

# Improving Disability Access in Medical Offices

## An Overview of the Centene Provider Accessibility Initiative (PAI)



# Agenda

- Welcome and Introductions (3 – 3:05)
- Overview of Centene and the Provider Accessibility Initiative (PAI) (3:05 – 3:15)
- Overview of PAI and Barrier Removal Fund Activities/Outcomes To Date (3:15 – 4:00)
- Questions (4 – 4:13)
- Closing (4:13 – 4:15)

# Today's Presenters

- **Centene** – Sarah Triano, Director of Complex Care Policy/Innovation
- **National Council on Independent Living**  
– Kelly Buckland, Executive Director
- **Superior Health Plan (TX)** – Bob Barone, Vice President of Field Operations

# Today's Presenters

- **HealthNet (CA)** – Tanya Demirjian,  
Physical Accessibility Review Supervisor
- **Buckeye Health Plan (OH)** – Tara Bires,  
Provider Performance Specialist
- **IlliniCare Health (IL)** – Mary Strasser,  
Vice President of Network Development  
and Contracting

# Centene Overview

## ➤ **St. Louis-based company founded in Milwaukee in 1984**

- 41,200 employees, 12.8 million members, 2 international markets

## ➤ **31 states with government-sponsored healthcare programs**

- Medicaid (25 states)
- Marketplace (16)
- Medicare (20)
- Correctional (12)

# Centene Overview, Cont. **CENTENE**<sup>®</sup> Corporation<sup>1</sup>

## ➤ Managed Long-Term Services and Supports

- 8 states, 255,000+ members, largest MLTSS plan in the country

## ➤ Medicare Medicaid Plan

- 6 states, 50,000 members, over 13,000 LTSS

## ➤ People with intellectual/developmental disabilities

- 8 states, 29,000 members

# What is the Goal of the Provider Accessibility Initiative?

- Provide **equal access** to quality health care and services that are **physically and programmatically accessible**
- for our **members with disabilities** and their **companions** with disabilities
- by **increasing the percentage** of doctor offices that **meet minimum** federal and state **disability access standards.**

# Why Is Centene Focusing on Provider Disability Access?

- It's the **right thing to do**
- Medicaid and Medicare members with disabilities **receive less preventative care** than those with no disability
  - <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Issue-Brief-Physical-AccessibilityBrief.pdf>



# Why Is Centene Focusing on Provider Disability Access?

- **It's a federal requirement**
- **People with disabilities say we should**
  - Centene National Disability Advisory Council
  - Local Health Plan Member Advisory Councils (CA, FL, KS, MI, OH, PA, and TX)

# How are We Accomplishing Our Goal?

1. **Making sure the information about the accessibility of a doctor's office in our directory is correct so members can pick a doctor that meets their needs by:**
  - a. **Asking all doctors nationwide to answer the same questions about disability access; and**
  - b. **Checking to make sure that information is correct by having Centers for Independent Living (CILs) or staff visit the office and complete an Accessibility Site Review**

# How are We Accomplishing Our Goal?

2. **Allowing doctors to apply for a grant from the Centene National Barrier Removal Fund (BRF) that includes:**
  - a. **Funding** to remove disability access barriers; and
  - b. **Technical assistance** from the **National Council on Independent Living (NCIL)**, **local CILs**, and **local health plans**.

# National Barrier Removal Fund

- Partnership with the National Council on Independent Living (NCIL)
- Funding available in 2018 in 3 pilot states and in 3 main areas:
  - Illinois, Texas, and Ohio
  - Building modifications, diagnostic equipment, and/or programmatic access
- **BRF Process**

# 1. Geo-Mapping

## Buckeye Health Plan (OH)



- Assessed current disability accessibility status for doctor's offices and membership by county
- Identified that 45 counties had 70% or more of their doctor's offices missing ALL minimum disability requirements
- Offered the BRF in those 45 counties, representing 86% of our membership, totaling 9,335 doctor's offices (excluding nursing facilities and hospitals, but including vision, dental, and behavioral health offices)

# 2. Request for Proposals, Outreach. Superior Plan (TX)

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## ➤ RFP requirements

- Located in Bexar service area (*San Antonio*)
- Superior participating doctor
- Accepting new members

## ➤ Awareness campaign

- Postcards sent to all 1500+ eligible doctors
- Telephonic outreach to plan's largest clinics
- Website announcement and E-blasts
- Face to Face education with doctors

# 2. Request for Proposals, Outreach. Superior Plan (TX)

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## ➤ Application process

- Doctors applied online through NCIL website
- Accessibility Supplement form emailed to applying doctors to complete
- Returned Accessibility Supplement forms, compiled, and used to update Centene's provider data systems

