

PHI Medicaid Redesign Watch: A Real-Time Case Study

In summer 2012, PHI began a three-year *Medicaid Redesign Watch* project, seeking to monitor—and influence—the implementation of sweeping changes to the way New York State’s Medicaid-funded long-term care services are delivered.



Intended as a case study, this unique project will record, analyze, report, interview and even *intervene* in real-time—as events unfold. Our subject is the transition of the home care aide workforce from the health care environment in which these aides have worked for several decades, to one that is undergoing rapid, unprecedented change.

Policy Context

New York’s Medicaid Redesign is transforming all aspects of the system: payers and the type of payment, provider relationships, and outcomes that are expected for Medicaid beneficiaries. In the new system, the dominant payers are managed care plans, including plans that cover long-term care. Payment for services now occurs through a capitated model—with payment delivered on a per-participant basis—as opposed to the traditional fee-for-service model of payment. Provider networks are sought for purposes of geographic coverage as well as better coordination of care, to reduce the usage of high cost health care services such as hospital emergency rooms.

PHI believes that the success of long-term care policy change depends ultimately on the strength and stability of the workforce that delivers the majority of care, and the crucial relationships between workers, clients, and family members. For this reason, we approach New York’s Medicaid Redesign differently from most other organizations. We see changes that are disruptive for consumers as likely to be equally disruptive for the home care workforce. In a challenging cycle, that workforce disruption will in turn foster additional disruptions for consumers.

Our Response

New York has adopted multiple methods for obtaining public input on the progress of Medicaid Redesign. Stakeholder workgroups, town hall meetings, regular conference calls, web postings and ample opportunities for Q&A and comments are available. PHI staff has been invited to join several Redesign workgroups, for which we regularly participate in the calls and review postings. To the extent we can, we seek to identify

problem areas in advance, proposing policy options that will mitigate any disruption to clients and their aides.

One of the hallmarks of New York's Medicaid Redesign was its attention to compensation for the aides and continuity of care for the consumers. *PHI Medicaid Redesign Watch* will address these topics and others (see attached list), providing a blueprint for other states and localities as they too begin to reform their long-term care systems.

Through our initiative, we intend to track changes to a policy environment with many moving parts, most of which affect the functioning of the long-term care system as a whole. Our goal is to help New York State achieve a smooth transition of the clients and their aides as a new care coordination and payment model is adopted. By closely following the implementation of the new system—and offering rapid responses throughout the three-year redesign process—we hope to limit the amount of disruption, displacement, and system breakdown that can occur as such a major change in delivery of health care services moves forward.

Partners

This initiative would not be possible without lead support from the Ira W. DeCamp Foundation, the Ford Foundation, the Altman Foundation, and The Bernard F. and Alva B. Gimbel Foundation.

PHI is pleased to be joined in this initiative by Wider Opportunities for Women (WOW) and the National Employment Law Project (NELP). WOW is analyzing the impact of wage improvements on access to public benefits, and NELP is assisting with legal analysis and employment law applications to the changing environment.

For More Information

For more information on the PHI Medicaid Redesign Watch, contact New York Policy Director Carol Rodat at crodat@PHInational.org, or New York Policy Analyst Meghan Shineman at mshineman@PHInational.org.



PHI (www.PHInational.org) works to transform eldercare and disability services. We foster dignity, respect, and independence— for all who receive care, and all who provide it. The nation's leading authority on the direct-care workforce, PHI promotes quality direct-care jobs as the foundation for quality care.



Topics to be addressed by the PHI Medicaid Redesign Watch include:

- Wage Parity for Home Health Aides
- Continuity of Care for Aides and Clients
- Sleep-in Coverage for Clients and Conditions for Home Care Aides
- Health Insurance Coverage for Aides
- Public and Employer Benefits for Home Care Aides
- Benefit Cliffs for Home Care Aides
- Upgrading Home Attendants to Home Health Aide Certification
- Advancement Opportunities for Home Care Aides
- The Future of Home Health Aide Training
- Workforce Standards and Monitoring
- Definition of a Good Employer of Home Care Aides
- Technology and the Home Care Aide
- Scheduling for Full-Time Work

For more information, visit www.PHInational.org/newyork.