

The PACE Mystery Shopper Project

Supporting Informed Beneficiary Choices



Peter Fitzgerald

August 2016



NATIONAL PACE ASSOCIATION

Advancing Programs of All-inclusive Care for the Elderly

www.NPAonline.org | (703) 535-1565

Program of All-Inclusive Care for the Elderly (PACE)



- **PACE Eligibility:**

- 55+
- Meet nursing facility level of care (as determined by your state)
- Live safely in the community, with PACE services
- Live in a PACE service area

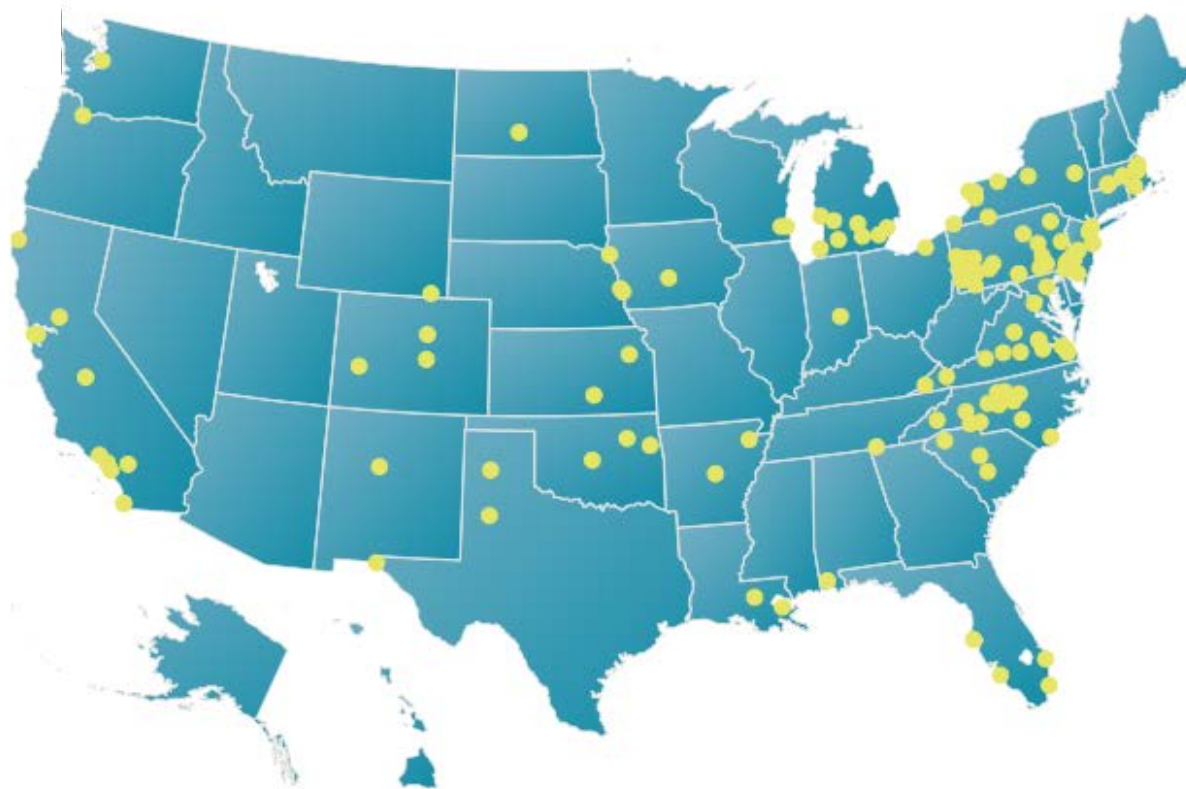
- **Services provided:**

- All medically necessary services
- Day center activities, meals, etc.
- Long-term services and supports (LTSS)

PACE Programs Across the Nation

119 PACE programs operating in 31 states

Approx. 40,000 participants

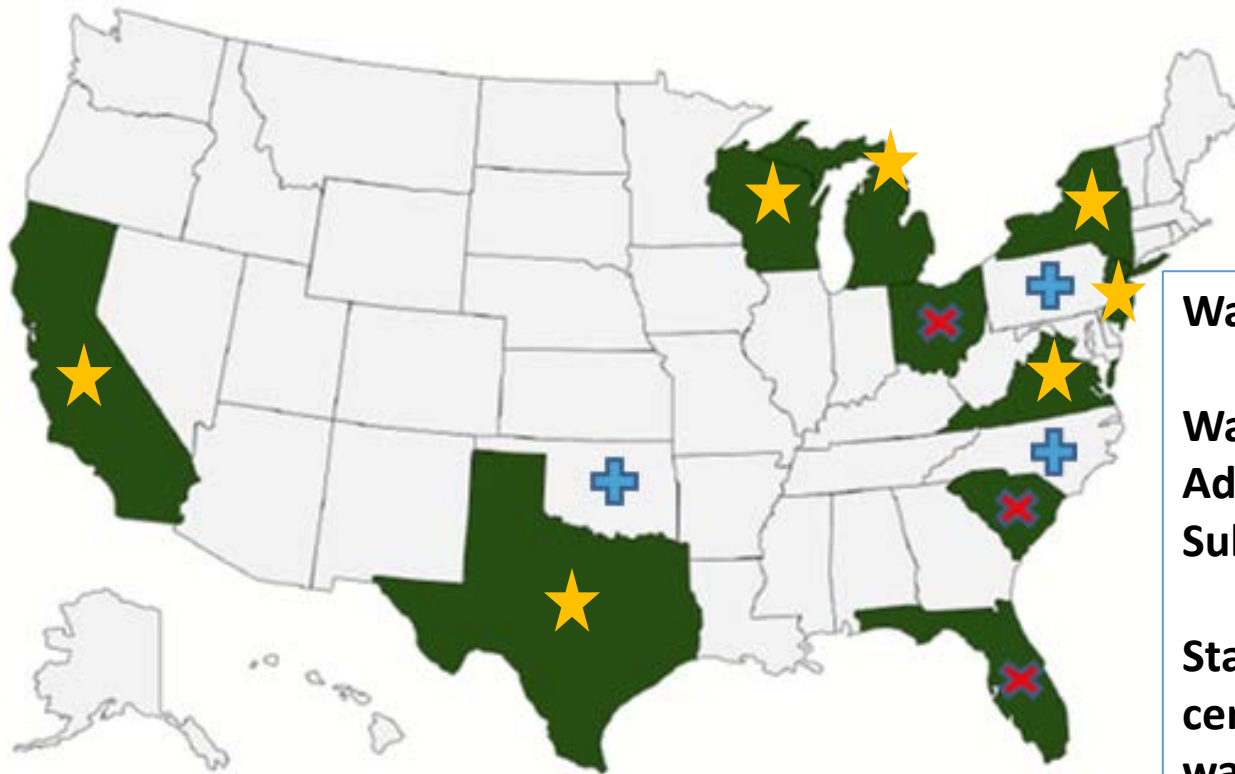


Project Overview



- **Who:** NPA partnered with Second To None, a mystery shopper research organization
- **What:** A mystery shopping study of individual state and local services supporting informed beneficiary choices
- **Where:** 376 calls were deployed in ten states participating in the CMS Financial Alignment Demonstration and/or implementing managed long term services and supports. This was a follow-up to the Wave 1 initial/benchmark study which made 300 calls.
- **When:** May 2016, following the initial June 2015 study.
- **Why:** To determine the level of PACE awareness and how the program is communicated to eligible individuals calling to seek advice for assistance.

