



MI HEALTH LINK

Linking Medicare and Medicaid for you
Bulletin January 2023



Meet the MI Health Link Team: Kasia Roelant

My name is Kasia Roelant. I am one of the two Quality Analysts on the MI Health Link team. I have been with the program since September of 2018. I am responsible for developing, implementing and overseeing MI Health Link's Quality Program, including collaborating with MDHHS' contractor, Health Services Advisory Group (HSAG) on external quality review activities. I also work closely with CMS to integrate the federal and state quality activities.

I was born and raised in Poland but have lived in the United States for over 20 years now. I completed my bachelor's degree in Slavic Languages and Literature while still

living in Europe. I have a master's degree in Marriage and Family Psychology from Wayne State University. My study of systems theory influences my approach to quality work as a sum of interrelated and interdependent parts all requiring consideration in order to achieve sustained meaningful improvements to the whole system.

Before working for the Integrated Care Division at MDHHS, I worked for a Lansing-based trade association representing not-for-profit senior care providers in Michigan. During the five years with the association, I learned a lot about different levels of services offered to seniors and challenges faced by both the service providers and seniors themselves. Prior to that, I worked in an admissions office in a nursing facility while working on my grad school degree and later as a community outreach lead at a Continuing Care Retirement Community.

I live in Grand Rapids where I moved recently with my partner. When not working, I like to travel, read, listen to NPR and attend live music performances. I also practice and teach yoga as a 500 RYT.

As our program transforms, I am looking forward to using what we have learned together during our quality work under the MI Health Link demonstration to shape the integrated DSNP landscape in Michigan.

-Kasia



Volunteers Wanted: Empower@Home

The University of Michigan School of Social Work is currently doing a study that individuals who meet criteria for participation in the study may be interested in. They have created an online education program called Empower@Home which is designed for older adults to help lift their spirits and make them feel more socially connected.

The study involves trying out the program for up to 10 weeks and completing surveys before and after the program. They also compensate you up to \$100. You do not need to have any prior computer experience to participate. If you don't have a tablet or internet access, they will provide it for you for free during the study. They will also have someone to work with you and answer any questions you have, including helping with technology. Please call **734-215-5654** with any questions or if you are interested in participating! Click [here](#) for more information.

Empower@Home staff will reach out to do additional screening for eligibility. Referral to program does not guarantee they will be able to participate at this time.

Additional Referral Options:

- Fill out form securely online (HIPAA Compliant): [relink/empowerhome](https://relink.empowerhome.com)
- Send an encrypted email to empower-at-home@umich.edu
- Call 734-215-5654
- Fax referral forms to 734-763-3372

Program and Policy Notes

MI Health Link Program, Contractual, Policy Requirements and Highlights

2022 Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS)

The 2022 MI Health Link (MHL) Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results can be found [here](#).

The HCBS CAHPS Survey is a cross-disability survey for adults receiving long-term services and supports from state Medicaid home and community-based services and supports programs. It was developed for voluntary use by state Medicaid programs and used for measuring experience with Medicaid HCBS delivered by providers. Eligible members for the survey had to meet the following criteria: Adult members who were 21 years of age or older; whom had been continuously enrolled in an Integrated Care Organization (ICO) during the 3-month measurement period with no gaps in enrollment. Members also had to be currently enrolled in the MHL program and had received at least one qualifying personal care service (i.e., ADLs or IADLs) or were currently enrolled in the MI Health Link HCBS waiver and received respite care at home, chore services, or expanded community living supports.

Members were surveyed from May to July 2022 and were initially notified by a pre-notification letter. Members then received the survey via telephone and non-respondents received up to six calls at different times of the day, different days of the

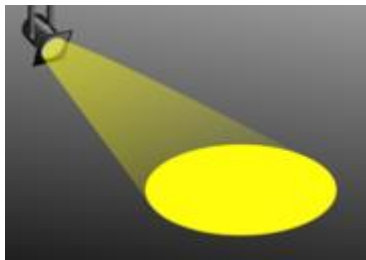
week, and different weeks. Comparison of 2022 scores to 2021 and 2020 scores showed a significant decline in response rates and completeness of the survey for 2022, with only a 4.92% response rate and 195 completed surveys in 2022. It was additionally found that there was a statistically significantly lower number of members aged 21 to 44 and a statistically significantly lower number of members noted to be of an “other” race.

