



Hawaii

Goals and Objectives

Hawaii's NWD System seeks to support all individuals in need of long term services and supports (LTSS) to make informed choices about their supports so they can lead meaningful lives.

The specific objectives include:

- ▶ Weaving existing publicly-funded LTSS access points into an integrated network;
- ▶ Expanding capacity to support all populations with person-centered counseling;
- ▶ Ensuring that NWD/ADRC Network provides person-centered counseling; and,
- ▶ Creating multiple funding sources to sustain the NWD System.

State Governance

The Honorable Governor David Ige has designated the Executive Office of Aging (EOA) as the lead of the NWD System effort. EOA will lead alongside the Area Agencies on Aging (AAAs), the Med-QUEST Division (MQD; the Medicaid agency), the Developmental Disabilities Division (DDD), the Adult Mental Health Division (AMHD), the Children's Special Health Needs Branch (CSHNB), the Division of Vocational Rehabilitation (DVR), the Veterans Health Administration (VHA), the Office of Veteran's Services (OVS), the University of Hawaii (UH), and Hilopa'a (the Family to Family Health Information Center). EOA will coordinate the NWD/ADRC Network management infrastructure. EOA will convene and facilitate workgroups and subcommittees and work to integrate and formalize current mechanisms for obtaining stakeholder input into ongoing participant and partner advisory committees.

EOA will also develop protocols to guide the coordination among all access points for LTSS in the state. Under the NWD/ADRC effort, EOA has already implemented MOUs with several of its partners that clarify referrals to and from each agency and commit to cross-training. This NWD grant effort will expand upon this success by ensuring that staff at each of the agencies understand the supports offered by the other access points and referral protocols.

Program Spotlight: Sustainability Approach

With most of Hawaii's Medicaid LTSS provided through Managed Long Term Services and Supports (MLTSS) by health insurers receiving fixed monthly funding amounts to provide services to their enrolled members, the state will focus on positioning the NWD/ADRC Network as a central player for access, choice and counseling in compliance with the Centers for Medicare & Medicaid Services' (CMS) managed care rules. Under the NWD implementation grant, MQD agreed to work with all of the agencies in the NWD/ADRC Network to expand and enhance access to Medicaid-funded services. MQD further agreed to work with the NWD/ADRC Network to draw down Medicaid Administrative Federal Financial Participation (FFP). Under this effort, the state will

Acronyms

AAA = Area Agency on Aging

ADRC = Aging and Disability
Resource Center

LTSS = Long Term Services
and Supports

MLTSS = Managed Long
Term Services and Supports

NWD = No Wrong Door

MOU = Memorandum of
Understanding

FFP = Federal Financial
Participation

PCC = Person Centered
Counseling

explore an expanded Choice Counseling approach (to address needs for individuals with LTSS needs who are not eligible for Medicaid) that the NWD/ADRC Network can provide.

The project's specific sustainability objectives include:

- ▶ Determining funding for MLTSS Choice Counseling through the development of a reimbursement approach for Medicaid Choice Counseling and the development of cost estimates;
- ▶ Developing a business case for state funding to provide person centered counseling (PCC) to individuals not eligible for Medicaid;
- ▶ Planning and sustaining funding for PCC and systems navigation training; and,
- ▶ Developing the infrastructure to support Medicaid Administrative FFP claiming.

Project Outcomes

Anticipated outcomes of this project include:

- ▶ An integrated and streamlined NWD/ADRC Network with written agreements (e.g. MOUs) among NWD partners;
- ▶ Sustainable Hawaii-based PCC and systems navigation training infrastructure or institute;
 - 12,500 people receiving PCC;
 - Minimum of 100 NWD/ADRC Network staff trained to use a person centered approach and systems integration with 300 staff across the NWD/ADRC network trained in engaging a greater population of individuals with LTSS needs; and,
- ▶ FFP claiming infrastructure projected to produce at least \$500,000 per year.