Ten States



Wave 1 = Green

Wave 2 changes =

Addition: +

Subtraction: -

States where same call center(s) shopped in both waves: ★

Methodology: Who Was Called?

- Wave 2 (current) study shopped 50 different call numbers in total
 - Some were local numbers, others statewide
 - Wave 1 study shopped 13 call numbers
- Phone numbers were researched to confirm callers would reach
 - An appropriate State Health Insurance Assistance Program (SHIP) office, or
 - A similar state or county office which provides options counseling, for advice on assistance needs.

Call Scenarios



Methodology: Caller Scenarios

- Callers primarily presented as inquiring on behalf of a parent who lives with them and qualifies for nursing home level care but prefers to stay with them.
 - 3% of Wave 2 callers presented as calling on behalf of themselves.
- Callers led with a statement indicating they are calling to find out what programs or services might be available to assist with care to provide a clear understanding for the intent of their call.
- In wave 1, all calls were conducted in English. In Wave 2, calls with options counselors were conducted in English and Spanish.
 - Among all Wave 2 counselors spoken to (228):
 - 214 calls in English
 - 14 calls in Spanish

Methodology: Assessment of Options Counseling Responses



- **Full Awareness:** Spoke about PACE correctly and confidently/knowledgeably
 - A Program of All-Inclusive Care for the Elderly
 - For people who need nursing home level care/long term services/support
 - Operated by a healthcare provider and covers all healthcare needs
 - Individuals enrolled in Medicare and Medicaid can enroll with full costs covered
 - No co-pays or deductibles
 - Offers support for family members and caregivers (respite care, daycare, in-home support, transportation services and support groups)
- **Limited Awareness:** Spoke about it incorrectly and/or with hesitation and uncertainty
- **No Awareness:** PACE could not be discussed
- **No Answer:** After two attempts

Methodology: Current Results and Trends



- Current results reflect the 10 states and corresponding phone numbers used in Wave 2
- Trend results reflect the states and corresponding phone numbers that were consistent across Wave 1 and Wave 2
 - 7 States: CA, MI, NY, NJ, TX, VA, WI
 - 8 Call Numbers (2 in CA, one in each of the other states)

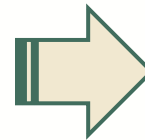
Accessing Options Counseling

Ten States

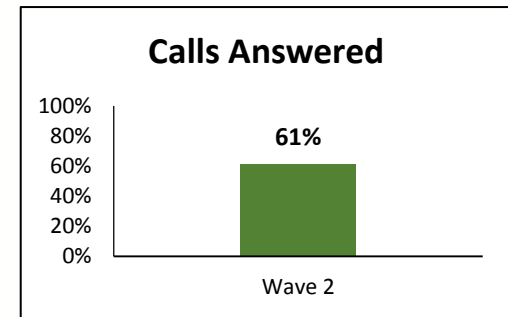
Calls Answered

More than 1/3 of Callers faced difficulties reaching a counselor.

- 376 calls were attempted in wave 2, with 228 of those attempts resulting in reaching a counselor (two attempts required).



Among All Call Attempts

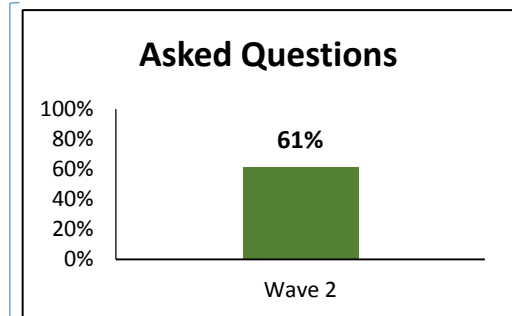


Asked Questions

Of the calls answered, counselors asked questions to determine the caller's needs roughly 3 out of 5 times (61%)



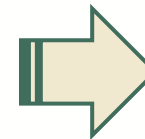
Among All Counselors Spoken to



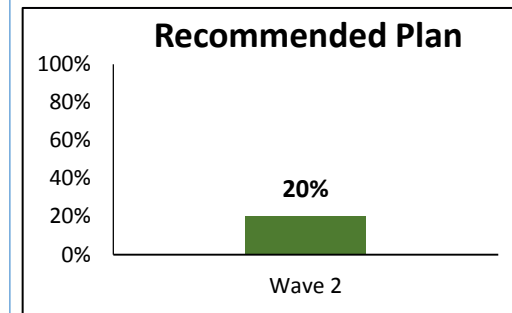
Recommended Plan

Some counselors tended to recommend specific plans.

- 20% of counselors recommended a plan in Wave 2
- Of those recommendations, non-PACE plans were recommended 69% of the time



Among All Counselors Spoken to



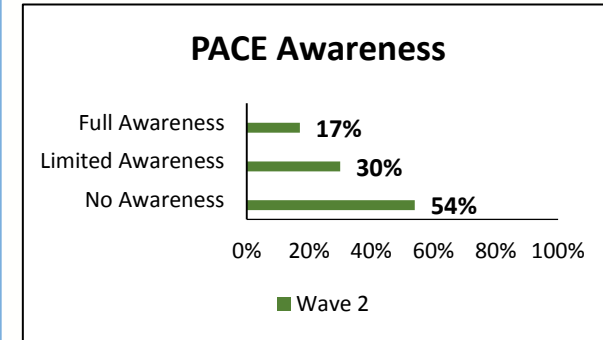
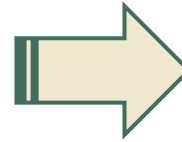
Discussion of PACE

Ten States



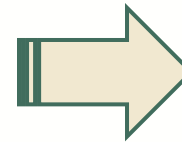
PACE Awareness

- 17% of counselors had full awareness of PACE, 30% had limited awareness (incorrect/uncertain), and 54% had no awareness of PACE.

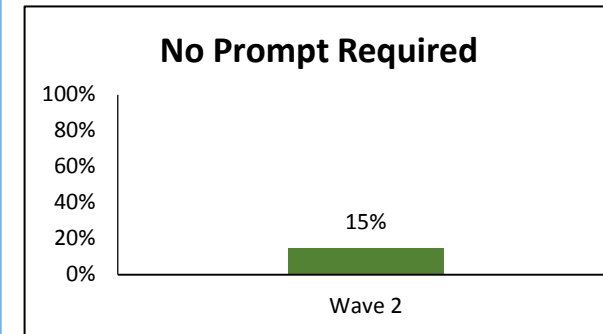


Counselor Required No Prompt

- 15% of enrollment counselors discussed PACE as an option, without being prompted.



Among All Counselors Spoken to

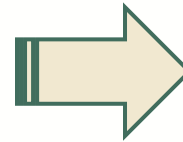


Accessing Options Counseling Ten States

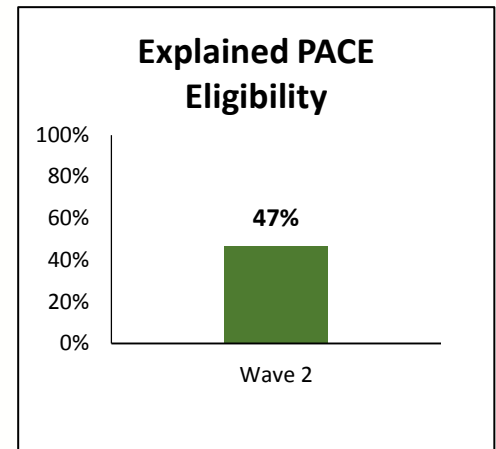
Explained PACE Eligibility

Among those counselors with information about PACE, the information provided was not always consistent or accurate.