## ➤ Texas RFP results

- Much lower than expected (*18 applicants*)
- Will cast a much wider net in the future

### 3. Self-Report. IlliniCare (IL)

- Partnered with accessibility consultant to condense self-report form to 6 pages with 51 questions
- Sent form to all **6,000** of our medical and behavioral health providers
- Received **1,100** completed forms
- Complete self-report form required of providers new to our network



illinicare health™



# 4. Accessibility Site

## Reviews. HealthNet (CA)

### ➤ State Regulatory Requirement

### ➤ 2,500 completed since 2011

### ➤ Conducted on all:

- **PCP offices** who serve Medi-Cal and CalMediConnect members
- **High Volume Specialists** (including Behavioral Health) and Ancillary and Community Based Adult Services (CBAS) Providers

### ➤ ASR tool (NOT a full ADA audit)



# 5. Barrier Removal Fund Committee. NCIL



- Local BRF Committees review & score applications, make award decisions
- Committee composition
- Scoring process, funding considerations
- Involvement of people with disabilities in the process



## 6. Funded Projects

- **IL - 97 applications received totaling over \$2 million in requests. 28 funded projects approved with 25 different providers.**
  - **Projects include:** Door openers, widened doorways, ramps, and other entrance improvements, accessible exam tables and scales, Braille signage, noise cancelling headphones for waiting areas, assistive listening devices, and more.
  - **Selected providers were:** Very small to relatively large and provided a variety of services, including primary care, mental health supports, and addiction recovery.

## 6. Funded Projects, Cont.

➤ TX - 18 applications received totaling close to \$300,000 in requests. 8 funded projects approved with 8 different providers.



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➤ OH - 21 applications received totaling over \$271,000 in requests. OH BRF Committee met yesterday.



buckeye  
health plan.

# Outcomes



“Since the installation of our automatic doors, I have been pleased to notice more adult *wheelchair patients* in our facility receiving much needed services. I see this being a positive addition and great way to meet ALL members of our community. We would not have been able to make these upgrades to our facility at this time without the funds from this grant. Thank you again!”

- Dr. Sarah Patrick, Administrator, Jackson County Health Department

# Outcomes

“I’m really excited to put the new adjustable height tables into place! It is very frustrating for our *mobility challenged patients* and for our staff when a *disabled patient* comes in for an annual exam (pelvic exam or pap smear) and we are unable to provide them with comfortable and effective positioning to ensure the best health outcomes. We greatly appreciate the funding provided to make this happen!”

– Breann Swan-Figueroa, Nurse Practitioner,  
Champaign-Urbana Public Health District

Combined accessible exam table and scale, the UpScale M430, from Medical Accessibility, LLC





# Outcomes



## Rock Island County Council on Addictions



# Outcomes – Programmatic Access

## Noise Cancelling Headphones

- Aunt Martha's Health & Wellness

## Digital Annunciator for Elevator

- Chinese American Service League

## Assistive Listening Devices

- Kirby Medical Group

## Braille Signage & Materials

- Asian Human Services Family Health Center
- Altamont Clinic
- Franklin-Williamson Bi-County Health Department



# Ongoing Analysis and Compliance

## ➤ Directory Analysis:

- Prior to provider self-report
- Provider self-report
- Initial Accessibility Site Review (ASR)

## ➤ General Trends to Date:

- ASR shows that less providers meet parking standards than self-reported
- Provider self-report and ASR data on providers that meet exterior building standards is very similar
- More providers met programmatic access standards during ASR than self-reported

# Ongoing Analysis and Compliance. HealthNet

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- Included data from all on-site surveys completed in 2017
- Chose 17 questions to look at from the tool
- Separated into PCP surveys and Specialist surveys
- Separated into surveys in Fresno and in Los Angeles
- Separated into Medi-Cal and Cal-Medi-Connect surveys
- Designated questions into low, medium, high risks
- Presented data for the 3 questions designated as high risks: lift, accessible scale, and accessible exam table
- The 3 chosen questions are some of the biggest barriers for members to accessing care

# Overall Scores - CA

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	Height adjustable tables			Lift			Accessible Scale			Total #sites
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Fresno	25%	75%	0%	2%	98%	0%	6%	94%	0%	48
LA	20%	80%	0%	2%	98%	0%	9%	91%	0%	214

# Questions, Next Steps, and Call to Action

- Audience questions
- Panel questions (barriers, lessons learned)
- Next Steps
- Call to Action
  - For researchers and advocates
  - For other health plans

# Thank You

- Please send any additional feedback or questions to:
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