



Florida Association of
Aging Services Providers

Florida Association of Aging Services Providers e-Newsletter

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Guest Editors: John Clark, Council on Aging of West Florida, Inc.
Anita Clarke, Washington County Council on Aging, Inc.

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Message from the President

*by Andrea Busada, Broward
County Elderly and Veterans
Services*



Dear FASP Members:

FASP leaders are busy inviting Legislators to visit their facilities, delivering advocacy brochures and speaking at local delegation meetings. I encourage you to make your voice heard to your local Legislators. It's a proven grass-roots strategy that supports those we serve each day through our agencies. If you have any questions about advocating for FASP's endorsed priorities, please don't hesitate to contact moreinfo@fasp.net.

Sincerely,
Andrea Busada

THIS ISSUE SPONSORED BY:



Washington County Council on Aging

Seniors Dealing with the Missing Link in MLTC

Anita Clarke, Executive Director, Washington County Council on Aging, Inc.

Case One: An elderly woman goes to her local senior resource center for help. She is gasping for air from the journey and visibly upset about something. It takes her 30 minutes to rest and settle down before she is even able to talk about what is wrong. She has papers from DCF and is frantic she is going to jail. Her Medicaid had been terminated due to not being recertified. The center explains she needs to contact her Care Manager. She becomes more upset saying that she has to do this on her own and is not able. She wants to know, "Why are things so complicated for us now? It used to not be like this and I have never had my Medicaid lapse." The center takes it upon themselves to help her. In the end, it was a long drawn out process that resulted in her being without Medicaid for over 2 months.

Case Two: Two Medicaid Recertification letters are sent out, one to the Medicaid recipient one to the Care Manager of the recipient, sometime in November. The recipient's daughter, who is the main caregiver, receives a call from the Care Manager from the Managed Care company on January 31st saying the recipient's Medicaid has been terminated because the recertification was not completed. The daughter says she was unaware this needed to be done because she had not received the letter. The Care Manager disclosed she knew it was needed because she received her letter December 1st, and acknowledged she should have touched base with them. The daughter called the center where her mother was receiving services, highly upset that this has happened, knowing it means she will be without services until the coverage resumes.

Case Three: A shocking new issue has arisen since I began working on this article. We have three members who have issues with their Medicaid and their Care Manager doesn't have a telephone! The Care Manager can only be reached by email! These seniors do not have computers to email their critical care information! How out of touch can this company be?

These three cases recently occurred affecting seniors receiving services from our agency. However, they are only a small representation of the clients within our rural county, and especially our state, who are facing this problem; losing Medicaid coverage and losing services as a result. Yes, it would be easy to say that it is up to the Medicaid recipient to "take care" of their recertification issues/problems. But those who would say that clearly do not understand many of the clientele being served by the MLTC system. The fact is many of the MLTC recipients often need assistance with recertification---or even understanding the process. This leaves us with one very important question to ask, "Who is responsible for assisting clients with the recertification process?"

Where We Are

Going on its third year, Managed Long Term Care (MLTC) has been the system in place for Medicaid recipients. Before MLTC began, Lead Agencies were responsible for providing case management and in many cases, also providing services. In the current system, Lead Agencies are now only responsible for providing services, if they have a contract with the MLTC provider. It really is time that we start looking for a resolution to this missing link in the Medicaid recertification. Too many times we have seniors come to us vulnerable to lapses in their Medicaid. They are losing their in-home services, which jeopardizes their ability to remain at home. They are overcome with stress, frustration, and uncertainty of what to do. Most of them do not have computer knowledge, reliable transportation, etc. They depend on someone to help look after these things for them. They can gather the information needed, but do not know what the next steps are. They prefer basic phone conversations or even face-to-face interactions, over answering machines and automated systems. In the system in place before MLTC, Lead Agency were tasked with providing case management AND were expected to assist clients in the recertification process to avoid dis-enrollment. In fact, in some cases if there was a lapse in services because recertification did not occur in a timely manner, Lead Agencies had to continue providing those services--on their own dime--until there were reinstated by Medicaid. Now it seems there is a link missing on

Seniors Dealing with the Missing Link in MLTC continued...

who is responsible for aiding in this process. When they come to us, it is usually too late or on the verge of being too late. I'm not sure if the policies for MLTC specify whose role it is, but it needs to be clarified. Ultimately, the seniors that we are all here to serve are the ones suffering.