- 78% of all counselors **could not** explain the eligibility requirements to enroll in PACE.
 - Of those counselors with some awareness of PACE (limited or full) approximately half (47%) **could explain** the eligibility requirements.

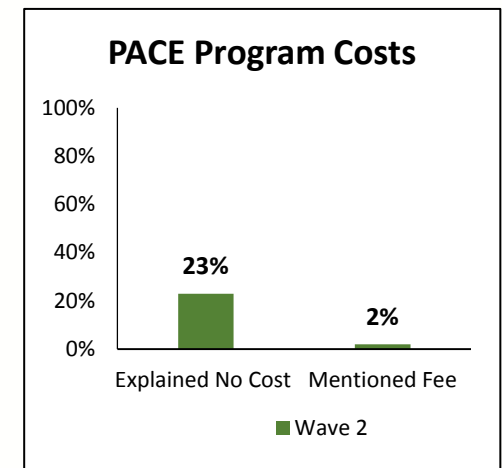
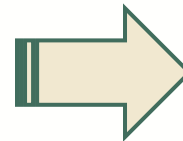


Among Those Aware of PACE



PACE Program Costs

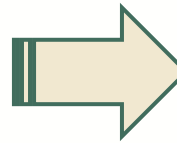
- 23% of those aware of PACE explained there was no cost (co-pay or deductible) to eligible individuals, while a small number (2%) indicated there was a fee involved.



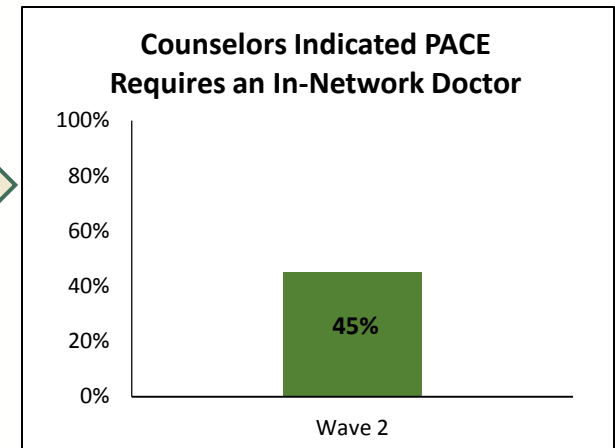
Accessing Options Counseling Ten States

In-Network Doctor

- Among counselors aware of PACE, nearly half indicated that if your doctor is not in a PACE network, you would have to obtain a new doctor.

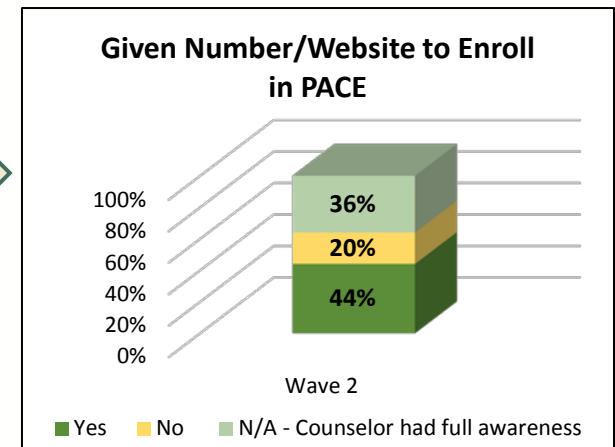
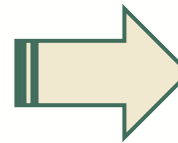


Among Those Aware of PACE



Enrolling in PACE

- 44% of callers were given a phone number or directed to a website to locate more information about PACE.
- 36% of counselors who had full awareness did not redirect the caller to a number or website for more information.

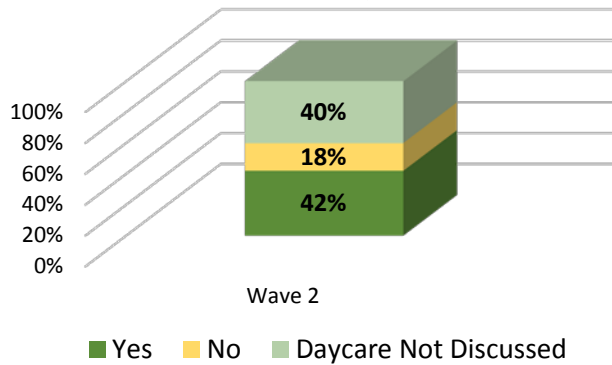


Daycare Services & Attendance

Ten States



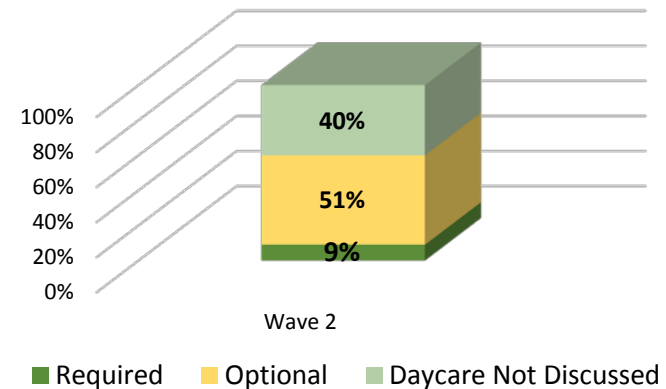
Informed of Daycare Activities & Onsite Help



If day care was discussed, counselors provided information on available activities including that it offers organized activities, a doctor's office, and physical therapy onsite, 2 out of 3 times

Over 50% of counselors accurately informed callers of the optional nature of day center attendance

