



CASE MANAGEMENT: A TRIBAL PERSPECTIVE

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

Authors: Emma Medicine White Crow, Shelly Zylstra



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



FEDERAL & STATE MEDICAID LEGISLATION & REGULATIONS

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



CASE MANAGEMENT CERTIFICATION PROCESS

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



Advocacy. Action. Answers on Aging.
Washington Association of Area Agencies on Aging

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



CONTACT INFORMATION

Shelly Zylstra

Planning Unit Director

Northwest Regional Council

(360) 676-7649

ZylstRA@dshs.wa.gov