Moving Forward

We need to be proactive in our efforts. I believe the issue needs to be evaluated and defined as to whose responsible. Simply saying that it is the individual on Medicaid LTC who is responsible is a cop-out. Together we need to make sure that we are doing all we can to ensure that the clients on LTC system are able to age with dignity while not adding stress to them by abandoning them to handle these recertification situations on their own. I feel we need to band together and look out for seniors. Contact your Legislators, Governor Scott, AHCA, DOEA, etc. and let's get this situation fixed. Let us find a solution to get the problem so we can continue to move forward and avoid having our seniors struggle with these problems. After all, we are providing quality of life care while being more cost effective than institutional placement.

Comments from FASP Executive Margaret Lynn Duggar

At the FASP offices, we hear similar reports often -- far more often than we would hope. The simple answer is: the non-profit and local government providers have grown up in these communities with a mission, spoken or unspoken, of doing whatever is necessary to help the person remain in their home. They view their role as extended family, often for persons who have no family to care for them. As Anita indicated, the managed care companies are newer to these services, and tend to view the elders from an insurance/health care lens, rendering services with more definitions/limits/boundaries, including cost limits.

We hear frequently about the lapses in Medicaid coverage Anita described so well, due to no one assisting the older adult with re-certification. I smile every time I think about Terri Barton, CEO of AgingTrue in Jacksonville, regaling the FASP Board with stories of care managers crawling under beds to retrieve paid bills and other essentials for Medicaid re-certification. God forbid some ambitious soul had cleaned under there and destroyed the receipts! FASP is trying to get answers from state agencies now on why this important responsibility is no longer being done for Medicaid recipients of services. (We were unable to secure a response to this question.)

So, what, if anything, can be done? Well, the Agency for Health Care Administration has announced they are preparing the Invitation to Negotiate (ITN) to procure providers for the upcoming several years (reference page 7 where ITN is in a separate article). They call the program the Statewide Medicaid Managed Care Program (SMMC); it includes Long Term Care. The AHCA announcement said: "This will be the first re-procurement since the program began in 2013, and the Agency's goal is to be as transparent as possible by making information publicly available and engaging with stakeholders."

You can become involved in their "transparent process" by being 'an engaged stakeholder'! FASP could develop a list of items important to those receiving services that could/should be included in the required services needed by consumers. The Legislature has indicated they will be reviewing the program during this Session that begins on March 7. Contacting your Legislator is another avenue for advocacy.

Click this graphic to contact your representatives.



Legislative Season

John Clark, Executive Director, Council on Aging of West Florida, Inc.

Well, the election is over; for some there was joy and celebration and for others there was the weeping and gnashing of teeth, sort of like one colossal hangover—no matter what side you came down on. However, the sun still rises in the east and sets in the west and for those of us in the aging network we must get up in the morning and carry on. We continue to toil in the vineyards; our jobs in the aging network continue.

Our jobs are caregivers, case managers, agency directors, in-home workers, senior center directors, fundraisers, accountants, secretaries, volunteer coordinators, nurses, and home health aides; you get the picture—we are a diverse lot in our network with one mission—serving elders and helping them all to live in the “least restrictive environment possible.” But I left out one important job, one that we ALL are responsible for and one that none of us will receive a dime for; that job is “advocate.” An advocate for those we serve, yes; but also advocates for what we do. We should never, ever apologize for that job or shrink for what is expected of us as advocates. Why?

Well, in his last speech Hubert Humphrey said (and this quote has been attributed to many) that, “The moral test of government is how that government treats those who are in the dawn of life, the children; those who are in the twilight of life, the elderly; those who are in the shadows of life; the sick, the needy and the handicapped.” The famous anthropologist, Pearl Buck, also said something similar when she said that, “Our society must make it right and possible for old people not to fear the young *or be deserted by them*, for the test of a civilization is the way that it cares for its helpless members.” So those of us in the aging network are helping our government and society to “pass that moral test.” We make sure that our society and our civilization care for those helpless members. It really is a noble cause; both the Old and New Testament address this topic. For example, Psalms says, “Do not cast me off in the time of old age; forsake me not when my strength is spent.” So none of us should shrink from our roles as advocates; even though some are better at it than others and more comfortable with that role.

We enter this important legislative “season” in our state knowing that our roles as advocates are more critical than ever. We are not only committed to our work as aging service providers but we are also secure in the knowledge that we can “justify” our services and can “prove” their positive outcome measures. That is why we should not be “shy” about contacting our elected officials and policy makers and discussing with them what we do and educating them on the critical nature of our service delivery system.