Day Center Attendance



Top Mentions

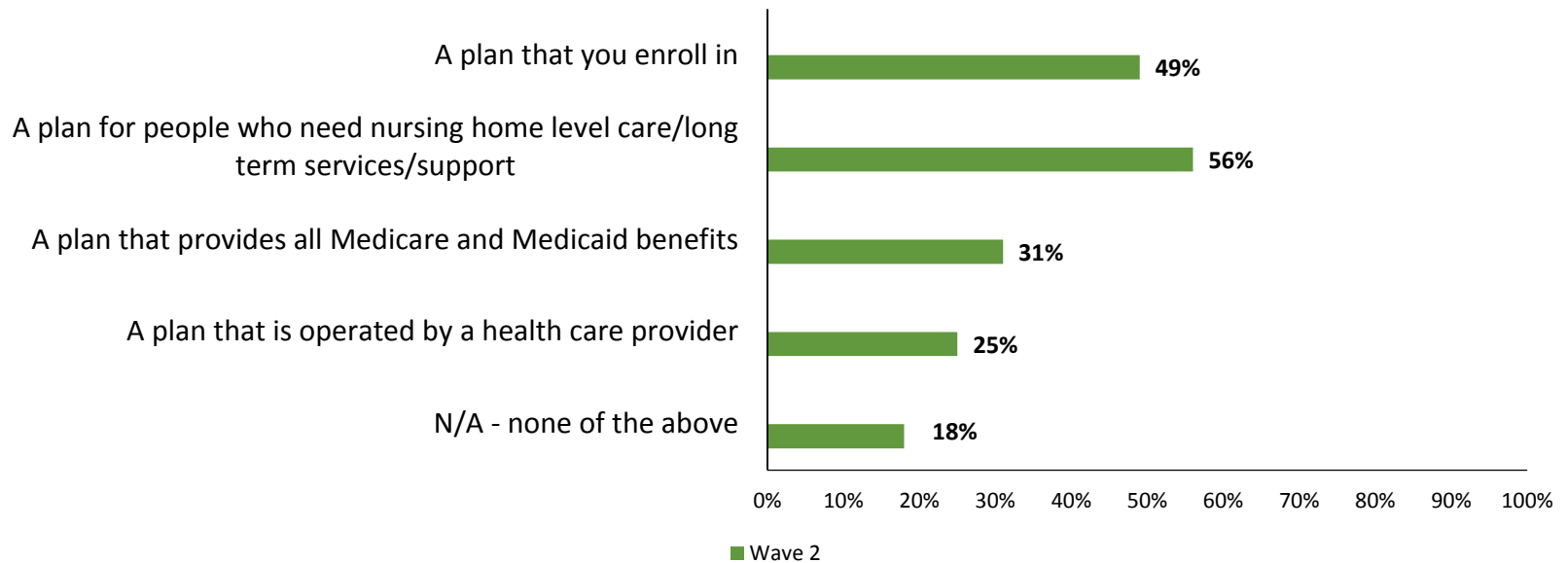
Ten States



Over half of the options counselors mentioned that PACE is a plan for those in need of nursing home care or long term support.

Among Those Aware of PACE

Top Mentions Among Those Aware of PACE

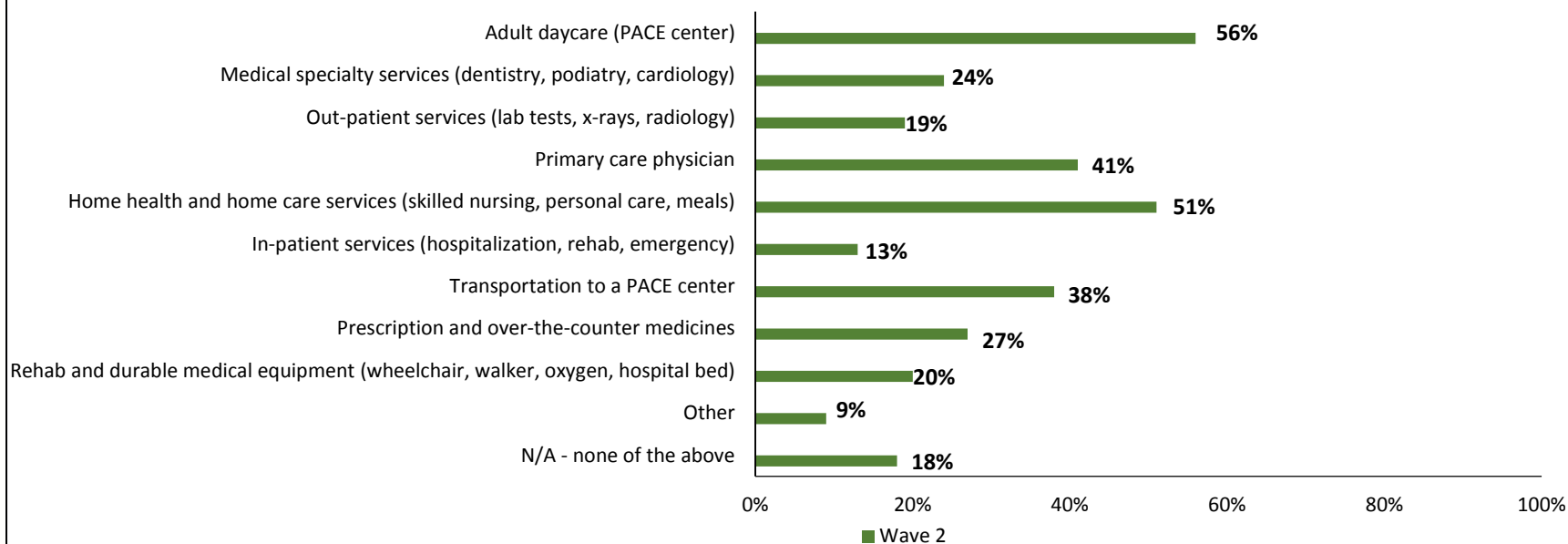


Services Discussed - Ten States



Adult daycare was mentioned frequently in Wave 2, as was home health services.

Services Discussed Among those Aware of PACE



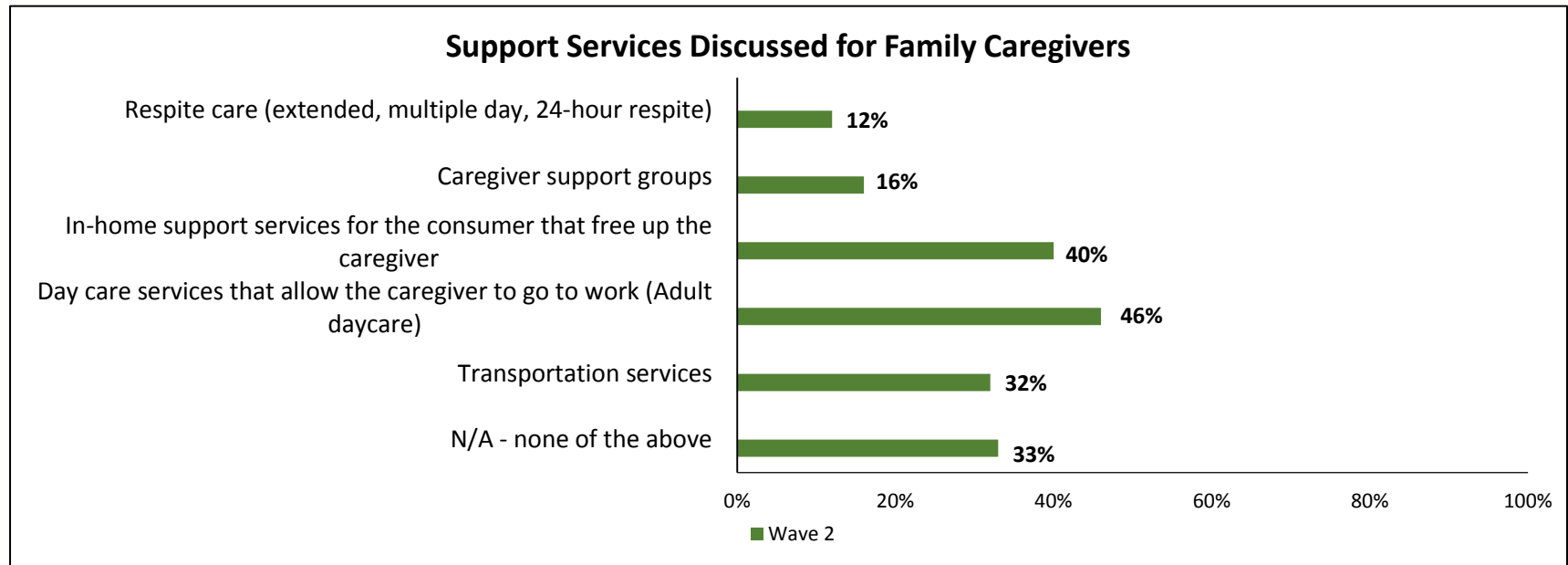
Among Those Aware of PACE

Support Services Discussed for Family Caregivers

Ten States

Information provided regarding support services for family caregivers focused on the in-home and day care services, along with frequent mentions of transportation services.

