

# Family Care and Family Care Partnership Waiver Renewal

Medicaid Advisory Committee Meeting



Wisconsin Department of Health Services  
*Division of Medicaid Services*  
*Bureau of Programs and Policy*

December 2023

# Goals for Today

- Learn about Family Care and Family Care Partnership.
- Learn about Home and Community Based Services.
- Review DHS's plan for renewing the Family Care and Family Care Partnership waivers.
- Review themes from feedback provided by program members, family, friends, caregivers, advocates, MCO staff, and other partners.
- Learn about changes DHS is considering with the waiver renewal.



# About Family Care and Family Care Partnership

- Family Care and Family Care Partnership are Medicaid long-term care programs for older adults and adults with disabilities.
- Managed Care Organizations (MCOs) help Family Care members get the services and supports they need.
- The goal is to help members live in their homes and communities, when possible, by providing Home and Community Based Services (HCBS).



# Home and Community Based Services (HCBS)

- Services and supports delivered in homes and communities rather than in institutional settings. Services include:
  - Personal care, housekeeping, and chore services
  - Home and vehicle modifications
  - Assistive and adaptive technology
  - Home-delivered meals
  - Community-based residential settings
  - Other services and supports
- HCBS support the physical and mental health of older adults and people with disabilities by allowing them to live in the community with more **independence** and **autonomy** while **supporting their health and well-being**.
  - Program members can live more active, engaged lives.
  - Can be a cost-effective alternative to institutional care.



# Family Care and Family Care Partnership Waiver Renewal

- A waiver is an application to the federal government that lets us have Medicaid programs like Family Care and Family Care Partnership.
- The Family Care and Family Care Partnership programs are renewed and approved every five years.
  - DHS is currently renewing the waivers for the renewal period from January 2025 - December 2029.
- This is our chance to make the programs better. We can also add new services to better serve members.

# Waiver Renewal Timeline

**Phase 4:** Submission and Review by CMS  
(September-December 2024)

Waiver Effective Date  
January 1, 2025

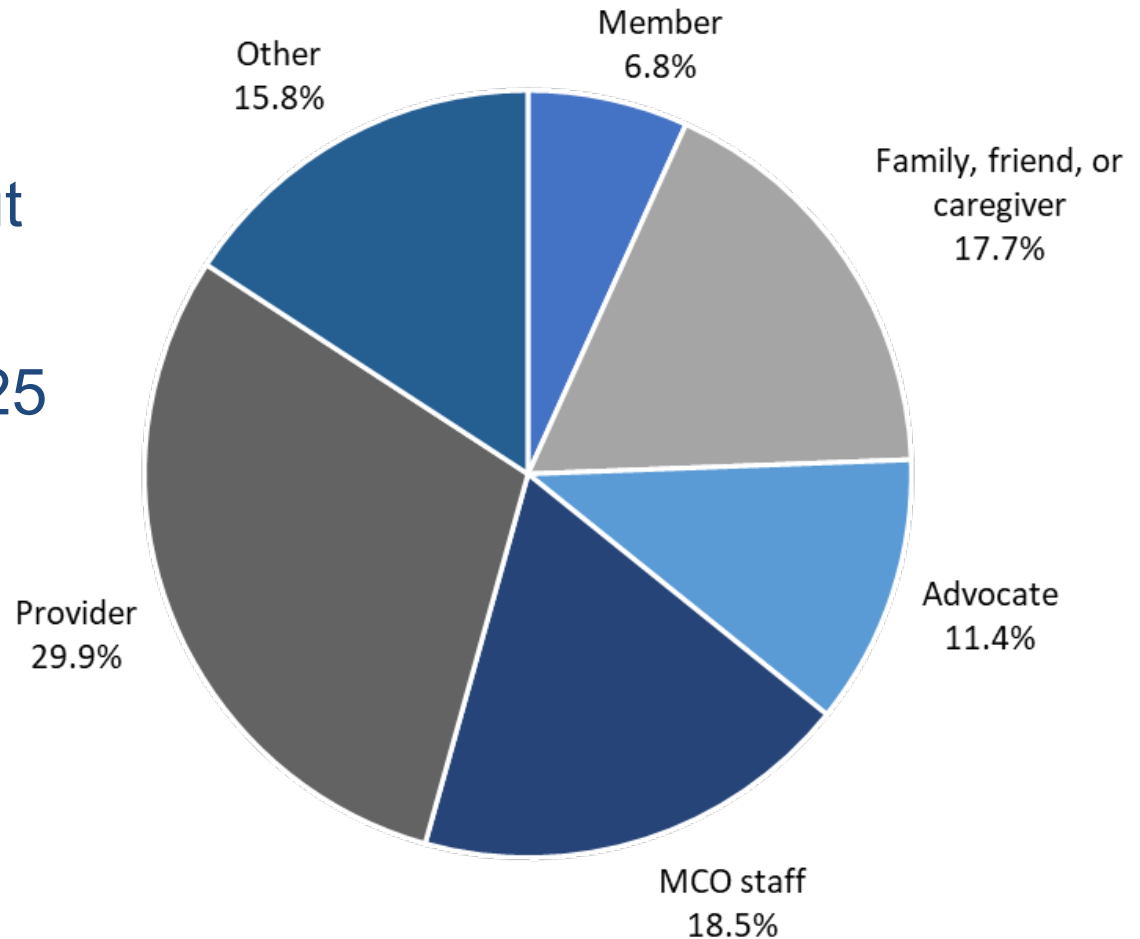
**Phase 2:** Finalize Draft  
(January-May 2024)

