

# **The Participant Voice**

**The Strategy of Redesign and Improvement  
Initiatives in Self-Directed Programs**

**Amanda Cavanagh**

**Director of Business Development**



**iLIFE**

Choice. With Confidence.



# Objectives

- Learn how service providers can give staff an active role in their community.
- Discuss best practice and how to enhance service excellence.
- Explore how to control costs.
- Engage on how to employ responsive program evaluation measures that elevate the voice of the participant.
- Participant and caregiver feedback to guide service improvements.
- How cultural competency impacts service excellence.
- How to build a skilled team that can meet the needs of a diverse consumer group.

# Medicaid Home & Community Based Waivers

**1115**

Research &  
Demonstration  
Project Waiver

**1915(b)**

Managed  
Care Waiver

**1915(c)**

Home and  
Community-  
Based  
Services  
Waiver

**1915(i)  
SPA**

State Plan  
Home and  
Community-  
Based  
Services

**1915(j)  
SPA**

Self-Directed  
Personal  
Assistance  
Services (PAS)

**1915(k)  
SPA**

Community  
First Choice  
Option

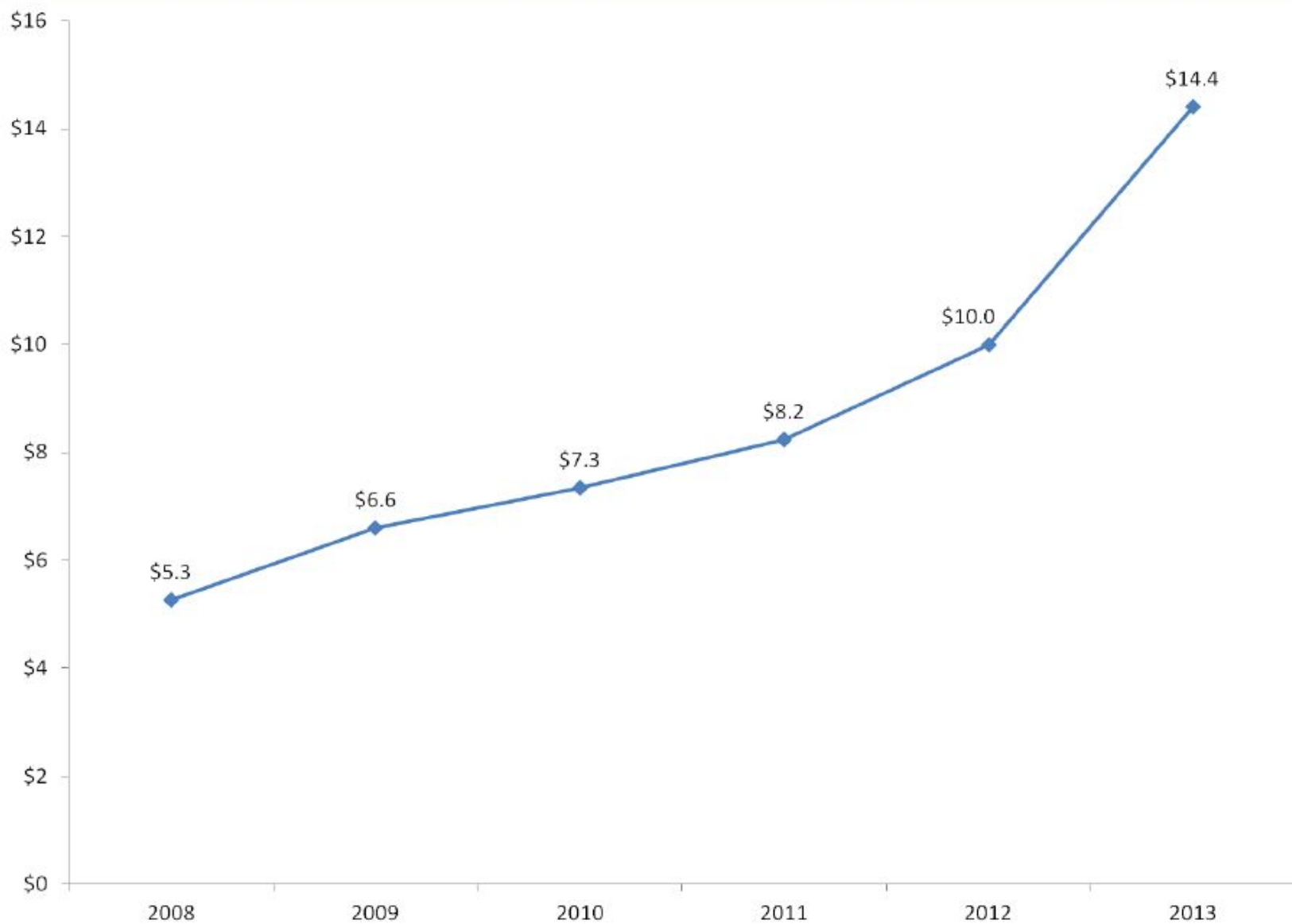
- iLIFE is a financial management services provider to people enrolled in long-term care programs. We process payroll, taxes and educate to help consumers gain independence.
- iLIFE is a division of Centers for Independence, a nonprofit organization based in Milwaukee.
- IRIS (Include, Respect, I Self-Direct) is a Medicaid Home and Community-Based Services (HCBS) waiver for self-directed long-term supports.
- IRIS is managed by the Wisconsin Department of Health Services, Division of Long-Term Care, Office of IRIS Management. They do so under the authorization of the federal government's Centers for Medicaid and Medicare Services (CMS).
- The Wisconsin Department of Health Services contracts with iLIFE to provide financial services for people enrolled in IRIS.
- IRIS policies are determined by state and federal governments.