Among Those Aware of PACE



Number of Call Centers Shopped in Both Waves 1 & 2

- California (2 call centers shopped in both waves)
- Michigan (1 call center)
- New Jersey (1 call center)
- New York (1 call center)
- Texas (1 call center)
- Virginia (1 call center)
- Wisconsin (1 call center)

After the completion of Wave 1, NPA worked with states and other stakeholders to disseminate information regarding PACE.

Note: Wave 2 results include calls in English and Spanish

Access to Options Counselor

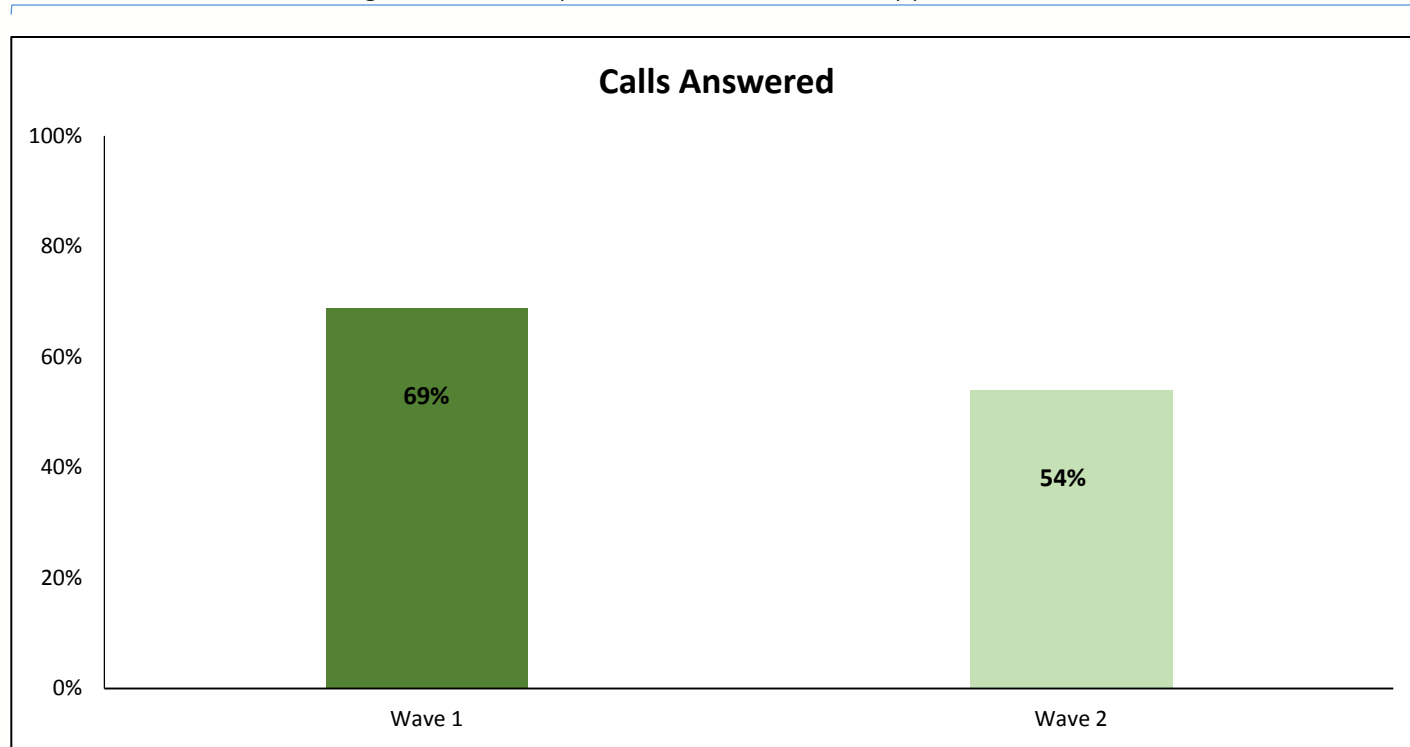
Wave 1 vs. Wave 2



Calls Answered

Callers were less likely to reach an options counselor in Wave 2

Among All Call Attempts for All Call Centers Shopped in Both Waves



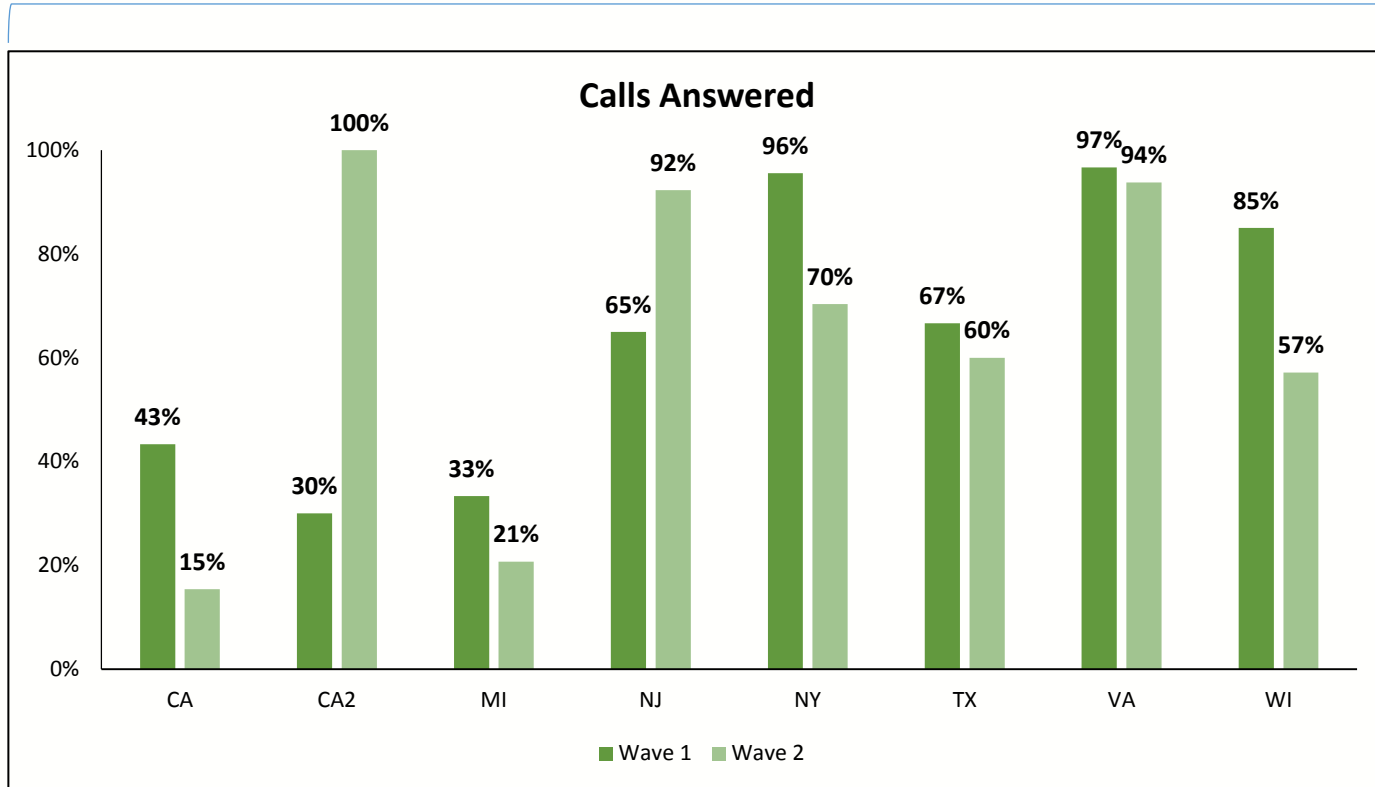
Access to Options Counselor

Wave 1 vs. Wave 2