The aggregate findings in 2022 showed statistically significant decline in one composite measure that is related to the reliability and helpfulness of staff. This composite measure is made up of questions that measure beneficiary satisfaction with things like whether caregivers showed up to work on time and completed the hours they were scheduled to work. These measures are currently being reviewed with ICOs and their long term supports and services (LTSS) providers to collaborate on solutions for improvements in these areas. It is perceived that potentially the lack of available staff and a direct care worker (DCW) shortage may have contributed to these areas of decline seen in the survey.

In the following areas composite scores remained in the 90th percentile indicating continued high levels of satisfaction:

- Personal Safety and Respect
- Helpful Case Manager
- Choosing the Services That Matter to You
- Staff Listen and Communicate Well

HCBS CAHPS Survey findings can be used as part of quality assurance and improvement activities. The MDHHS MHL Quality Team discusses with each ICO their areas of strengths as well as areas of opportunity as identified in the survey results with a goal to drive continual quality improvement activities. Additionally, there are multiple Initiatives in Michigan (many in partnership with MDHHS) supporting the direct care workforce. Information about these initiatives as well as details for those that want to get involved to support DCWs can be found [here](#).



MI Health Link Service Spotlight:

Preventive Nursing Services

Preventive nursing services are available to members enrolled in the MI Health Link (MHL) Home and Community Based (HCBS) waiver. The services are covered on a part-time, intermittent (separated intervals of time) basis for individuals that require nursing services for the management of a chronic illness or physical disorder. The

services are provided in the beneficiary's home and are provided by a registered nurse (RN) or a licensed practical nurse (LPN) under the supervision of a RN. Preventive nursing services are available for those who qualify that require more periodic or intermittent nursing than otherwise available. When a beneficiary's condition is unstable, could easily deteriorate, or when significant changes occur, preventive nurse visits provide observation and evaluation. The purpose of the observation and evaluation is to monitor the individual's condition and report findings to their physician or other appropriate health care professional to prevent additional decline, illness, or injury. Nursing services such as administering medications and applying dressings may also be provided during a visit. Overall, the service aims to reduce the occurrence of adverse outcomes for the beneficiary such as hospitalizations and nursing facility admissions. An individual using this service must demonstrate a need for observation and evaluation. Additionally, in order to qualify for this service a beneficiary must meet one of the following:

- Be at high risk of developing skin ulcers or have a history of resolved skin ulcers that could easily redevelop.
- Require professional monitoring of vital signs when changes may indicate the need for modifications to the medication regimen.
- Require professional monitoring or oversight of blood sugar levels, including enrollee-recorded blood sugar levels, to assist with effective pre-diabetes or diabetes
- Require professional assessment of the enrollee's cognitive status or alertness and orientation to encourage optimal cognitive status and mental function or identify the need for modifications to the medication
- Require professional evaluation of the enrollee's success with a prescribed exercise routine to assure its effectiveness and identify the need for additional instruction or modifications when necessary.
- Require professional evaluation of the enrollee's physical status to encourage optimal functioning and discourage adverse outcomes.
- Require professional evaluation of the enrollee's physical status to encourage optimal functioning and discourage adverse outcomes.
- Have a condition that is unstable, could easily deteriorate, or experience significant changes AND a lack of competent informal supports able to readily report life- threatening changes to the enrollee's physician or other health care professional.

The full list of minimum standards for service delivery for Preventive Nursing Services can be viewed in the MHL Minimum Operating Standards [here](#).

Education and Support Opportunities

MI Health Link training opportunity, *A Journey with Dementia Minds*, coming on

February 14th, 2023 from 1:00 to 3:00pm

A Journey with Dementia Minds is an interactive presentation by eight individuals living with dementia. In this dramatic and humorous performance, you will experience their journey beginning with the recognition that something was wrong, testing, diagnosis and depression that often follows the diagnosis. Undergo the passage from the darkness of depression into the light of acceptance and the discovery of new meaning and purpose. Be prepared to take flight as *A Journey with Dementia Minds* is a transformative and powerful experience for all who attend.

