



MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

Navigating Long Term Services & Supports through Missouri's State Departments

18th Annual Show-Me Summit on Aging & Health 2023

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A Customer Journey through LTSS

- Identify the current landscape of state-supported long term services and supports (LTSS) across state government
- Learn how to navigate commonly utilized paths to access care or identify solutions
- Learn what the state and its partners are doing to streamline the process for those seeking LTSS

What Are Long-Term Services and Supports (LTSS)?

- Care provided in the home, in community-based settings, or in facilities
- Care for older adults and people with disabilities who need support because of age; physical, cognitive, developmental, or chronic health conditions; or other functional limitations that restrict their abilities to care for themselves
- A wide range of services to help people live more independently by assisting with personal and healthcare needs and activities of daily living, such as:
 - Eating
 - Bathing
 - Managing medication
 - Grooming
 - Walking
 - Getting up and down from a seated position
 - Toileting
 - Cooking
 - Driving
 - Dressing
 - Managing money



What LTSS is not

Acute Care



Health services provided for the prevention, diagnosis, or treatment of a medical condition



Performed by licensed health care providers in a clinical setting, such as a doctor's office or a hospital

Post Acute Care



Short-term health services typically provided after a hospitalization to assist an individual with recovery from injury or illness and return to as normal a condition as possible



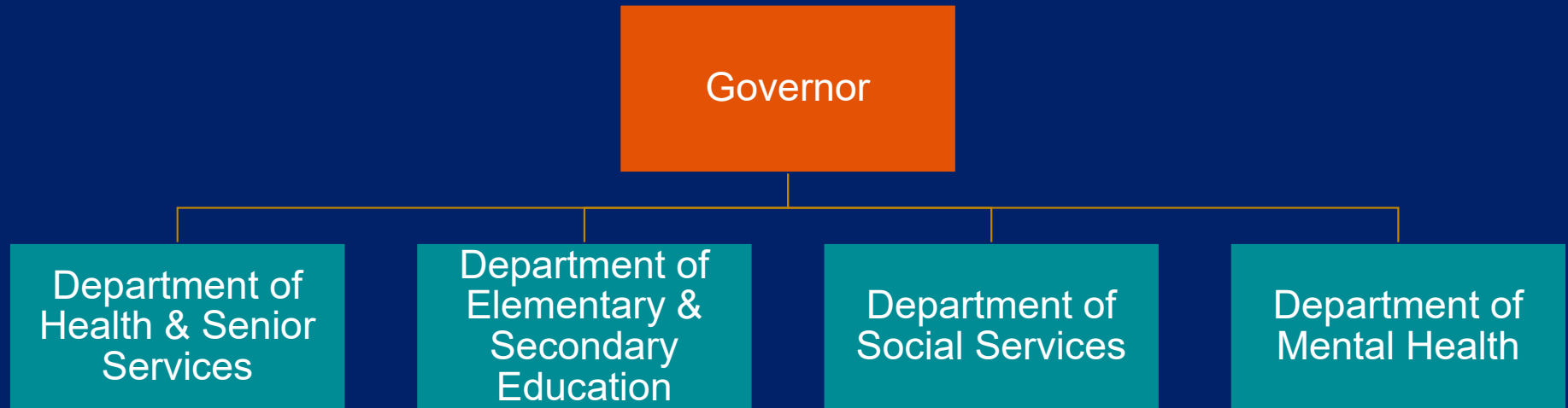
Settings include long-term care hospitals, inpatient rehabilitation facilities, skilled nursing facilities, and home health agencies

In contrast, LTSS provides assistance in maintaining or improving an optimal level of physical functioning and quality of life.