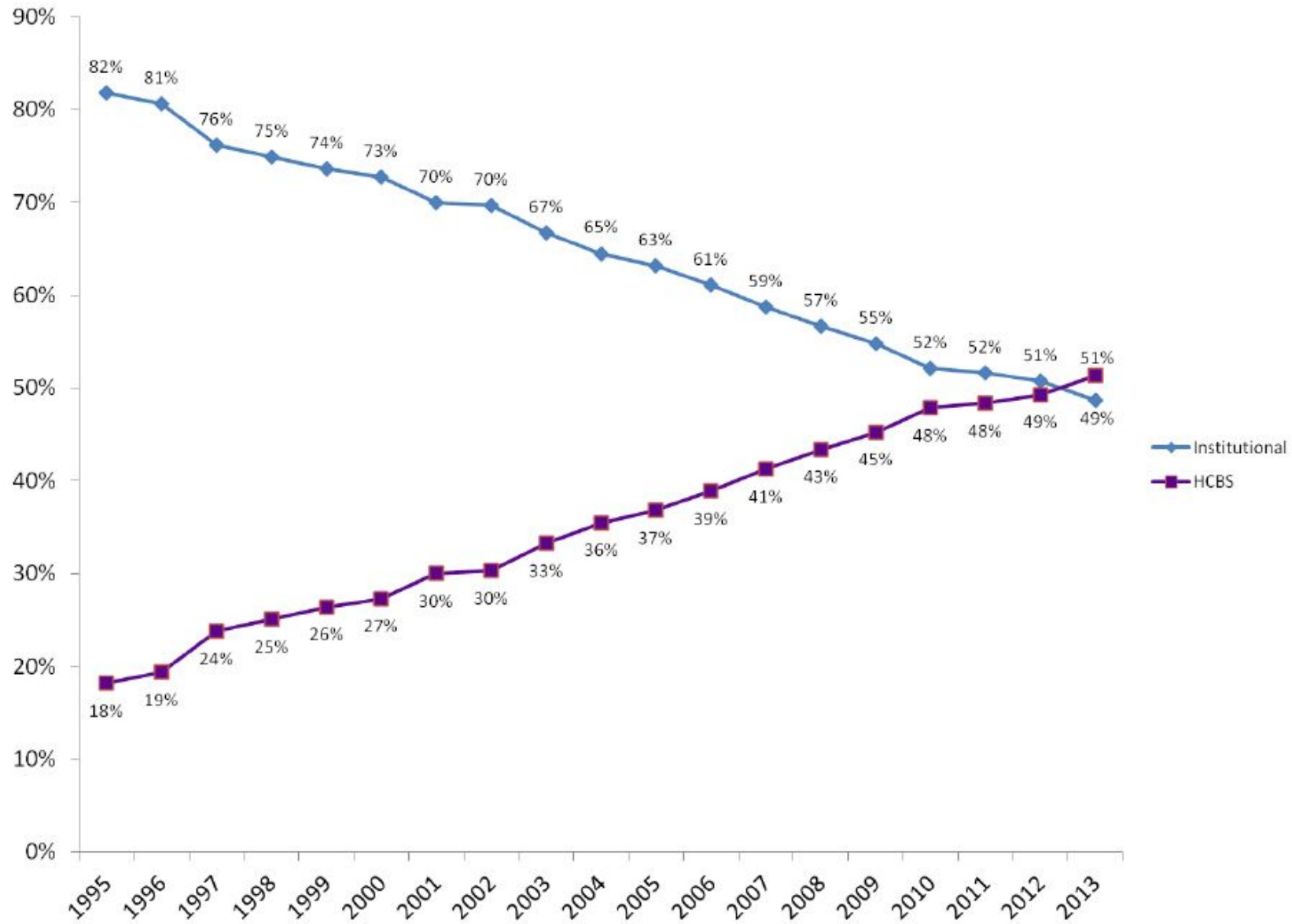
Fiscal Employer Agent

IRIS Consultant Agency

Figure 9. Medicaid Managed LTSS Expenditures, FY 2008–2013 (in billions)



**Figure 1. Medicaid HCBS Expenditures as a Percentage of Total Medicaid LTSS Expenditures, FY 1995–2013**



# Participant Engagement

- Listening sessions
- Surveys and feedback
- Participant Handbook





# ENGAGEMENT

“Involving Consumers in the Decision Making Process.”

## PAST

The individual has no input into decisions

Decisions are made by parents and professionals, with some input from the individual

Decision making is viewed as mutual, reciprocal process in which the individual is an equal partner

