

May 30, 2013

Dual Eligible Demonstrations

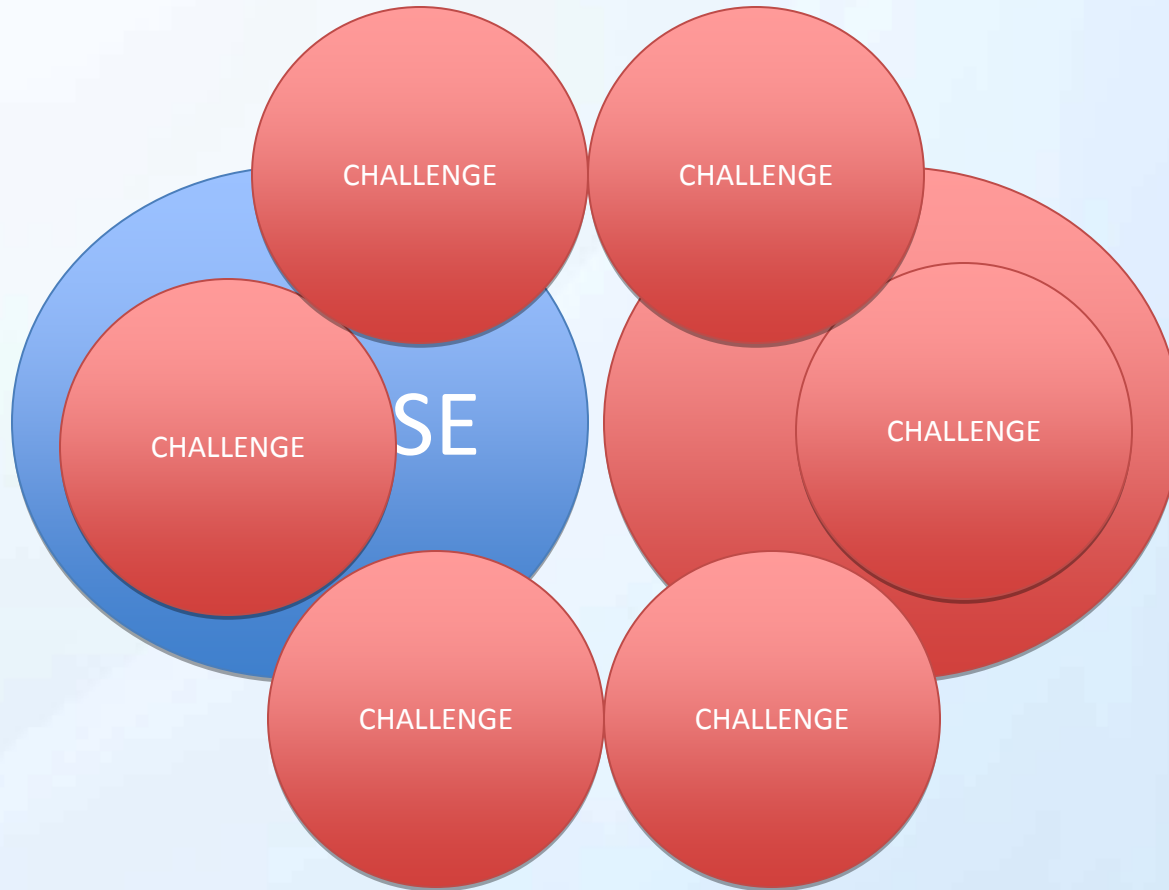
Enrollment Challenges and

Recommendations

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The National Senior Citizens Law Center is a non-profit organization whose principal mission is to protect the rights of low-income older adults. Through advocacy, litigation, and the education and counseling of local advocates, we seek to ensure the health and economic security of those with limited income and resources, and access to the courts for all. For more information, visit our Web site at www.NSCLC.org.