Details for registering for this training have been distributed. If you are interested in the training and did not receive a registration link please email guisek@michigan.gov

Looking for Continuing Education opportunities? Check these programs and websites for upcoming events in 2023:

[Jenerations Health Education](#)

[Michigan Center for Rural Health](#)



Beneficiary Health and Welfare

The MI Health Link Program requires Integrated Care Organizations (ICO's) to report critical incidents to the Michigan Department of Health and Human Services (MDHHS) to ensure the members safety, security and over all well-being. There are currently twelve incident types required to be reported to MDHHS. All incidents are required to be reported to the critical incident reporting system. Each incident type may also have additional reporting criteria to Adult Protective Services (APS) or Local Law Enforcement (see the chart below). All human service providers and health care professionals are mandated to make referrals to APS if there is suspected abuse, neglect or exploitation of a vulnerable adult. ICO's should maintain a working relationship with these agencies to ensure the best possible outcome for the member.

ICO's should begin to investigate critical incidents with the member within two business days of the identification the incident occurred. If there is a suspicious or

unexpected death of a member, it must be reported to MDHHS within two business days. Once the incident has been reported, it is up to the ICO to continue to make contact with the member until the incident is resolved and the members safety and security has been restored to the best extent possible. MDHHS expects to see a resolution within 60 days from the date the incident was reported. To report suspected abuse, neglect or exploitation to APS, please call the State of Michigan 24-hour reporting hotline at 855-444-3911.

Incident Type	Adult Protective Services (APS)	MDHHS	Local Law Enforcement
Exploitation	X	X	
Neglect	X	X	
Verbal Abuse	X	X	
Physical Abuse	X	X	
Medication Errors		X	
Sexual Abuse	X	X	
Theft		X	<i>*If Beneficiary Chooses</i>
Provider No Shows		X	
Illegal Activity in the Home		X	X
Suspicious or Unexpected Death		X	X
Worker Consuming Drugs/Alcohol		X	
Use of Restraints, Seclusions, or Restrictive Interventions	X	X	



Resource Link

MDHHS Stay Well Online Discussion Groups

Stay Well is a crises counseling program administered by behavioral health professionals at the Michigan Department of Health and Human Services (MDHHS) in partnership with the Michigan Public Health Institute (MPHI) and Gryphon Place. It is supported by state and federal funding and anyone is welcome to participate in the online discussion groups. MI Health Link (MHL) care coordinators should consider sharing these resources with any beneficiaries that may benefit.

New Group:

Support for living with Long COVID

- Meets every Thursday at 7 p.m., starting January 12. Learn more and register [here](#).

CONTINUING GROUPS:

Support for those with SAD (Seasonal Affective Disorder)

- Meets every Tuesday at 6 p.m. Learn more and register [here](#).

Be Kind to your Mind – Support for Everyone

- Meets every Monday at 7 p.m. Learn more and register [here](#).

Support for older adults

- Meets every Wednesday at 10 a.m. Learn more and register [here](#).

Support for people who are grieving

- Meets every Tuesday at noon. Learn more and register [here](#).



Q & A: Your Questions About MI Health Link

*If you have a question about the MHL program we want to hear from you. We will work to get you the information you need.**

Q: Can a MI Health Link waiver beneficiary participate in any adult day program in their area?

A: Adult day programs utilized by MI Health Link (MHL) Home and Community Based (HCBS) waiver beneficiaries must be in compliance with the HCBS Final Rule requirements for residential and non-residential settings as outlined in the MHL Minimum Operating Standards. Integrated Care Organizations are responsible for ensuring an adult day program is in compliance with requirements prior to services being rendered in the setting.

Please send any questions for future bulletins to Integratedcare@michigan.gov

Topic Submission

If you have suggestions for topics to be addressed in future additions of the MI Health Link Bulletin, please send them to Integratedcare@michigan.gov



Quick Links

[MI Health Link Website](#)

[CMS Financial Alignment Website](#)

[MI Health Link Minimum Operating Standards](#)

[MDHHS Medicaid Provider Manual](#)

Previously Released MHL Bulletins

Previously released MI Health Link Bulletins can be found by visiting the [MI Health Link Website](#).

Become a foster parent through Michigan Department of Health & Human Services foster care program.



Questions? [Contact Us](#)

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