Calls Answered

Callers were less likely to reach an options counselor in Wave 2

Among All Call Attempts for All Call Centers Shopped in Both Waves



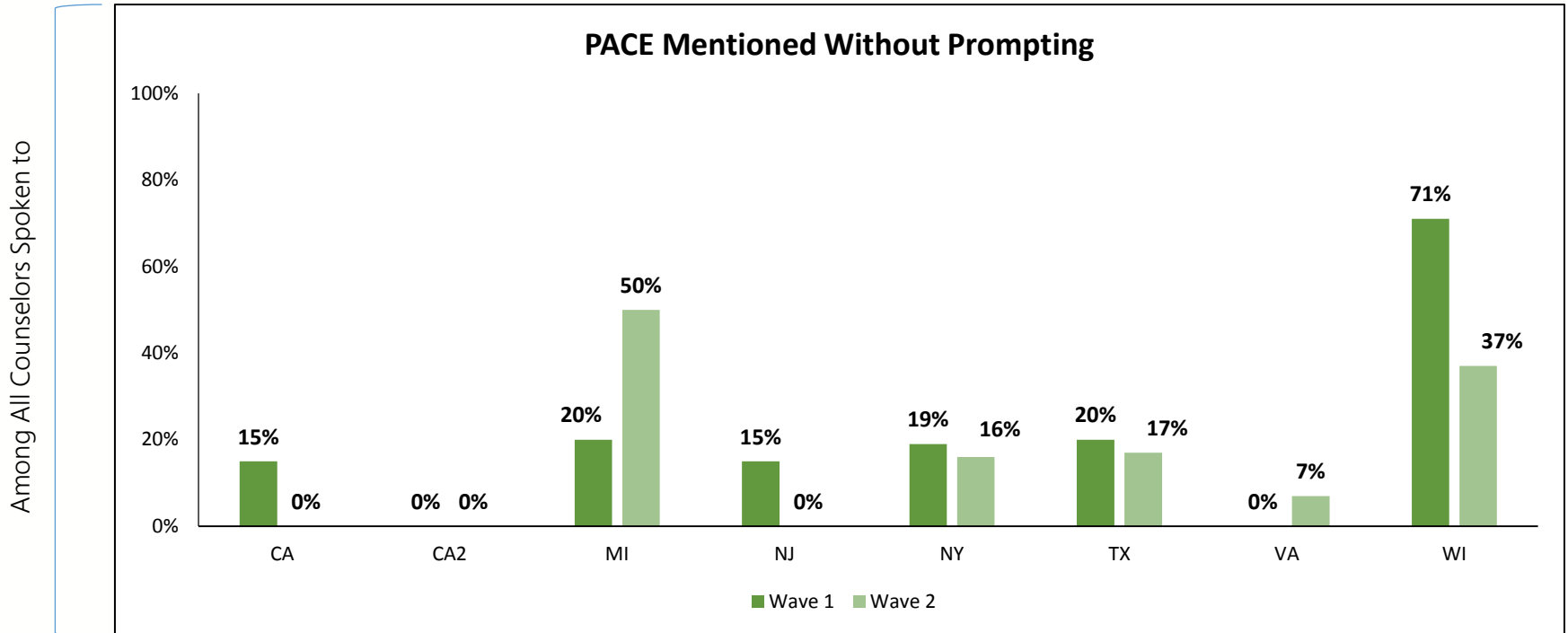
Discussion of PACE

Wave 1 vs. Wave 2



No Prompt Required

In Wave 1, counselors were more likely to mention PACE without prompting, in comparison to Wave 2 (among call centers shopped in both waves).



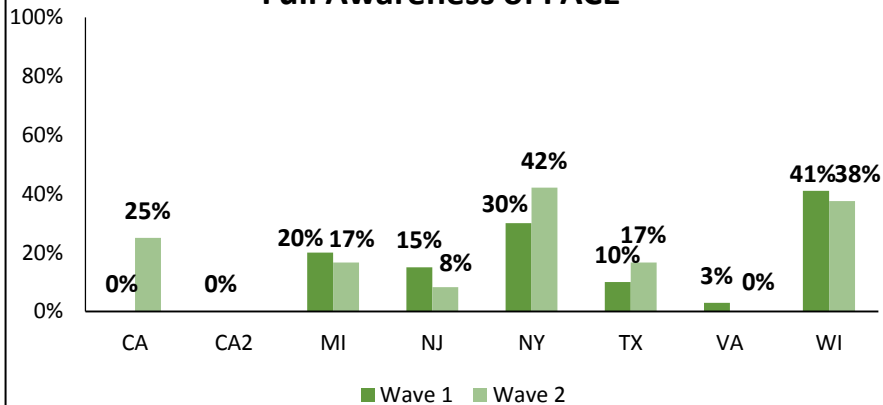
PACE Awareness

Wave 1 vs. Wave 2



Among All Counselors Spoken to

Full Awareness of PACE

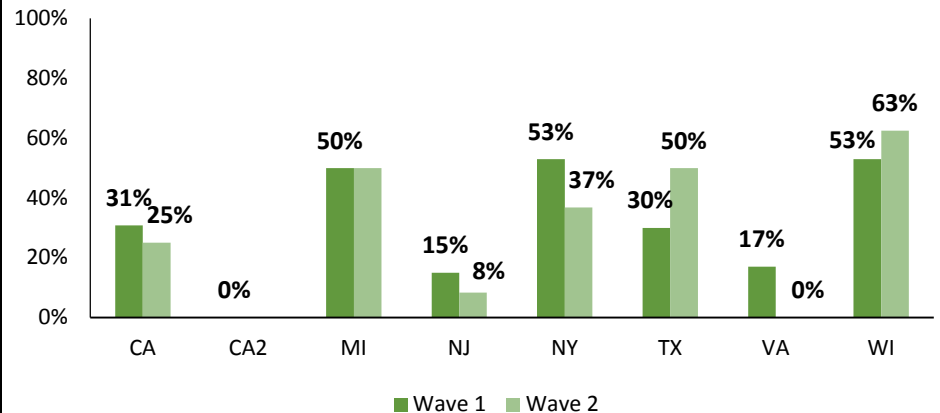


Full Awareness

Full awareness of PACE increased (CA, NY, TX) in three call centers.

Among All Counselors Spoken to

Limited Awareness of PACE



Limited Awareness

Limited awareness of PACE increased in two call centers (TX, WI).