Representative Jay Williamson, District 3, recently visited Council on Aging of West Florida to learn about aging services and visited the agency's center in Bagdad, Santa Rosa County to talk with participants.

Legislative Season continued...

Yes, it always seems to come down to money; but that is what our “laser focus” must be during this legislative session. Our “ask” is for an additional \$9.9 million for state General Revenue aging funded programs for those most at risk and on the waiting list for services. We are so pleased that the Governor’s proposed budget did recommend an increase of \$10 million dollars in General Revenue aging programs. But it does not end there. We must continue to talk to our local state elected officials and explain the critical role our services provide in our local communities. They would much rather hear from you locally and see our local program than hear from someone in Tallahassee. That is why we ask members of the aging network to do what they can to contact and meet with their local representatives. You can make a difference and you must make a difference as an advocate. Find your representative from the list provided with this Newsletter. Hey, I know many of you and I know we can be an “unruly bunch” and we can sometimes act like cats being herded, but we ALL make a difference working together. Thank you.



Representative Frank White, District 2, visited Council on Aging of West Florida and toured the agency’s Adult Day Care Center to meet with participants.



Josh Newby, Marketing/Communications Director for the Council on Aging of West Florida, interviews Representative Clay Ingram (District 1) on the agency’s TV show, “Coming of Age.” Representative Ingram discussed aging issues in Florida.

Aging in Place Needs Out of the Box Thinking

Louis Tenenbaum recently published a guest essay on NextAvenue as part of the [Transforming Life as We Age Special Report](#). Louis points out that thinking out of the box for Aging in Place means focusing on the situation facing middle-income older Americans. Louis points out, “While low-income older adults desperately need funding and support, 70 percent of older Americans (70 million people) do not qualify for government or not-for-profit programs but, at the same time, cannot afford expensive retirement communities or 24/7 care. These people have some resources and most want to age in place. Many own their homes and spend out-of-pocket for care, which is often difficult to locate and manage. Without question, this is a cadre that needs better supports.

Out of the box is preparing homes in advance so health costs are avoided or reduced in the future. An age-friendly home helps people stay healthy longer, which reduces costs for health payers and for families. Falls are reduced. And people who do fall can return to a prepared home more quickly, saving rehab costs and improving recovery.

When a home is prepared for aging in place, family and informal and paid caregivers there are injured less frequently. That means available resources go farther.”

Louis offers solutions for businesses and government, including government incentives that could leverage private retirement savings, i.e. “why not allow the use of a portion of 401(k), IRA and other health and retirement savings — without tax or penalty — to purchase appropriate technology and building products for age-friendly home updates?”

[Click Here to read the full article.](#)



Medicaid Long Term Care Waiver Amendment

The Agency is announcing the start of a 30-day public comment period. The State of Florida is seeking federal authority to amend the Medicaid 1915(b)(c) Long-term Care Waiver to make the following updates:

Update the definition for the following waiver services:

- Attendant Care
- Respite
- Intermittent and Skilled Nursing

Update fair hearing information.

Update the unduplicated count and related waiver cost projections.

Update the Medicaid Director information.

The 30-day public notice and public comment period will run from February 8, 2017 through March 10, 2017. The Agency will consider all public comments received during the public notice period regarding the proposed waiver amendment.

You can view the full waiver amendment request on the Agency’s Web site at the following link:

http://ahca.myflorida.com/medicaid/Policy_and_Quality/Policy/federal_authorities/federal_waivers/ltc_fed_auth_amend_waiver_2017-02-08.shtml

Please submit all comments with “LTC Waiver Amendment” in the subject line. Comments can be submitted via mail or email and will be accepted from February 8, 2017 through March 10, 2017.

Mail comments and suggestions to:

LTC Waiver Amendment
Agency for Health Care Administration
Bureau of Medicaid Policy
2727 Mahan Drive, MS #20
Tallahassee, Florida 32308

E-mail comments and suggestions with either “LTC Waiver Amendment” in the subject line to: FLMedicaidWaivers@ahca.myflorida.com



Funding Opportunity

Senior Corps recently announced that the Corporation for National and Community Service (CNCS) has released the 2017 RSVP Expansion Notice of Funding Opportunities in Florida.

With this Notice, CNCS intends to fund successful applicants that increase the impact of volunteers age 55 and older serving in a diverse range of activities in response to local community needs and that meet National Performance Measures.



