

**ILRU's IL-NET National
Training and Technical Assistance
Center for Independent Living**



Independent Living Research Utilization

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Fueling Business Acumen: How CILs are Securing Contracts with Health Plans and Payers

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Evaluation Survey & Presenter Contact Information

Your feedback on this webinar is important to us. At the end of the presentation you will have the opportunity to complete a brief evaluation survey.

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What You Will Learn Today

- Benefits to CILs in working with health plans and health payers
- The linkage between core services (as well as other CIL services) and services purchased by health plans and payers
- Methods used by CILs to secure contracts with health plans and payers

Overview: Boston Center for Independent Living (BCIL)

- Staff of 45 with budget of approximately \$4 million
- Eight (8) programs outside of core services including:
 - Consumer-directed personal care attendant (PCA) services
 - Community organizing
- Has two (2) managed care initiatives/contracts that serve approximately 600 consumers annually
 - 1) Provide LTSS coordination and PCA services for a non-profit insurance company covering “duals,” people aged 18-64 on both Medicaid and Medicare
 - 2) LTSS coordination through formal consortium of disability service providers working directly with insurance companies providing managed care

Overview: The Independence Center

- Began in 1987 as at-home skilled Medicaid Home Health (HH) agency by a woman with quadriplegia.
- Became CIL (state funded) in 1994 serving 6 counties in Pikes Peak area.
- Became one of first agencies to offer IHSS (nonskilled) in 2003. Core HH business flipped from mostly skilled to mostly nonskilled in 2014.
- 360 staff (250 are care providers in the field) with 2018 annual revenues of \$12+ million; 2018 payroll (including benefits and taxes) was \$10,708,466.

Overview: The Independence Center, cont'd.

- In 2018, served 312 individuals in Home Health and 2,762 consumers in IL.
- Hospital2Home 12 month pilot transitioned 24 people home; saved hospital roughly \$500,000.
- Run a Veteran's Directed Care (VDC) program with 100+ enrollees; coordinate 400+ housing vouchers and run various fee-for-services program with DVR and local schools.

Overview: Three Rivers, Inc. (3Rivers)

- 3Rivers provides the traditional core IL services in 12 counties in Northeast Kansas and employs 17 full-time and part-time staff.
- Contractors include: Managed Care Organizations, Health Plans, Veterans Administration, and TRICARE (new contract)
- Currently contracts serve approximately 300 persons:
 - Fiscal Management Services for HCBS Self-Direction programs
 - Independent Living Skills Training
 - Nursing home transition services
 - Home Modifications

>> Slide 9

Why should CILs contract with health plans and payers?

Slide 10

What steps did your CIL take to secure contracts?

Questions & Discussion

Slide 12

How do you identify health plans and payers that could be potential partners?

Slide 13

Did partnering with health plans and payers compromise your CIL's mission and the independent living philosophy?

Slide 14

Should CILs provide case management/care coordination?

Slide 15

How are you reimbursed or paid for services by the contracting healthcare plans or payers?

How-To Guide for Marketing CIL Services

- Access the how-to guide at <https://www.aginganddisabilitybusinessinstitute.org/wp-content/uploads/2018/12/2019-ADBI-CIL-Marketing-Centers-508.pdf>
- For questions about the how-to guide, contact ILRU at ilru@ilru.org.

Final Questions and Evaluation Survey

Any final questions?

Directly following the webinar, you will see a short evaluation survey to complete on your screen. We appreciate your feedback!

[https://usu.co1.qualtrics.com/jfe/form/SV_da0Ea0tE
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