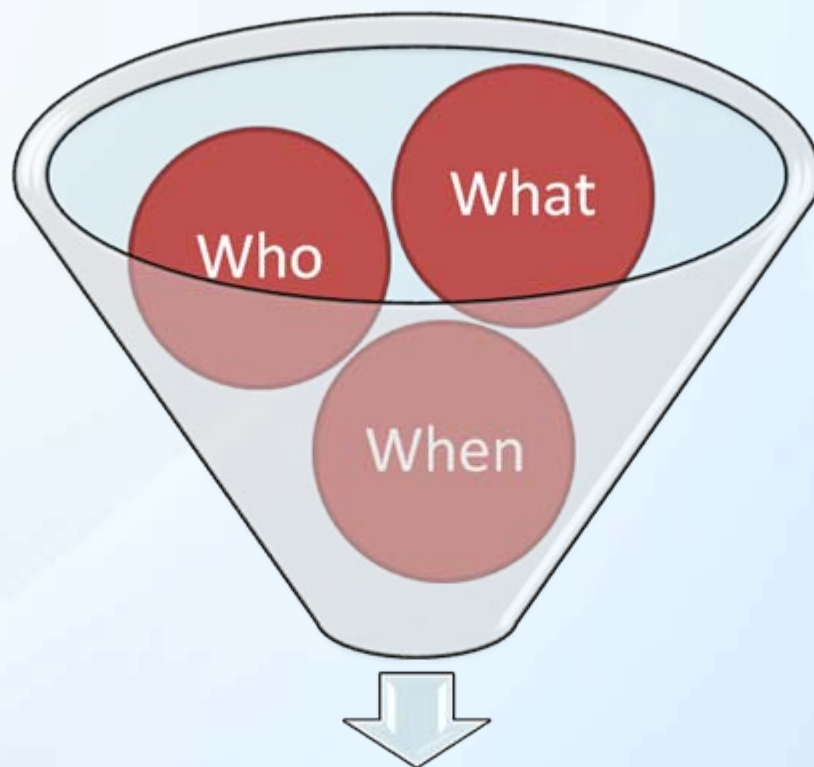
Duals demonstrations represent significant transition for individuals



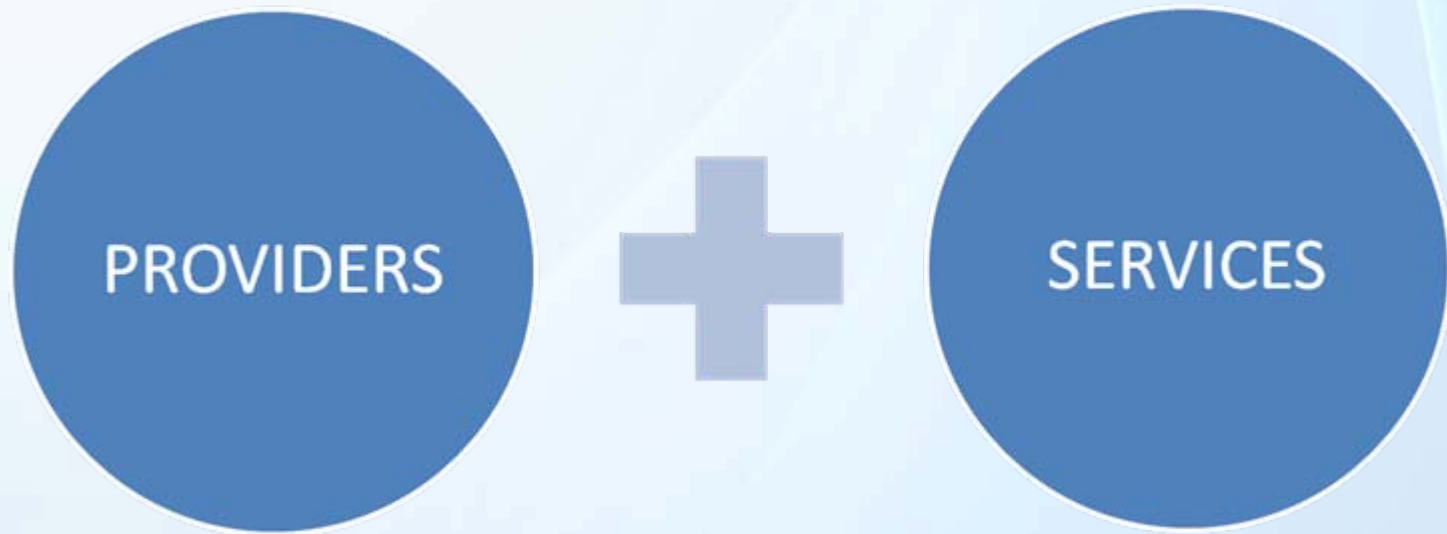
Passive enrollment presents particular challenges



Confusion will impact plans, beneficiaries, providers, etc...



Passive enrollment threatens to disrupt care



Passive enrollment stresses the capacity of plans, states and CMS

ARE THEY READY TO:

Provide new services

Meet new requirements

Handle enrollments

Measure quality

Address problems

Process information

Addressing confusion

- Simple policy
- Timelines that don't conflict
- Clear, accessible notices
- Multiple contacts
- Funded enrollment counselors (SHIPs, ADRCs)
- Comprehensive, independent training effort

Addressing care continuity

- Strong care continuity provisions for:
 - Access to providers
 - Access to services, supplies, treatment regimes, prescription drugs, LTSS

Addressing readiness

- Voluntary enrollment periods
- Phased enrollment within regions and across state
- Caps on monthly enrollments

Just the tip of the iceberg...

More recommendations at:

www.dualsdemoadvocacy.org