**Phase 3:** Public and Tribal Comment  
(June-August 2024)

**Phase 1:** Drafting and Outreach  
(April-December 2023)

# Survey Responses and Input Session Attendees

- Over 1,500 survey responses
- More than 250 input session attendees
- Input from around 25 members of MCO Advisory Councils
- Feedback from Tribal Long-Term Care Study Workgroup





# Feedback Themes

- The themes represent common **requests**, **issues**, and **experiences** reported by Family Care and Partnership members, family, friends, support people, and other program partners.
  - The themes were developed based on feedback from the survey, input sessions, and other outreach.
- Many of the themes represent complex issues that cannot be addressed through the waiver renewal.
- DHS will work with Managed Care Organizations (MCOs) to address common issues and identify areas for program improvement.



# Feedback Themes

## Transportation

More flexible, convenient options.

## Unpaid Caregiver Support

Respite on nights and weekends.

## Workforce Shortages

Difficulty finding direct care workers, day services, and residential services.

## Improve Care Management

More contact or time with care managers.

## Mental Health Support

Better recognition of mental health needs and connection to resources.

## Members are unaware of services available

Plain language resources for members to know which services are included in Family Care.

# Changes we are considering

- Many of the issues brought up in response to the survey are **complex**.
- DHS is considering the feedback themes as we draft the waiver renewal and will incorporate changes that address the themes wherever possible.
- Some of these issues cannot be addressed through the waiver renewal. DHS will continue to work with MCOs on issues that can't be addressed with the waiver renewal.

# Changes we are considering

Technology to  
Support  
Independence

Employment  
Service  
Improvements

More Provider  
Options

Alignment with  
IRIS and CLTS  
Programs

# Technology to Support Independence

- Technology to help people maintain or improve functioning and live more independently in the community is increasing rapidly.
- We are making sure that a broad spectrum of technologies are covered, including:
  - Technologies, such as devices or software, to assist members with daily activities.
  - Technologies to provide support to members using remote staff.

# Employment Service Improvements

- Requiring that more employment services have Competitive Integrated Employment (CIE) as the expected outcome of the service.
- Better defining the activities and elements in each employment service.
- Expanding options for providers to be qualified to provide the services where possible.

# More Provider Options

- Workforce shortages are an issue for many long-term services and supports.
- We are expanding the types of providers that can provide services wherever possible while retaining appropriate provider qualifications.
- Examples:
  - Adding licensed camps as an option for respite providers.
  - Expanding the types of providers that can provide transportation services.

# Alignment with IRIS and CLTS

- Aligning coverage and provider qualifications wherever possible to:
  - Smooth transition between programs.
  - Simplify processes for providers wanting to provide services for multiple programs.
  - Create fewer differences in services and supports offered in Family Care and IRIS.
- Example:
  - Creating a stand-alone vehicle modifications service with the same provider qualifications required by IRIS program.



# Next Steps

- DHS will spend early 2024 finishing the waiver application draft and finalizing approval of changes.
- The draft waivers will be available for public comment in June 2024.
- DHS plans to submit the waiver to the Centers for Medicare and Medicaid Services in September 2024.





# Thank You!