The Notice of Funding Opportunity and specific geographic service areas can be found at www.nationalservice.gov/rsvpcompetition. Please see [Appendix A](#) for a full list of geographical service areas including the following 28 Florida counties: Baker, Bay, Bradford, Charlotte, Clay, Columbia, DeSoto, Dixie, Gilchrist, Glades, Hamilton, Hardee, Hendry, Lafayette, Lake, Levy, Manatee, Marion, Monroe, Nassau, Okaloosa, Okeechobee, Palm Beach, Putnam, Sarasota, Sumter, Suwannee, and Union.

Eligible Applicants

This competition is open to interested organizations that meet the eligibility requirements including current CNCS grantees. **The following entities are eligible to apply: public or private nonprofit organizations (including faith-based and other community organizations); institutions of higher education; government entities within states or territories (e.g. cities, counties); government-recognized veteran service organizations; labor organizations; partnerships and consortia; and Indian Tribes.**

- **Notice of Intent to Apply:** Applicants are strongly encouraged to send a Notice of Intent to Apply by Tuesday, March 7, 2017 at 5:00 p.m. ET.
- **Application Deadline:** The application deadline is Tuesday, April 4, 2017 by 5:00 p.m. ET. Successful applicants will be notified in July 2017.

Funding Priorities

This RSVP Competition Notice prioritizes grant-making in the six focus areas: **Disaster Services; Economic Opportunity; Education; Environmental Stewardship; Healthy Futures; and Veterans and Military Families.**

Technical Assistance

CNCS will host a series of technical assistance calls to answer questions about this funding opportunity, Performance Measures and eGrants. CNCS strongly encourages all interested applicants to participate in these sessions.

Call dates and times can be found at: <https://www.nationalservice.gov/rsvp-expansion-competition-training-opportunities>.



AHCA Announces Start of Re-Procurement Process for Statewide Medicaid Managed Care

The Agency for Health Care Administration (Agency) announced that it is in the process of developing the invitation to negotiate (ITN) to re-procure health plans for the Statewide Medicaid Managed Care (SMMC) program. This will be the first re-procurement since the program began in 2013, and the Agency's goal is to be as transparent as possible by making information publicly available and engaging with stakeholders.

Information about the re-procurement will be distributed through multiple platforms including posting information on the SMMC website which can be accessed through the following link: http://ahca.myflorida.com/Medicaid/statewide_mc/index.shtml. Interested parties can also sign up to receive SMMC related alerts through our website: http://ahca.myflorida.com/medicaid/statewide_mc/signupform.html.

The ITN will be released in summer of 2017. To assist with planning, the Agency is asking to receive non-binding Letters of Intent to Bid from interested parties by February 13, 2017. More information can be accessed through the following link: http://ahca.myflorida.com/medicaid/statewide_mc/SMMC_LOI.shtml. Responses will only be accepted via email to FLMedicaidManagedCare@ahca.myflorida.com.

Senator Rubio Announces Committee Assignments

On the first day of his second term, U.S. Sen. Marco Rubio, R-Fla., announced his committee assignments, including a seat on the Appropriations Committee. Rubio won spots on Appropriations and the Special Committee on Aging (Florida Senator Bill Nelson also sits on this Committee). He is staying on the Foreign Relations and the Small Business and Entrepreneurship Committees. Rubio is also remaining on the Select Committee on Intelligence. However, Rubio loses his spot on the Commerce, Science, and Transportation Committee which oversees space exploration.

The Search for a CIRTSS Replacement Begins

A team from Strategic IT Alignment has started assessing the current CIRTSS system, and is in the process of getting input from stakeholders. They just started in January so they don't yet have a firm timeline on next steps. FASP is exploring opportunities for input.



Meals on Wheels Wants to be the 'Eyes and Ears' for Hospitals, Doctors

Anna Gorman recently reported for Kaiser Health News that Meals on Wheels wants to be the 'eyes and ears' for hospitals and doctors. She reports, "Meals on Wheels, which has served seniors for more than 60 years through a network of independent nonprofits, is trying to formalize the health and safety checks its volunteers already conduct during their daily home visits to seniors. Through an on-going campaign dubbed "More Than a Meal," the organization hopes to demonstrate that it can play a critical role in the health care system."

[Click Here to read the full article.](#)

New Program Brings That Warm And Fuzzy Feeling

Check out this heart-warming story on a new program that draw out residents to reminisce about their pets by fostering baby kittens.

[Click Here to read the full article.](#)



FASP is on Facebook - Are You?



