

>> SLIDE 1

**BACK TO THE
FUTURE** 2024

 **NCIL ANNUAL CONFERENCE ON INDEPENDENT LIVING**

2024 Annual Conference on Independent Living

BACK TO THE FUTURE

Presented by the National Council on Independent Living

>> SLIDE 2

Successful Transitions: The Collaboration of Florida Centers for Independent Living (CILS) and Sunshine Health

July 25, 2024

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Donna Melogy, Vice President, Case Management

>> SLIDE 3: Agenda

- Intro
- Program Overview
- Impact/Need
- Program Development
- Program Implementation
- Key Findings
- Q&A

Who We Are



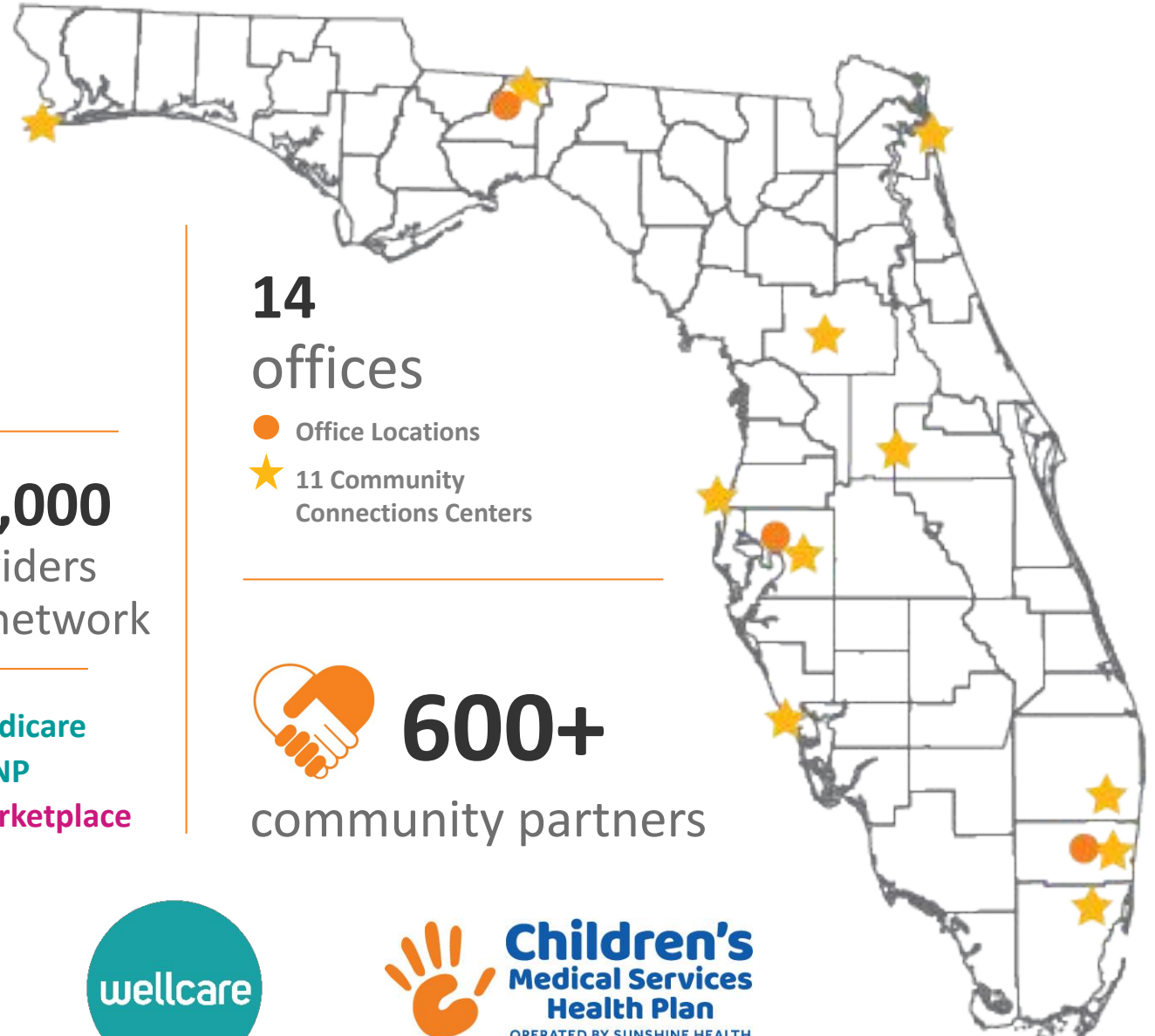
2.6 million
members statewide

3,000
employees

2,100
supporting
Care Management

100,000
providers
in our network

- **Medicaid**
- **Long Term Care**
- **Child Welfare**
- **Serious Mental Illness**
- **CMS Health Plan**
- **Medicare**
- **DSNP**
- **Marketplace**