Professionals or parents have input, but the final and binding choice is made by the individual

## IDEAL

The individual has complete responsibility to make choice

## TRADITIONAL

Provider focused  
Provider driven  
Provider chosen

### Person Centered Planning

- Integral part of self-directed programs
- Methodologies vary
- Identifying major life goals and make related decisions

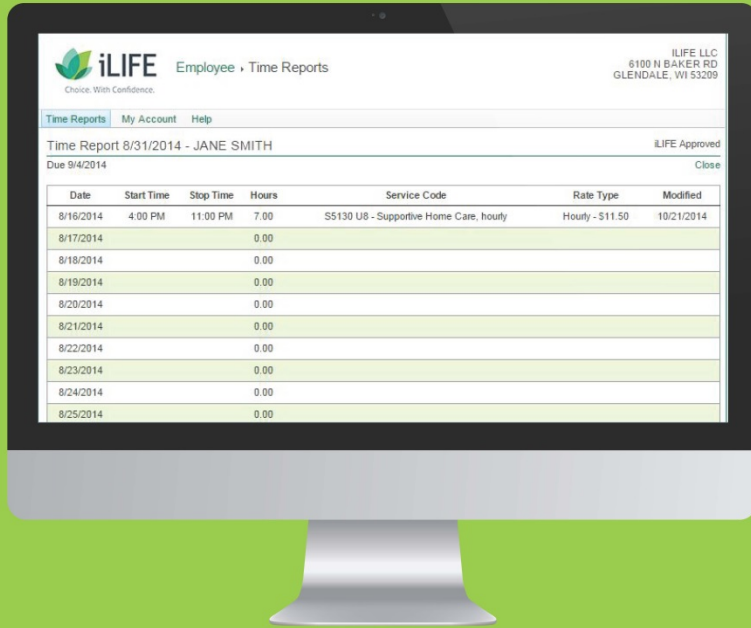
## SELF-DIRECTED

Individual focused  
Individual driven  
Individual chosen

# What is a Service Excellence Plan?

- What does service excellence mean to you?
- How do you measure success?
- How does your team act as a barometer for meeting the mark?
- Who provides feedback and how do we close the loop on all participant touch points?

