

Integrating Care for Dual Eligibles: Opportunities for States



Community Catalyst
Presentation for Center for State Innovation
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About Community Catalyst



- National nonprofit consumer advocacy organization
- Founded 1997
- Working in 45 states
- Affordable, accessible quality care
- Consumer voice

About the Integrated Care Project



- SNP Consumer Education Project
- Partnership with Commonwealth Care Alliance
- Our view of managed care



Three-legged stool



- Committed and knowledgeable state government officials/policymakers
- Mission-driven health plans with commitment to patient-driven care
- Informed and engaged consumer advocates

Importance of consumer advocates



- Support within executive and legislative branches
- Can help to design, implement, and monitor
- Advocate opposition can hinder reform
- Can be allies on needed federal changes (e.g. share cost savings, etc.)

Past experiences– cause for concern



- Managed care experience generally – restricting care rather than managing and improving quality
- Medicaid – problems ranging from marketing abuses to chaotic/rapid implementation to significant quality and access problems (FL, IL)
- Medicare – marketing abuses, overpayment of Medicare Advantage plans

Why this matters to advocates



- Better care coordination
- Cost savings
- Single enrollment and handbook, consistent provider network
- Common ground with other stakeholders (informed business and health leaders)
- Protect and expand coverage

Making it work



- Engage advocates early
- Educate -- connect with supportive advocates who have seen it done right
- Adjust pace to realities of environment
- Implementation matters – foster continued consumer involvement

Use best practices



- Care coordination
- Specially selected provider networks
- 24-7 access
- Integration
- Consumer voice in plan and in governance

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Community Catalyst is a national advocacy organization that builds consumer and community participation in the shaping of our health system to ensure quality, affordable health care for all. Community Catalyst's work is aimed at strengthening the voice of consumers and communities wherever decisions shaping the future of our health system are being made. Community Catalyst strengthens the capacity of state and local consumer advocacy groups to participate in such discussions. The technical assistance we provide includes policy analysis, legal assistance, strategic planning, and community organizing support. Together we're building a network of organizations dedicated to creating a more just and responsive health system.