CASE MANAGEMENT:
A TRIBAL PERSPECTIVE

Tribal involvement in case management:
A major step for Tribes to enhance access
to long term services & supports (LTSS)

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SESSION OVERVIEW

- What is case management?
- Why Tribal case management?
- Federal & State Medicaid regulations
- Review of the certification process
- How to address issues of cultural competency
- State-Tribal agreements
WHAT IS CASE MANAGEMENT?

CASE MANAGEMENT, a.k.a. CARE MANAGEMENT

- Provides support for: elders & persons with disabilities wishing to stay at home
- Is often provided to an elder in danger of becoming more ill, more frail, or going into a nursing facility
- Assesses needs using a standardized process
- Develops service plan to put services in place
- Is also known as CaRe Management:
  - Elders are not “Cases”
CASE MANAGEMENT

- States write the standards
  - Could require advanced educational degrees
  - MSWs in Tribal communities are often department heads, not working in the field

- Tribes can ask for a waiver or self-certify

- Tribes can send staff out with non-Tribal Case Manager
  - Seek opportunity to be needs assessor for your Elders. It helps assure they receive culturally appropriate care & get the services they need!
WHY TRIBAL CASE MANAGEMENT?

Tribal Case Management

- Enables Tribes to enhance access to LTSS for their elders & members with disabilities.

- Is an essential access point for Tribal Elders to receive home & community based services (HCBS).

- Allows Tribes to be responsible for authorizing expenditures of Medicaid dollars to support Elders.
Tribal Case Management

- Provides ongoing monitoring of care for those in need
- Authorizes services & supports
- Ensures culturally competent case management
OLDER AMERICAN ACT TITLE VI

- Administered by the Administration on Aging
- Established in 1978 to provide nutrition & supportive services to older Tribal members in need of LTSS
- Expanded in 2000 with caregiver support services
- Provides grants to eligible Tribal organizations
The Affordable Care Act of 2010 (ACA)

- Enacted by Congress in 2010 to:
  - Create options & financial incentives for States seeking to expand their systems of LTSS
  - Reform health care delivery
  - Increase access to health care options
Provisions of Affordable Care Act

- Provide options & financing for Medicaid & HCBS through:
  - Enhanced Medicaid matching payments
  - Demonstrations
  - New Medicaid State Plan options
    - Health Home (SPA) I Waiver
INDIAN HEALTH CARE IMPROVEMENT ACT (IHCIA)

- Reauthorized under the Affordable Care Act

- Includes new authorities for hospice care, assisted living, & LTSS HCBS for disabled & elderly AI/AN persons
Delegation of Medicaid Administrative Functions

- Statutory constraints prevent CMS from working directly with Tribes

- Medicaid administrative functions must be handled by State Medicaid Agencies (SMAs)
  - SMAs may delegate administrative functions
  - Nothing prohibits a SMA from delegating to a Tribe or Tribal consortium
Certification in Different States

- Each State sets requirements for certification
- Examples of scenarios in different States:
  - Have few certification requirements; make it very easy for Tribes to do case management
  - Require the case manager be a State employee
  - Allow a Tribal member to serve as case manager, but use State employee for eligibility assessment or subcontract
**Need for Standardization in Case Management for Tribes**

- Because States can set their regulations, Tribes are required to set up unique agreements with the States in which they are located.

- A common policy to standardize requirements & regulations for AI/AN people would reduce this barrier to Tribal case management.
CHRs: Possible Avenue for Tribal CM

- CHRs are *invested* in providing linkage & coordination
- Must receive certification that at minimum follows set standards of practice to become a CHR
- CHRs know & belong to the community
- Their role is strengthened by adding components of case management
CONSIDERING CHRˢ FOR CM SERVICES

- Review requirements established by your State, to begin.
- Determine if you need to ask for:
  - Waiver
  - Exception to rule

- Potential hurdle: Additional certification may be required for some standards of practice in selected States

Note: The ACA states that Tribes must meet the same standards as non-Tribal programs; they do not pay licensure fees.
HOW TO ADDRESS ISSUES OF CULTURAL COMPETENCY

THE CHALLENGE IN INDIAN COUNTRY

- Ask for a Tribal Case Manager to do the review
- Require a staff member’s presence to assist if no Tribal Case Manager available
- Prepare elder prior to the interview on what & how the interview will be conducted
- Ask assessing agency to use one consistent assessor
LESSONS LEARNED IN INDIAN COUNTRY

- Understand financial requirements for HCBS & protect your Elders’ eligibility
  - Pay per capita with exempt resource or “services in kind”

- Review the assessment used to evaluate the Elder’s functional eligibility
  - If there are questions which are not appropriate, ask the assessor to use other language; explain why

- Elders are proud & unlikely to admit they need help
EXAMPLES OF STATE-TRIBAL AGREEMENTS

ARIZONA: IGAs

- AZ has Intergovernmental Agreements (IGAs) with seven Tribes:
  - Arizona Long Term Care Services (ALTCS) Program instituted a Tribal case management program
- AZ has no specific State requirements for case managers; Tribes set qualifications
- Tribes provide case management services to their Tribal members enrolled in ALTCS
ARIZONA: IGAs

- State conducts the eligibility assessment

- ALTCS Tribal members on reservations other than the seven Tribes:
  - Case management services offered through the Native American Community Health Center in Phoenix

- Members of 20 Tribes receive case management services through these two venues
MINNESOTA: WHITE EARTH

- White Earth Band of Ojibwe Long Term Care Consultation: division of Tribal health service

- White Earth contracted with State of MN to provide:
  - Case management for long term HCBS
  - Eligibility assessments for long term HCBS
MINNESOTA: WHITE EARTH

- Through contracted arrangement with MN, White Earth:
  - Administers five LTSS 1915(c) waivers
  - Serves 300 clients/month
WASHINGTON: NWRC

- Local Area Agencies on Aging (AAAs) facilitate & provide long term care services
- Northwest Regional Council (NWRC) serves as the AAA for the northwest region of WA
WASHINGTON: NWRC

- Tribal Outreach Coordinator helps find culturally appropriate care for Native Elders:
  - Provides information, assistance, & help in finding culturally-appropriate care
  - Acts as advocate for needs of elders who experience barriers to services
  - Acts as cultural interpreter, including for State case managers
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