# Get paid on time. All the time.



## Sign up for the iLIFE Portal

No waiting in line

You get paid accurately and on time

Get updates on your time report status

**Get enrolled today!**

Call 888-800-5599 or email [iLIFE.Portal@iLIFEfms.com](mailto:iLIFE.Portal@iLIFEfms.com)



## Online Time Sheets

### Benefits:

- Increases efficiency
- Controls costs
- Engages participants
- Promotes employer authority



# Pillars of Self-Direction

- Be educated on and understand the philosophy of participant direction.
- Provide all services with the goal of supporting participants to direct their own services.
- Have a customer service system in place that supports participants and any other authorized stakeholders to obtain information from the F/EA in a timely manner.
- Provide information in a range of formats to be accessible to individuals with a variety of disabilities, including options in foreign languages.



# **iLIFE Participant Liaisons**

**Participant Liaisons are the bridge between case management and financial service delivery.**

- **Open communication between program stakeholders and iLIFE staff during F/EA processes.**
- **Provide a local presence throughout our service area.**
- **Have face-to-face interaction with program stakeholders.**
- **Better understand strengths and weaknesses of region.**
- **Create familiarity and positive relationship between program stakeholders and iLIFE staff.**



# CARE to CONNECT

presented by  
**iLIFE,**  
your IRIS FEA

## Wausau

Central Technical College  
Business & Industry Building  
1700 W. Campus Drive  
Room CBI110  
Wausau, WI 54401

Friday, December 3rd  
9 a.m. - 6:30 p.m.

## Wisconsin Point

Courthouse Annex  
1000 Wisconsin Avenue  
Rm 1 and 2  
Wisconsin Point, WI 54481

Thursday, December 4th  
11 a.m. - 1 p.m.

## You are invited

iLIFE, your IRIS FEA, has local staff in the Wausau area. Meet with your new Point of Contact Liaison Megan Keintz and learn how she can support you in the IRIS program.

Stick around to learn about new developments.

Food will be served. Space is limited. RSVP  
Call April at 414-290-7100  
rsvp@iLIFEfms.com



## How to Interview an Employee

### Interview tips:

- Follow “The Golden Rule”.
- Describe the job, responsibilities, and schedule.
- Let the person ask questions.
- Ask open-ended questions (more than a yes or no answer).
- Thank the person for their time.

**Instructional materials that help people self-direct their services.**

**Multimedia resources for participants by participants.**



**FRAUD**

Know your facts. Don't be a victim.

**Guides that allow participants to maximize their independence.**

# Discussion

## The Participant Voice:

The Strategy of Redesign and Improvement  
Initiatives in Self-Directed Programs



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# Connect with iLIFE



**Amanda Cavanagh** 1st  
Director of Research & Business Development @ iLIFE, LLC  
Greater Milwaukee Area | Hospital & Health Care

Current iLIFE Financial Management Services  
Previous Ebix, Arkadin, The Frantz Group  
Education University of Colorado Boulder

[Send a message](#) [Endorse](#) 500+ connections

[amanda.cavanagh@iLIFEfms.com](mailto:amanda.cavanagh@iLIFEfms.com)

[iLIFEfms.com](http://iLIFEfms.com)



# References

- **“Fiscal/Employer Agent (F/EA) Core Standards.” NRCPDS, 19 Sept. 2012. Web. 28 July 2015.**
- **Steve Eiken, Kate Sredl, Brian Burwell, Paul Saucier. “Medicaid Expenditures for Long-Term Services and Supports (LTSS) in FY 2013”. Truven Health Analytics. Print. 30 Jun. 2015.**