



Social and Medical Services: Appropriate Coordination of Care Strategies for OHP Transformation

Coordinate Care Between Medical and Social Services

- The ideal situation for a senior or adult disabled Medicaid consumer or dual eligible individual is to have a medical home that coordinates with a social services case worker to provide holistic care for the needs of the whole person.
- Any health redesign model should include social/human services organizations as full partners at core decision-making levels.
- Provision of human services for seniors or disabled adults in social Long Term Care programs should not be housed under medical managed care organizations. The best care would be provided by a mandatory coordination (as opposed to full integration) between a social LTC caseworker and a member of the individual's medical primary care home.

Medicaid Type B Area Agencies on Aging: Proven, Scaled Coordination Models

- Type B AAAs are existing examples of innovative, highly-integrated models of social/human services that offer seniors and people with disabilities (SPD) one-stop access points to a wide variety of services such as Medicaid eligibility, meal delivery, personal hygiene assistance, and help with other tasks of daily living.
- Agencies have extensive experience in counseling about medical benefits and advocating when medical intervention or coordination is needed, but they do not provide medical services and would not benefit from being wrapped into medical managed care organizations.
- Type B transfer agencies provide these services at well below the cost of what the state pays itself to do the same work with less coordination and quality outcomes.
- Currently over half of all SPD individuals receiving social Long Term Care, especially in home-based settings, are served by Type B AAAs, thus proving that this efficient model works at a large scale.

Maintain and Expand Type B AAAs to Reach “Triple Aim” Goals

- Oregon is a national leader and recognized, effective model in the delivery of LTC social services in large part because of the work and services that Type B AAAs provide to their clients. The state is number one in home-based long term care with low cost and high quality.
- Health System transformation needs to take advantage of these amazing agencies and spread their work throughout the state to provide effective, efficient, and excellent outcomes-based care in conjunction with medical health program changes.