PACE Awareness

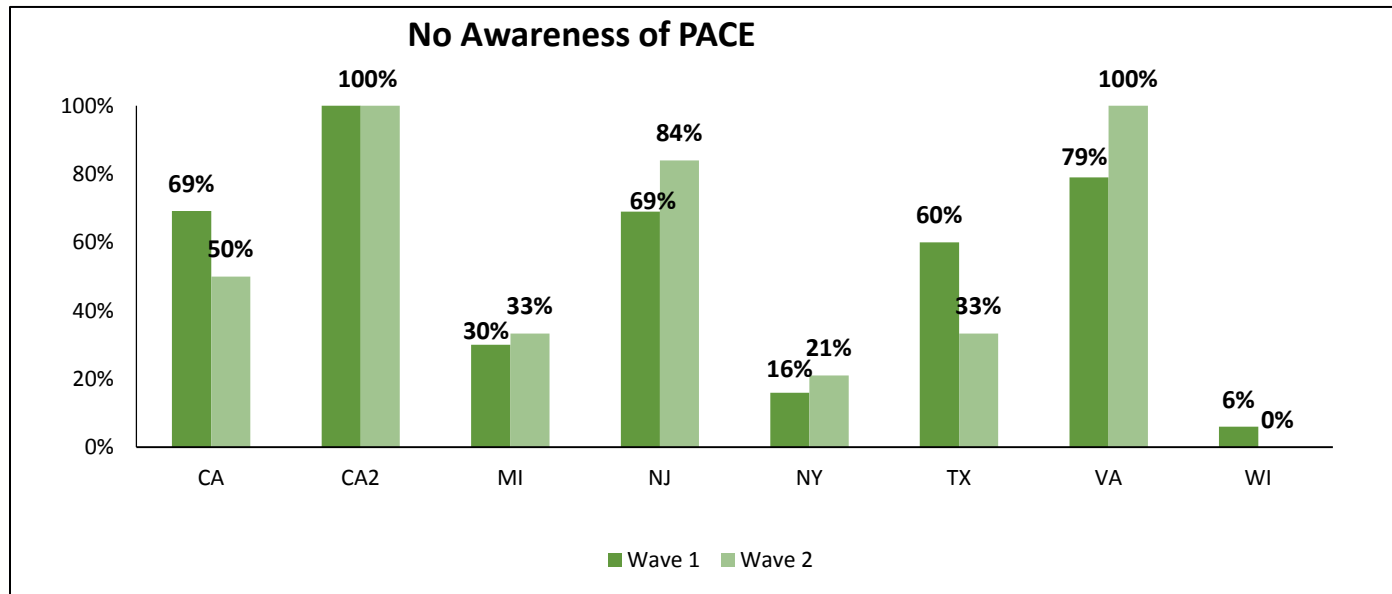
Wave 1 vs. Wave 2



No Awareness

- In half of the call centers that were shopped in both waves, there was an increase in “no awareness” among options counselors in Wave 2.
- In three of the call centers (CA, TX, WI) there was a decline in “no awareness” in Wave 2.

Among All Counselors Spoken to

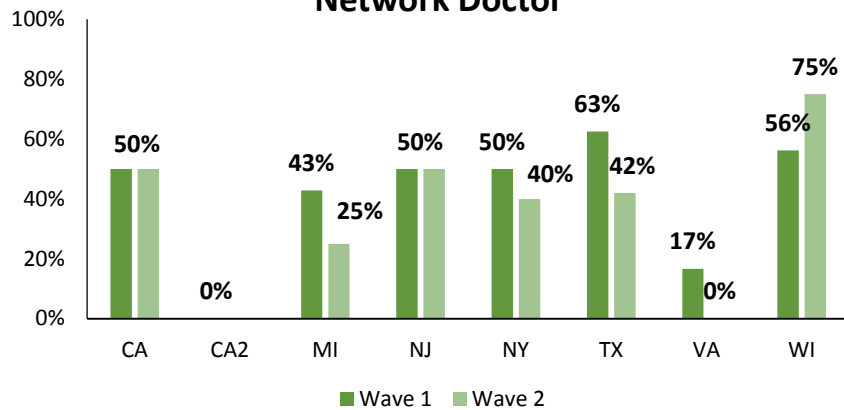


Noteworthy Observations

Wave 1 vs. Wave 2

Among Those Aware of PACE

Counselors Indicated PACE Requires an In-Network Doctor



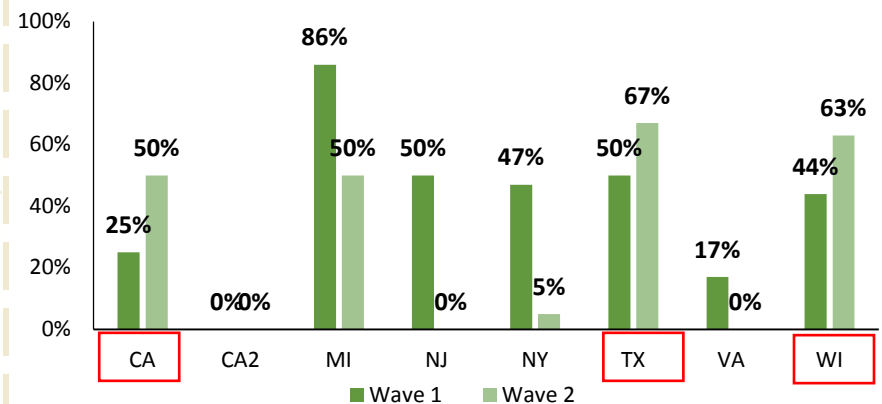
In-Network Doctor

- Counselors in WI more frequently mentioned that PACE requires an in-network doctor in Wave 2 in comparison to Wave 1.
- Both call centers in CA and a call center in NJ had no change from Wave 1.

NOTE: 21 PACE Programs have Community Based Primary Care Physician Waivers that are considered "in-network"

Among Those Aware of PACE

Explained PACE Eligibility



Call Center – PACE Eligibility

There was a significant improvement in the ability of counselors in CA (one call center), TX, and WI to explain PACE eligibility.

Next Steps



- Share findings with SHIP call centers, state policymakers, especially ombudsmen, state Medicaid departments, senior services.
- Use to initiate discussion/training session with local options counselors and PACE organizations.
 - Educational presentations
 - Links to PACE organizations' websites
 - PACE organization phone numbers for consumers
- Share with local consumer organizations, such as AARP, respite organizations, etc.

More Information About PACE



PACE4You®

The Program of All-inclusive Care for the Elderly

For more information, or to locate a PACE Program:

<http://www.pace4you.org/>

Contact



- Peter Fitzgerald
- PeterF@npaonline.org
- 703-535-1519

Program for All Inclusive Care for the Elderly

Kelly Carter
08/03/2016



What is PACE?

