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One Care **The LTS Coordinator: Role and Benefits for One Care Enrollees**

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**Presenters:**

**David Healey, Clinical Manager One Care MassHealth**

**Jennifer Turpin, LTS Coordinator Boston Center for Independent Living**

**Olivia Richard, Implementation Council Member and One Care Enrollee**

**Facilitator: Lisa McGlinchy, Acting Associate Director of Performance Improvement**

**Disability and Community Services (DCS), UMass Medical School**

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**Housekeeping Items**

* This webinar is being recorded and will be made available at a later date.
* Audio is provided through your phone line. Call in to 617-410-9095 to join.
* We will use the “mute” feature on this conference call.
* For best results, turn off your computer speakers.

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**We encourage your participation!**

* **Question and Answer** period at the end of the webinar.
* We will ask you to participate in a **Polling Questions.**

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**Polling Question: Your Primary Role**

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**Goals of this Webinar**

* **Refer to LTS Coordinator**
* **Explain the role**
* **Engage with LTS Coordinator on Care Team**

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**Learning Objectives**

* Clarify the role of the LTS Coordinator
* Discuss benefits of the role for the enrollee and the care team
* Differentiate between the Care Coordinator and LTS Coordinator roles

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**Polling Question: Your Confidence**

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Long-Term Supports and Services (LTSS)

Photos of members receiving Long-Term Supports and Services

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**Long-Term Services & Supports Coordinator**

Illustration of a Care Coordinator, Clinical Care Manager, Enrollee, Primary Care Provider, Behavioral Health Provider, LTS Coordinator

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Background and Vision of the LTS Coordinator Role

**David Healey**

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**Development of the Role**

* **Collaborative Process with CMS and One Care stakeholders**
* **Independent Living and Recovery Principles**
* **To ensure integration of LTSS in person-centered care**

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**Long-Term Services & Supports (LTSS)**

* Assistance with ADLs (Activities of Daily Living)
* Assistance with IADLs (Instrumental Activities of Daily Living)
* Skills training and education
* Peer support
* Nonmedical transportation
* Assistive technology
* Home modifications

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**LTSS in One Care**

All MassHealth LTSS

Plus

Additional Community–Based Services

Plus

LTS Coordinator

Equals a Self-Directed Personal Care Plan from One Care

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**Potential Additional Services**

LTS Coordinators in CBOs

* + Housing
  + Food
  + Employment
  + Other community supports

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**One Care approaching 1 year mark!**

* LTS Coordinator role evolves to fit needs of enrollee
* Particularly important to define LTS Coordinators for auto-enrolled people
* MassHealth, plans and CBOs have been creative to help enrollees reach their goals

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**Benefits to Enrollee**

* **Identify**
  + Needs & wants for LTSS
  + Community resources
* **Develop & Coordinate & Monitor**
  + Care Plan with community based supports
* **Advocate**
  + For enrollee
  + Act as a bridge
* **Help**
  + Enrollees protect their rights
  + Care team members incorporate LTSS

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Benefits to Enrollees Olivia Richard

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**Olivia’s Perspective**

* Accessing One Care
* Navigating the system before One Care

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**When to Access an LTS Coordinator**

* At enrollment
* During assessment if indicated or requested
* By request of the enrollee at any time
* When LTSS need is identified
* If admitted to a facility

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**Enrollee Role**

* Always have a choice
* Right to pick their own and/or change
* Right to choose the CBO to work with

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LTS Coordinator Role **Jennifer Turpin**

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**Jennifer’s Perspective**

* Meeting Olivia
* Her approach

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**Major Roles of LTS Coordinator**

* To help enrollee develop and work toward goals for independent living, wellness and recovery
* To work as a care team member, providing expertise in LTSS, Independent Living Philosophy and Recovery Model
* To provide expertise on community services and community service providers

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**Connection to One Care Plans**

Independent CBO:

* + Independent Living Centers (ILCs)
  + Recovery Learning Communities (RLCs)
  + Aging Service Access Points (ASAPs)

One Care plans**:**

* CCA
* Tufts/ Network Health
* Fallon Total Care

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**Qualifications**

* BA in Social Work or 2 years’ experience
* Training in person-centered planning
* Experience in LTSS assessments
* Cultural competence

**Independent CBO**

**One Care plans**

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**Care Coordinator**

* Single point of contact for One Care plan
* Works with Care Team to create and ensure delivery of Personal Care Plan
* Coordination, monitoring of MassHealth and Medicare services

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**Example of Working with Care Team**

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**Questions and Answers**

* David Healey, Clinical Manager One Care MassHealth
* Olivia Richard, Implementation Council Member & One Care Enrollee
* Jennifer Turpin, LTS Coordinator, Boston Center for Independent Living

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**Value of the LTS Coordinator**

* Assists enrollees in working towards quality of life goals
* Facilitates integration of LTSS
* Has experience with specific groups of people with disabilities
* Knows services to support wellness, independent living and/or recovery

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**Additional Questions?**

* After the webinar, for further information, please see:

[www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare)

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This depicts a screen shot of the One Care web site

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**Disabilityinfo.org website**

This depicts a screen shot of the Disabilityinfo.org website

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**Future Training Efforts**

Check the Shared Learning Website for:

* Online Modules
* Videos
* Upcoming Events

[www.mass.gov/masshealth/onecare/learning](http://www.mass.gov/masshealth/onecare/learning)

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**THANK YOU!**

**To receive credit for this webinar and a certificate of completion, go to this link:**

[**https://onecarelearning.ehs.state.ma.us/mod/lesson/view.php?id=104**](https://onecarelearning.ehs.state.ma.us/mod/lesson/view.php?id=104)

**If you have any questions email us at** [**learning.onecare@umassmed.edu**](mailto:learning.onecare@umassmed.edu)