>> SLIDE 5

Program Overview

>> SLIDE 6: History of Sunshine Health's Nursing Home Transition Program

Sunshine Health knows that independent and safe living is important to our members. We can help you learn your choices to make the best choice for you. Your options could be moving into the community which can entail living with a relative or friend or moving into your own home. With the right supports in place, you can be safe, happy and healthy living in the community.



Transition Assistance

Up to \$5,000 to help you transition from a nursing home to a community setting.



Person-Centered Plan

With a care team to help you work toward your goals.



Intermittent and Skilled Nursing

Intermittent and skilled brief nursing care for daytime medical needs.



Transportation Services

Call for help with rides to medical visits.



Home Accessibility/Adaption

We can help adapt your home to help you live there safely.



Caregiver Supports

We offer respite care so your caregivers can take a break, too.

>> SLIDE 7: Discussion Point

What are some unique ways you support transitions in your market/state?



>> SLIDE 8: Overview

Sunshine Health's Community Transition and Stabilization Program is a partnership program between **Sunshine Health, Florida Association of Centers for Independent Living (FACIL)**, and the local **Centers for Independent Living (CIL)** throughout the state of Florida.

This program is designed to provide pre- and post-transition support and resources to ensure members' inclusion and independence in the community.

CIL services will be offered over a period, starting with more intense assistance and reducing as the member's needs stabilizes. Sunshine Health is partnering with CIL partners to focus on:

- Pre-Transition Services
- Post Transition Services
- Additional community transition and stabilization services

>> SLIDE 9: Program Need

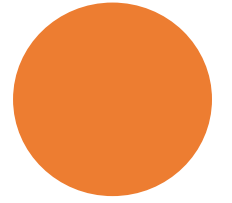
According to the Nursing Home Transition Programs:

Perspectives of State Medicaid Officials, nursing home transition programs are viewed as one strategy to help reduce the high levels of Medicaid spending associated with nursing home care.

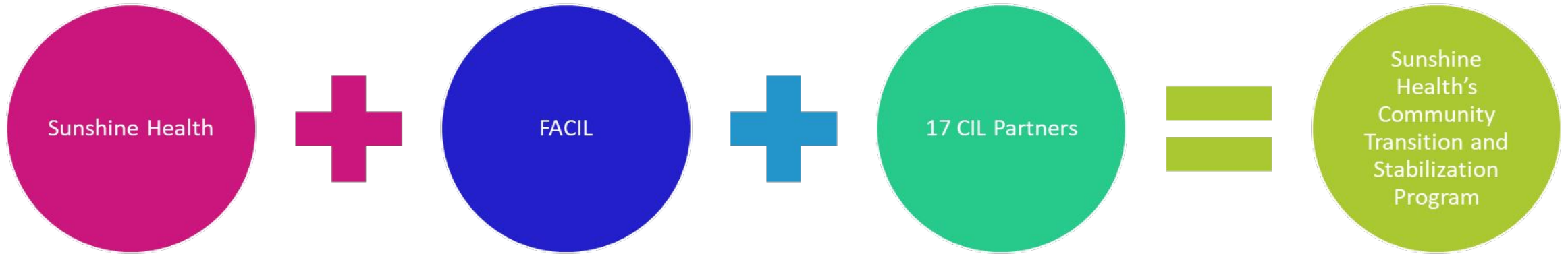
Moreover, it is a well-known fact that transitioning home improves the quality of life for those members.

>> SLIDE 10: Member Impact

- Empowerment
- Independence
- Productivity of individual
- Transition support
- Affordable housing assistance



>> SLIDE 11: Partnership



>> SLIDE 12: Cross Sector Partnership Benefit



Cross-sector partnerships can have positive impact on health care outcomes, cost and directly benefit Medicaid beneficiaries.

- 2017 Nonprofit Finance Fund®, Center for Health Care Strategies, Alliance for Strong Families and Communities

>> SLIDE 13: Discussion Point

Are you currently partnering with a Managed Care Organization (MCO)?



