls are monitored by the same interface and can be retrieved by user or hunt group
QUALITY ASSURANCE (CONT.) LTCCE EXAMPLE

1. Number of People Who Chose Long-Term Care Options Counseling (LTCOC)
   - Declined
   - Accepted

2. People Receiving Verification Codes (all types of codes)

3. Age of People Who Received LTCOC
   - 0% 18-40
   - 0% 41-50
   - 0% 51-60
   - 10% 61-70
   - 50% 71+
   - 0% for the period 02/01/14 thru 07/31/15

4. Age of People Who Declined LTCOC
   - 0% 18-40
   - 0% 41-50
   - 0% 51-60
   - 0% 61-70
   - 32% 71+
   - 0% for the period 02/01/14 thru 07/31/15

5. Reasons for Declining LTCOC
   - Multiple reasons possible
   - For the period 02/01/14 thru 07/31/15

6. % of People Who Responded to Question About Receiving UCIG
   - Yes
   - No
   - 92% for the period 02/01/14 thru 07/31/15

7. Live Well at Home Rapid Screen Results
   - No Risk
   - Low Risk
   - Mild Risk
   - High Risk
   - 64% for the period 02/01/14 thru 07/31/15

8. Age of People Who Are High Risk - Live Well at Home Rapid Screen
   - 0% 18-40
   - 0% 51-70
   - 56% 71+
   - 0% for the period 02/01/14 thru 07/31/15

9. Reason for Move at Initial Call - High Risk Callers Only (multiple reasons possible)
   - Need Services
   - Safety Concerns
   - Recommended by Family
   - Family Decision
   - Difficult to Assess
   - Nursing Home Discharge
   - Special Needs Services
   - Waiting List Completion
   - Hospital Discharge
   - Too Many Modifications
   - Loss of Spouse or Other Caregivers
   - Death of Spouse
   - Respite Stay RW/SAL
   - Undercard
   - Consumer Reluctance
   - Word of Mouth
   - 0% for the period 02/01/14 thru 07/31/15

10. Decision Made at 10 Day Follow-Up - All Callers Who Receive LTCOC
    - Admitted to Nursing Home
    - Move
    - Remain in Home
    - Remain in RNW/SAL
    - Remain in Nursing Home
    - Respite Stay RNW/SAL
    - Undecided
    - For the period 02/01/14 thru 07/31/15

11. Decision Factors Leading to Move at 10 Day Follow-Up (multiple reasons possible)
    - Need for Services
    - Safety Concerns
    - Recommended by Family
    - Family Decision
    - Difficult to Assess
    - Nursing Home Discharge
    - Special Needs Services
    - Waiting List Completion
    - Hospital Discharge
    - Too Many Modifications
    - Loss of Spouse or Other Caregivers
    - Death of Spouse
    - Respite Stay RNW/SAL
    - Undercard
    - Consumer Reluctance
    - Word of Mouth
    - For the period 02/01/14 thru 07/31/15

MinnesotaHelp.info
SUPERVISOR CONSOLE

• Supervisors can review calls by Specialists by Hunt-group

• Provides Charts & Graphs of Hunt-group Activity

• Allows Supervisor to Search for Calls to do QA and call monitoring

• Allows Supervisor to “make specialists” available to take a call

• Agent Scheduling and planning functionality
SUPERVISOR CONSOLE

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</tr>
</tbody>
</table>

Tools jlasalle@revation.com

Force status to:

- online

**MONITOR**
Request agent silent call your Communicator

**STATUS**
Show a graph of the agent status

Close
ONLINE FORM
Welcome to the MinnesotaHelp Network™ online referral page. Through this portal you can securely make referrals to the Senior LinkAge Line® and Disability Linkage Line® for Pre-Admission Screening, Level of Care 90-day redeterminations, Moving Home Minnesota (Money Follows the Person), MDS Section Q or a referral for a consumer who wants to leave their current setting and return to the community and receive follow-up. We need to ask a few questions to help determine which type of referral you are trying to make.

Any referrals that are made to the Senior LinkAge Line® should be printed and retained in the consumer's medical chart. If the consumer would like a copy of the referral, please ensure a copy is provided.

Please bookmark the following link or save as a favorite to be directly taken to the online referral site: https://mnhelpreferral.revation.com.

What if I want to make a referral and I don’t fit into any of these categories? Call the Senior LinkAge Line®: A One Stop Shop for Minnesota Seniors at 1-800-333-2433 and they will help you figure it out.

I am helping someone who...