Do you or does your organization have a Facebook or Twitter account?
We would love to “like” “Friend” and/or “follow” you too.

FASP - Florida Association of Aging Services Providers Facebook page

<http://www.facebook.com/home.php?#!/pages/FASP-Florida-Association-of-Aging-Services-Providers/186392068069967>

FASP - Florida Association of Aging Services Providers Twitter

<http://twitter.com/1FASP>



DOEA - Florida Department of Elder Affairs Facebook page

<http://www.facebook.com/pages/Florida-Department-of-Elder-Affairs/128604923878650?sk=wall>

FCOA - Florida Council on Aging Facebook page

<http://www.facebook.com/home.php?#!/pages/Florida-Council-on-Aging/74320166787>

FCOA - Florida Council on Aging Twitter

<http://twitter.com/#!/FCOA1>



Resources

Watch What Happens When You Put a Preschool in a Nursing Home - [Click Here](#)

Home Technology for Older Adults: Safety or Intrusion - [Click Here](#)

11 Simple Ways to Improve Your Memory - [Click Here](#)



March 2017

March 29, 2017: Tallahassee, FL. Senior Day. <http://www.floridaseniorday.org/>

April 2017

April 6-9, 2017: Ashville, NC. Southern Gerontological Society Conference.

<http://southerngerontologicalsociety.org/>

July 2017

July 23-27, 2017: San Francisco, CA. International Association of Gerontology and Geriatrics Conference.

<http://www.iagg.info/>

August 2017

August 28-30, 2017: Orlando, FL. Florida Conference on Aging. [Register Here.](#)

Past Sponsors



Senior
Resource
Association

www.seniorresourceassociation.org/



Hillsborough County
Florida

www.hillsboroughcounty.org/aging/



Marion
Senior Services
MEALS • TRANSIT • IN-HOME SUPPORT

www.marionseniorservices.org/



Your Aging & Disability
Resource Center

Area Agency on Aging
PALM BEACH / TREASURE COAST, INC.

www.youragingresourcecenter.org/



www.agingresources.org/



Real Possibilities

<http://www.aarp.org>



Community Senior Services

<http://agingtrue.org/>



COUNCIL ON
AGING
OF WEST FLORIDA, INC.
<http://www.coawfla.org/>



People Helping People

www.friendshipcenters.org



Council on Aging
of St. Lucie, Inc.

<http://www.coasl.com>



Washington County Council on Aging

<http://www.washcocoa.com/>



United
HOMECARE

There's just no place like home.

<http://www.theresidencesuhc.com/>



<http://www.seniorresourcealliance.org/>



Together we make community happen.

<http://www.volencenter.com>

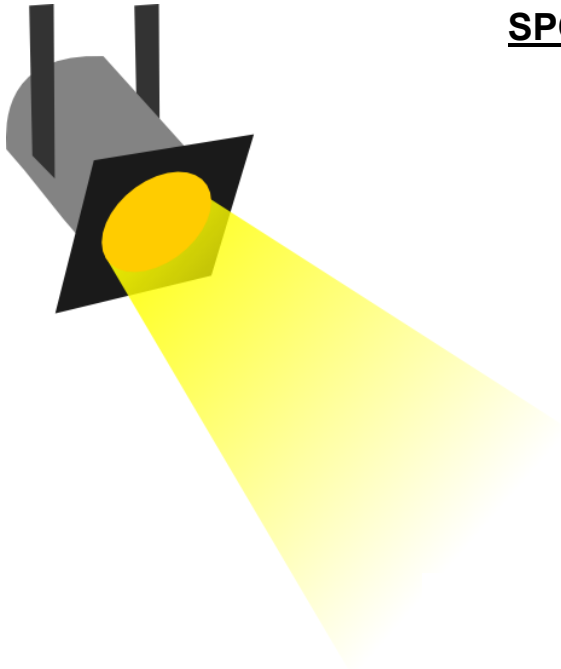


<http://www.goldenyearsnews.com/>



www.newvisioneyecenter.com

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<http://www.coawfla.org/>



Washington County Council on Aging

<http://www.washcocoa.com/>



The intent of the FASP Newsletter is to keep you informed about program updates and information relating to aging services providers. If you have any comments about the newsletter, suggestions on ways to improve it and/or items you would like included, please contact FASP by e-mail at moreinfo@fasp.net or by phone at (850) 222-3524.

FASP's Mission: Supporting older adults and the providers that serve them through information, connection, and resources.