Program for All Inclusive Care for the Elderly

- Innovative Model of Care
- Community Based
- Comprehensive
- Participant Driven
- Capitated

Who Is Eligible for PACE

- Seniors who are 55 years or older
- Meets a Nursing Home level of Care
- Can safely live in the Community
- Live in a PACE designated Service Area

PACE Program Philosophy

- Participant Driven
- Participant Focused
- Supports Living with Independence
- Maintain Community Based Living as long as possible
- Maintain maximum health, physical function, cognitive function and social integration

What Are the Benefits that are included in the PACE Program

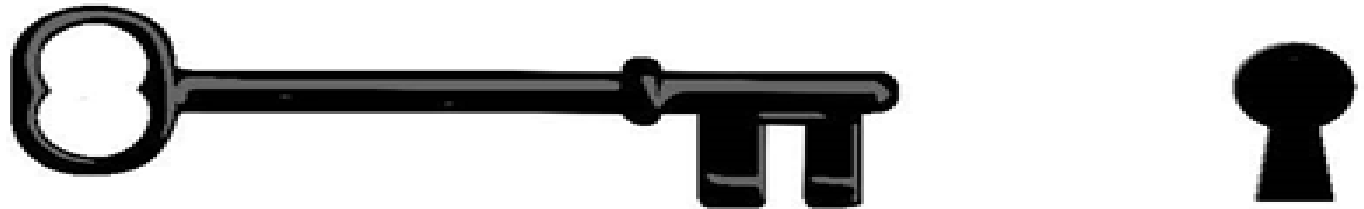
- Medicare A & B and Part D Services
 - Hospital Care
 - Nursing Home Care when needed
 - Physical/Occupational/ Speech Therapies
 - Laboratory Services
 - Skilled Nursing Services/Home health Care
 - Optometry, Dental, Podiatry, Audiology
 - Medications

What Are the Benefits that are included in the PACE Program

- Long Term Care Services
 - Care Management through Interdisciplinary Team
 - Transportation
 - Supportive Home Care Services
 - Adult Day Health Care services
 - Meals
 - Respite Care

What Should Potential Participants Know

Key Features of PACE



An Interdisciplinary Care Team

- Participant
- Physician/NP
- Registered Nurse
- Social Worker
- Occupational Therapist
- Physical Therapist
- Recreation Therapist
- Home Care
- Dietician
- Day Center Managers
- Drivers
- Personal Care Workers



What Does the IDT do?

- ❑ The care team works to identify our participant's needs and outcomes for care
- ❑ The care team works to identify
 - Goals of care and medical treatment
 - What outcomes are important to the participant
 - Identify participant's strengths and risks
 - Participant's long term care needs
 - Participant's social needs
- ❑ The care team develops a member centered plan that addresses those needs



Coordinate Integrated Medical Care



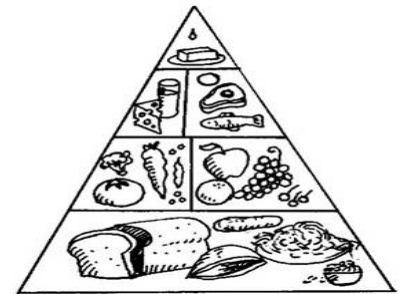
PACE Center Services



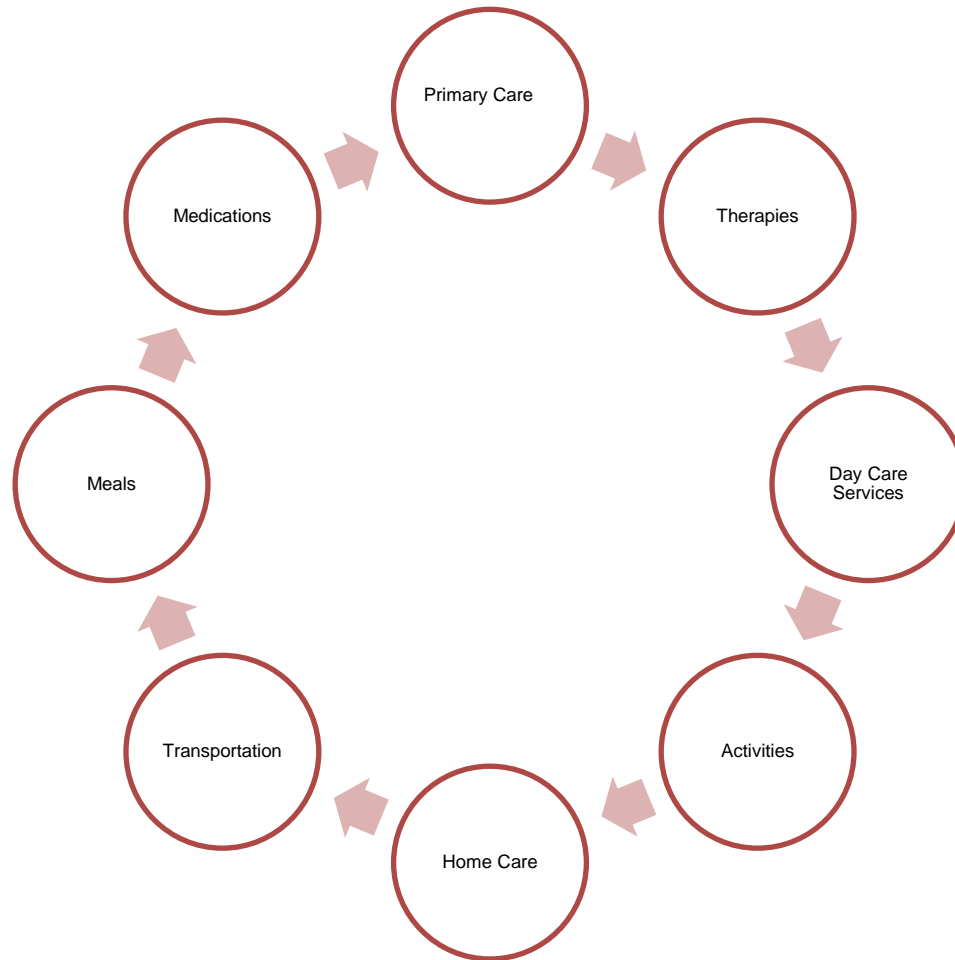
www.shutterstock.com - 167533643



- Recreation Activities
 - Physical Therapy
- Occupational Therapy
 - Nutrition Counseling
- Transportation Services



What Services Are Provided?



Where Services Can be Provided

- PACE Center
- Alternative Care Settings
 - Home
 - Hospitals
- Nursing Facilities
- Assisted Living Facilities

What Does PACE Services Cost?



- No Out of Pocket Costs
 - No Co-pays
 - No Deductibles



How is it Funded?

- Medicare Capitated Rate
- Medicare Part D Capitated Rate
 - Medicaid Capitated Rate
 - Private Pay payments

What Makes the PACE Program Works

- Member is involved with developing plan of care
- IDT is skilled in assessment and creating careplans that meet member needs
- PACE organizations work with network of providers to deliver all care
- Focus on prevention and wellness; not just treatment

Indicators of Success

- Routine monitoring to ensure participant care outcomes are met
- Evaluation of participant satisfaction
- Low Disenrollment Rates
- Continuous monitoring for highly effective and cost effective care delivery

Where are PACE Programs?



Currently 119 programs in 31 states
Over 200 PACE Centers
Serving Approximately 40, 000 members !

Who Operates PACE Organizations

- Stand Alone PACE organizations
 - Long Term Care providers
 - Health Systems
 - Health Plans
 - Hospice Providers
- ❖ No matter who operates the PACE organization; the benefits are the same

PACE in Wisconsin

- Operated by Community Care Inc.
- Been in business since 1977; PACE since 1991
- Waukesha and Milwaukee Counties
- Serves over 650 members
- Has 2 PACE centers and 2 Alternative Care Settings

Questions and Answers