- Is being admitted to a nursing facility and needs a Pre-Admission Screening
- Needs a Level of Care 90-day redetermination for Medicaid payment in the nursing facility
- Is being discharged from a hospital and/or needs help in the community
- Would benefit from help leaving nursing home/current setting and returning to the community

Continue
HISTORY

• Created in 2013- previously done by 87 counties in 87 ways 😊

• Provides streamlined online website for various types of referrals:
  • PASSR Level I and II referrals
  • Level of Care 90 day redetermination
  • Hospital & Health Care Home Referrals
  • Return to Community Referrals (In home support by Senior LinkAge Line Community Living Specialist staff)
DATA ON REFERRALS SINCE ROLL OUT

- Pre-Admission Screening Referrals = 180,735
- Level of Care = 378
- Moving Home Minnesota Referrals = 13
- Hospital & Health Care Home Referrals = 1,628
- Nursing home referral for SLL In-person Support = 1,398
- MDS Section Q Referrals = 753

- Data range 11/1/13 thru 8/22/16
TECHNOLOGY
Disability Benefits 101 gives you tools and information on health coverage, benefits, and employment. You can plan ahead and learn how work and benefits go together. > More

Welcome to DB101 (1.5 min video)

First Time? Start Here

Your Situation
Take a personal approach to benefits planning: Find information that applies to you. > More

- Going to Work
  Planning to work? Find support for going to work and learn how a job can affect your benefits. > More

- Young People and Benefits
  Learn how to manage school, work, and benefits. Includes tips for parents. > More

- New to Benefits
  Find out how disability benefits programs work, and learn how to plan for changes in the future. > More

Programs
Just the facts: Get details about benefit programs.
> More

- Cash Benefits
  Learn about benefits that can help you meet your basic needs. > More

- Health Care Coverage
  Explore many health coverage options, from public and private sources. > More

- Work Programs
  Learn how state and federal programs can support your career plans. > More

Talk to an Expert
Mon-Fri 8:30-5:00 Central
Live chat: Chat Now
1-866-333-2466
Email a question
DISABILITY BENEFIT 101
MinnesotaHelp.info

• Resource data base for consumers online and for the Senior LinkAge Line® workers

• By the Numbers:
  • Approximately 12,813 agencies
  • Providing 42,690 services
  • Located in 27,448 locations
MINNESOTAHELP.INFO
UPDATED JULY 2015

• Includes searching by location services
• Ability to do distance sorting
• New Look and Feel
• 3 new finders to match needs to services
  • Assisted Living Services
  • Independent Living Skills
  • Supported Employment Services
• Live Chat on every Web Page
• Responsive Design (Users can view on mobile devices)
NAVARING MINNESOTA'S OVER
10,000 HELPING AGENCIES

MinnesotaHelp.info® is brought to you by the State of Minnesota, and strives to connect people with services in their communities.

Are you or someone you know using Assisted Living, Independent Living Skills or Supported Employment Services?
You can now review an agency as part of a pilot program!

Sign in and start reviewing  About the pilot program

QUICK SEARCH
Taxonomy Search

NWF:
Blazing a Trail at the Minnesota State Fair
The Minnesota State Fair ... More

Stay Safe During a Heatwave
Minnesota can be extremel... More

DE 101 Website Launches New Tool
My Vault
DE101.org helps people ... More

Medicare's Mail Order Diabetes Testing Supply Program
Medicare offers a Nationa... More

Summer - County Fairs in Minnesota
Summer fun statewide! ... More

SERVICE PROVIDERS
Provider Portal
Used by providers to keep their data up to date.

QUALITY INFORMATION SENIORS PEOPLE WITH DISABILITIES YOUTH

UNEMPLOYMENT TRANSPORTATION WAIVER, ALTERNATIVE CARE AND ESSENTIAL COMMUNITY SUPPORTS FAMILIES
TODAY’S INTERNET CHAT THROUGH MINNESOTAHELP.INFO

- Supported by Specialized single call center in MNRAA called the “client services center”
- These staff as well as staff of the Consumer Choices Team handle chats and emails through Minnesotahelp.info and the Senior LinkAge Line® email.
- Goal is to route chats statewide – we are piloting some statewide routing now
DEMO OF THE NEW MINNESOTAHELP.INFO
MINNESOTAHELP.INFO® FUTURE PROJECTS

Redesigned Minnesotahelp.info® and Provider Portal launched – July 2015, additional update coming fall 2016

Home and Community Services Finder

• Launched – July 2015
• Next three services to be incorporated: adult foster care, assistive technology, caregiver supports (2016)

Direct Support Worker Registry – will launch 1/1/2017
Community Support Connect®
Find community support that fits YOUR needs

I am a Support Worker  I am Seeking Support
DATA MAINTENANCE IN MINNESOTAHELP.INFO

- Partnerships for data integration - External data sources via automated data feeds -
  - Department of Human Services
  - Waiver Data from the Medicaid Data Warehouse (WPS)
  - Department of Health
  - HUD
  - USDA
  - Minnesota Department of Education
  - Counties
  - Cities
  - MN Department of Veterans Affairs
DATA MAINTENANCE IN MINNESOTAHELP.INFO

• Other Sources of Data –
  • Providers – Revation Provider Portal

• Senior LinkAge Line Staff

• Data Management Specialists via
  • Website Reviews
  • Calling Providers
  • Via Provider Portal
  • Via Chat supported by DMS staff
QUALITY ASSURANCE OF RESOURCE DATA

- Utilization third party tools to regularly review the data through an automated process.
- Review for consistency and quality
  - Example: Addresses are sent out to MelissaData for USPS formatting, internal
- Annual standards are reviewed by subject matters experts
  - Elderly Waiver program reviewed by staff in Health Care Eligibility and Access at DHS
- Tools that batch and upload data use an automated process to compare the old record to the new record and note changes for eyes on review.
- Staff follow a style guide for consistency across the database
- MBA reviews a quarterly deletion report
CONTACTS

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THE END