>> SLIDE 14

Program Development and Implementation

>> SLIDE 15: Development

Program development entailed:

- Assessing the opportunity
- Identifying the CILs strengths
- Strengthening Relationships
- Process mapping and development
- Partnership buy-in
- Collaboration

>> SLIDE 16: Development

Program Purpose

Member Criteria

Services &
Reimbursements

Roundtable
Discussions

Referrals &
Reporting
Tracker

Resources

Communication
Material

Training

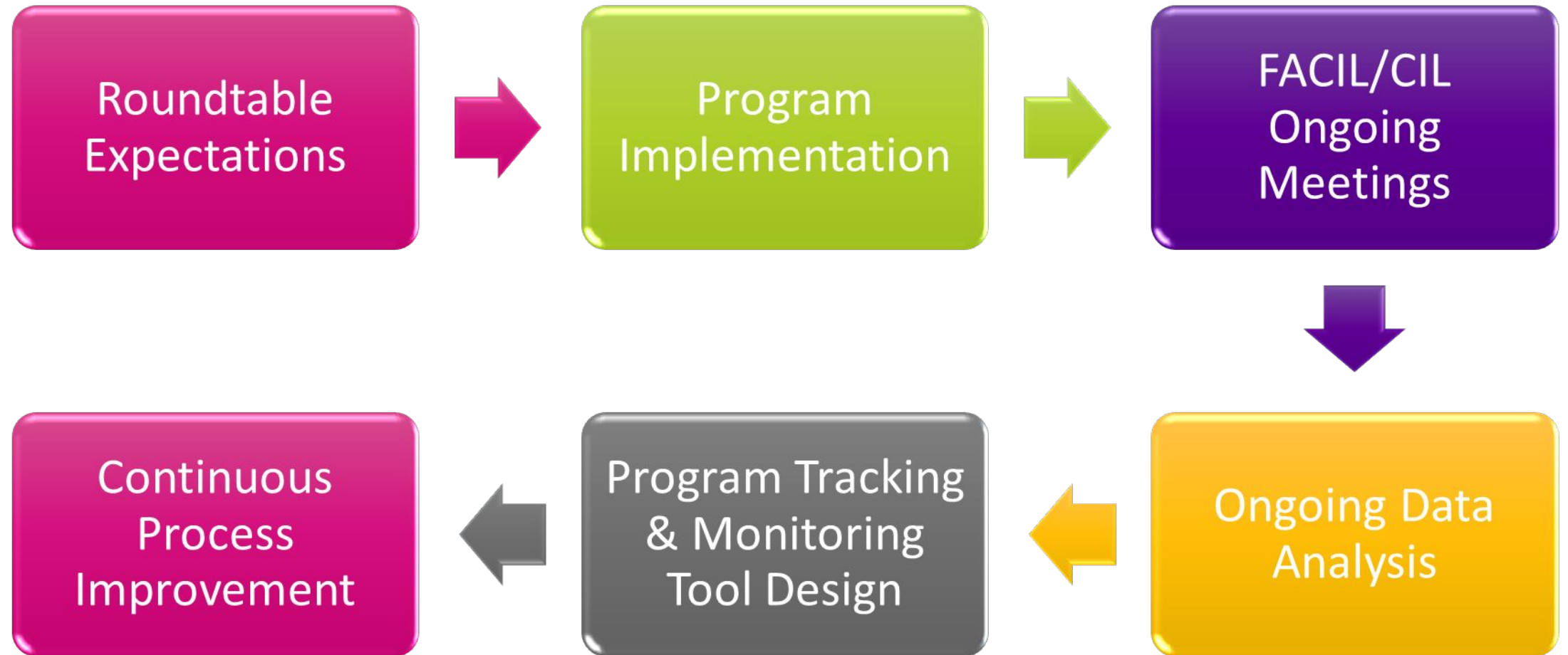
>> SLIDE 17

Implementation

>> SLIDE 18: Program Design

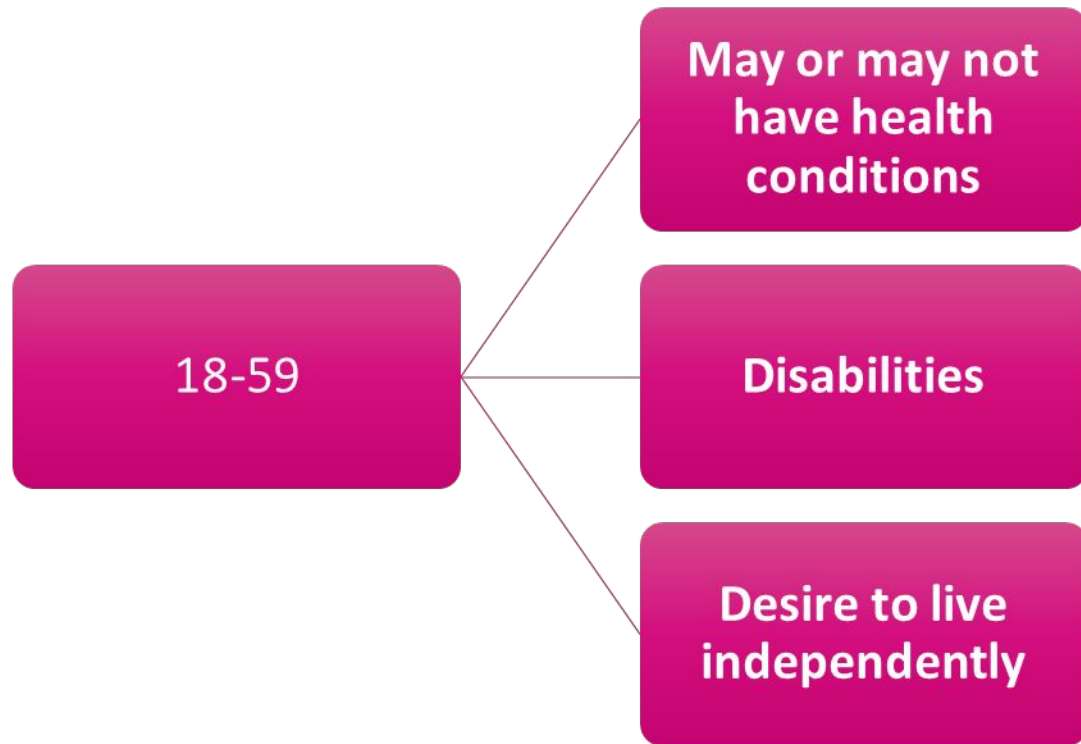


>> SLIDE 19: Program Design



>> SLIDE 20: Member Criteria

NURSING HOME TRANSITION



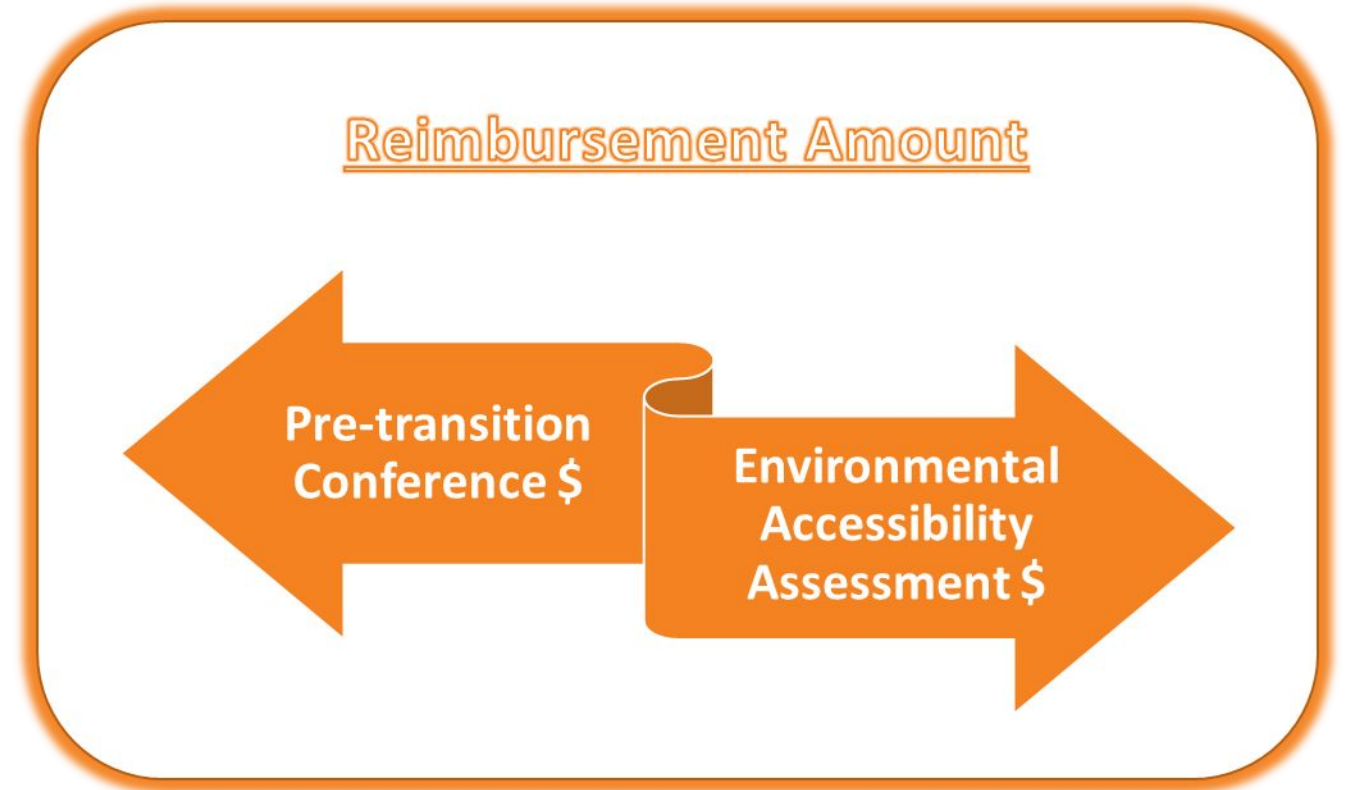
ADDITIONAL SERVICES



>> SLIDE 21: Transition Services



>> SLIDE 22: Pre-Transition

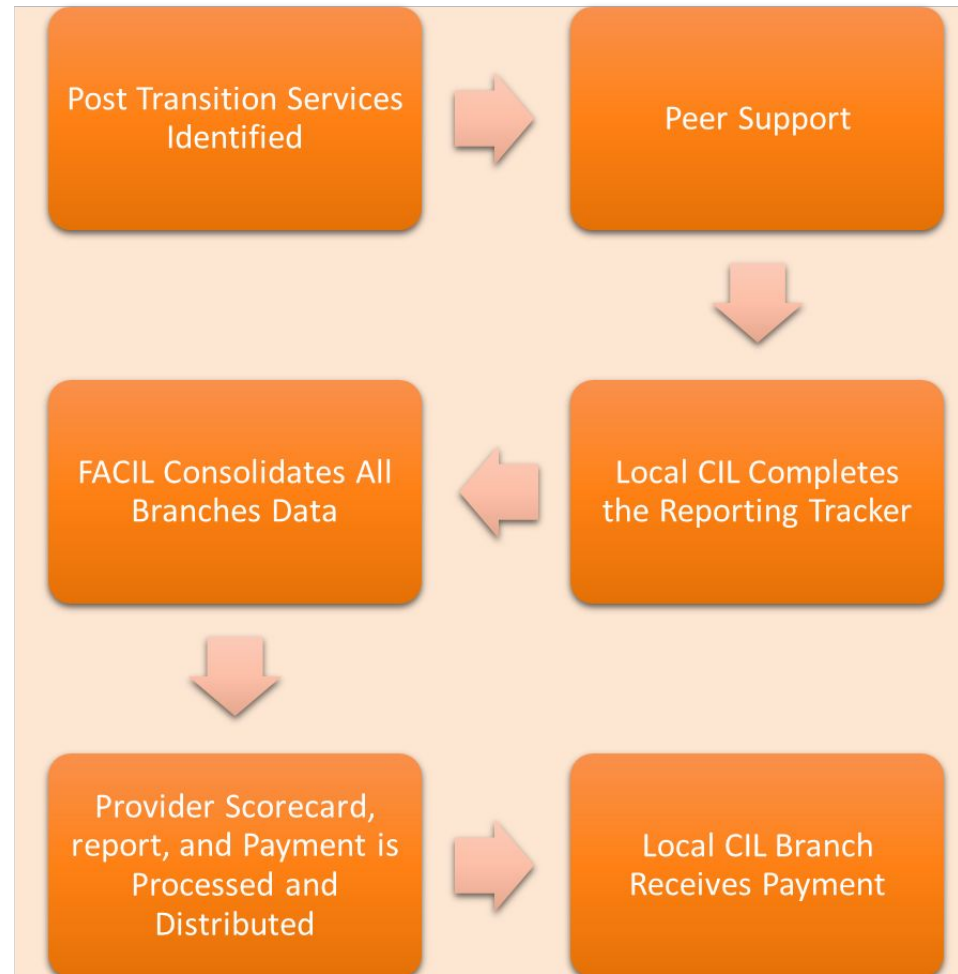


>> SLIDE 23: Post Transition Services

- Transition Support Coordination
- Life Skills Training
- Personal Adjustment Counseling
- Assistive Technology Needs
- Assessment for Nursing Home Transitions



>> SLIDE 24: Post-Transition Services



>> SLIDE 25

Program Communication, Reporting and Resources

>> SLIDE 26: Communication and Resources

Communication/Collaboration


- Conduct Case Conferences & Outreaches


Support & Resources:

- Program Guide
- Housing Support Team

VALUE-BASED PROGRAM GUIDE

CENTERS FOR INDEPENDENT LIVING (CIL) COMMUNITY TRANSITION AND STABILIZATION SERVICES



 sunshine health.

This guide offers information about the Centers for Independent Living Community Transition and Stabilization Services for Sunshine Health Members.

1-844-477-8313
Provider Services

SunshineHealth.com
LTC_6054

>> SLIDE 27: Roundtable Discussions



>> SLIDE 28

Program Results

>> SLIDE 29

Success Stories

>> SLIDE 30: Discussion Point

How many of you have successful nursing home transition/managed care organization partnership stories?



>> SLIDE 31: Young & Independent

Sunshine Health & CILS of Palm Beach and Miami-Dade

Member is a 22-year-old male that didn't want to spend the rest of his life in a facility but was unsure about how to transition.

Through this collaboration the member was able to receive assistance in the following areas:

- Housing
- Assistance with applying for low-income housing
- Furniture
- Durable Medical Equipment
- Motorized wheelchair
- Social Security Card
- Birth certificate & Florida ID
- Coordinated transportation
- Transition financial assistance
- Household items

Member signed a lease and was given keys to his new home that he will reside in with his sister (caregiver) on November 30.



>> SLIDE 32: Celebrating 6+ Month Milestones in the Community

- Sunshine Health & CILS of Northwest Central Florida
- Member is a 68-year-old female residing in Gainesville
- Member relocated from a skilled nursing facility to a private home in September 2023
- Through this collaboration the member was able to receive the following:
 - Locate and obtain approval for a low-income apartment
 - Medicare covered equipment
 - Home community-based services
 - Furnishings
 - Financial assistance
 - Public transportation support
 - Assistive technology devices
 - Post-transition wellness checks
 - Obtaining a mobility scooter
- Member has been able to reside independently and safely again in the community and has been in community for more than 6 months



>> SLIDE 33: Celebrating Positive Impact and Increased Independence

- Sunshine Health & Disability Achievement Center (Largo, FL) collaborated to serve the needs of a member.
- Member moved into a setting of their choice from a nursing facility but needed some additional assistive devices that he was lacking.
- Disability Achievement Center was able to obtain a roho cushion, shoehorn, and assist with getting a properly fitted wheelchair.



>> SLIDE 34

Results & Sustainability

>> SLIDE 35: Program Results

196 Referrals
Sent

17 Successful
Transitions

5.1+ Months,
Average Length
of Stay

119 Services
Rendered by
CILs partners

Total Cases Paid
Out, 60 Unique
Members

Total Payout:
~\$40K

Footnote: As of June 2024, please note that this is based on a 6-months program timeframe.

>> SLIDE 36: Program Sustainability

- Lead agency role
- Continuous flow of referrals
- Ongoing communication
- Process Improvement & Health Outcomes Monitoring
- Data analysis

>> SLIDE 37

Lessons Learned & Program Improvements

>> SLIDE 38: Program Improvements

01

Validation of Referrals

02

Referral List enhancements

03

Referrals Distribution Frequency

04

Increased Awareness of Referrals distributed & Case Staffing

05

Reporting Grid enhancements

06

Timely Payments

>> SLIDE 39: Lessons Learned

- Internal champion
- Managing expectations
- Strong Lead Agency (FACIL)
- Recognizing the uniqueness of each CIL
- Coordinating with CILs/FACILs business/accounting department, initially
- Effective communication process between partners
- Affordable housing needs
- Consultant partnership
- Aligning with Florida Alliance for Assistive Services & Technology & Home for Life Design for a standardized home evaluation assessment

>> SLIDE 40: Interested in the Program?

If you're interested in receiving a copy of our CILs Program Guide, please reach out to our Centene LTSS market point of contacts.

>> SLIDE 41

Questions?