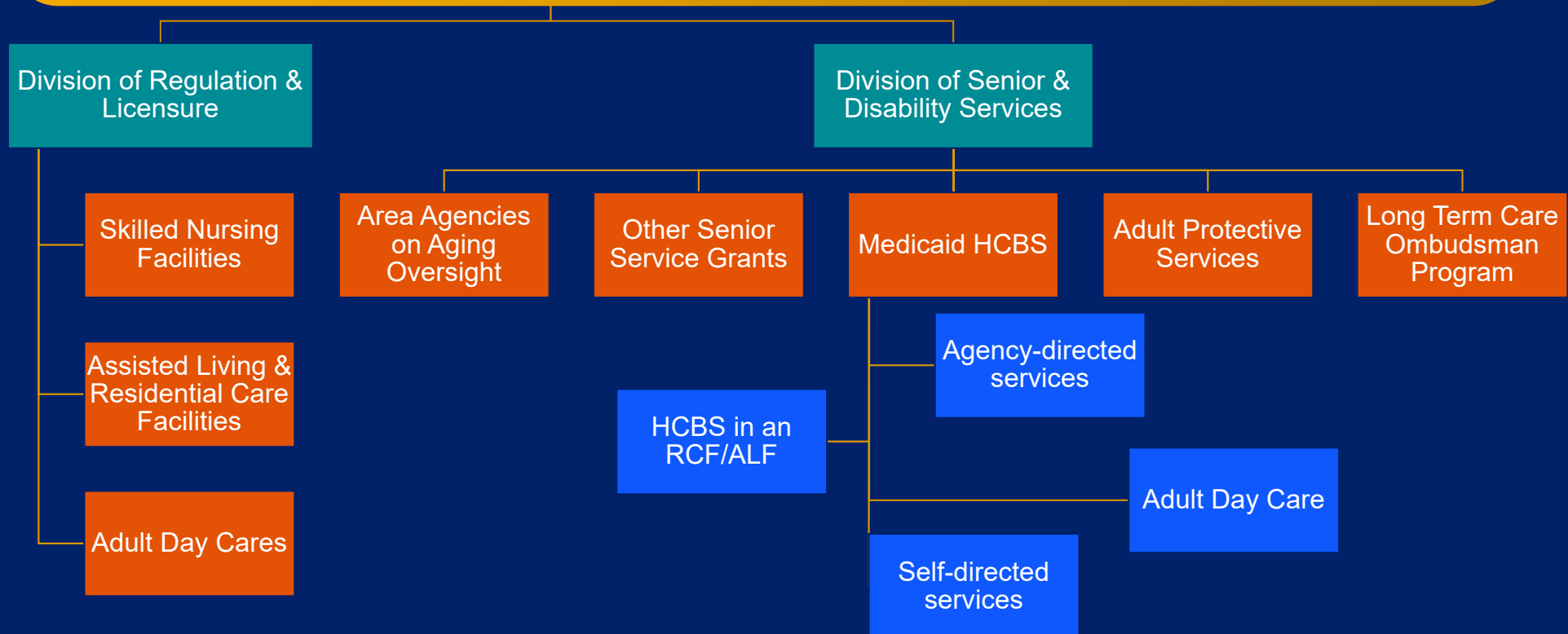
Spectrum of LTSS in Missouri



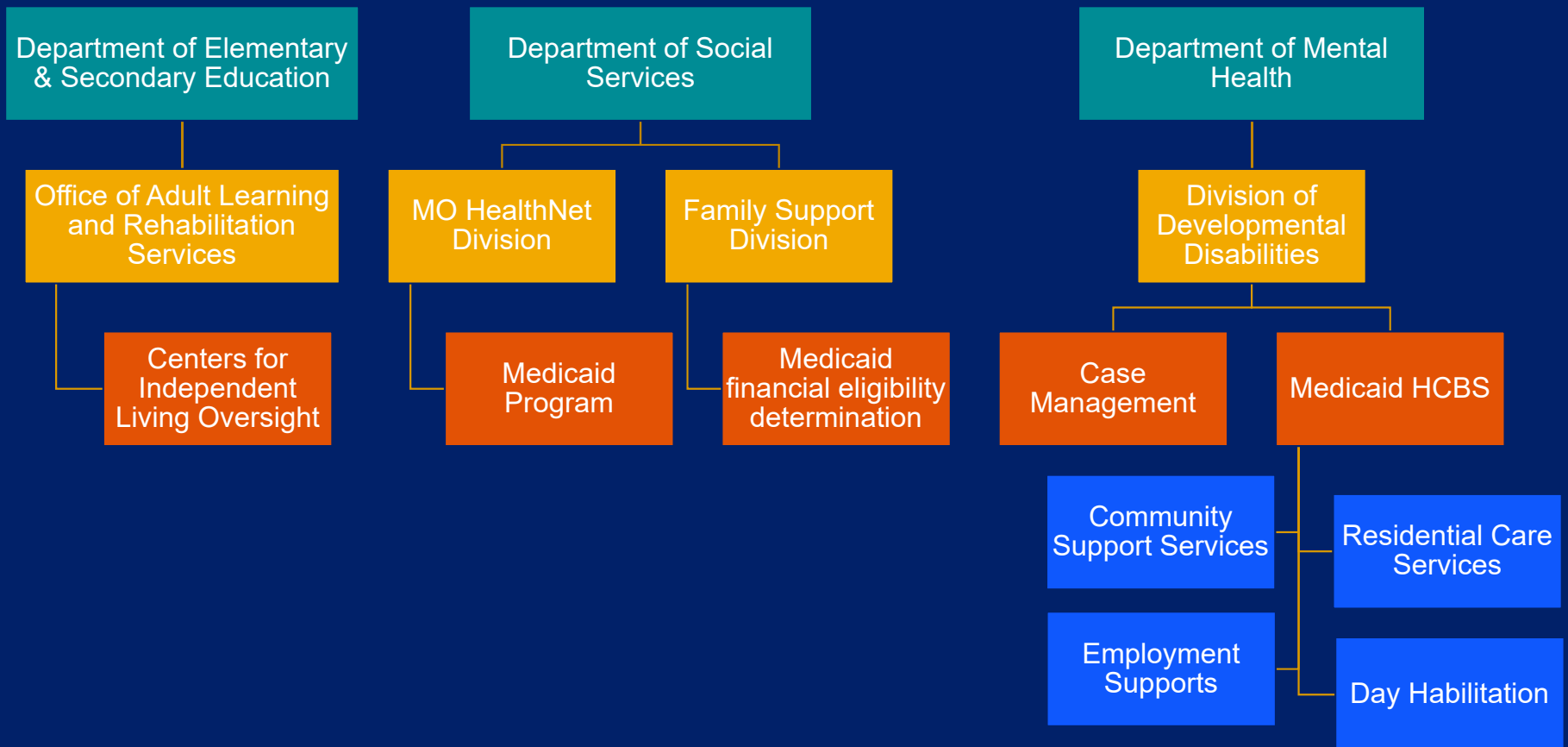
State Department Organization of LTSS



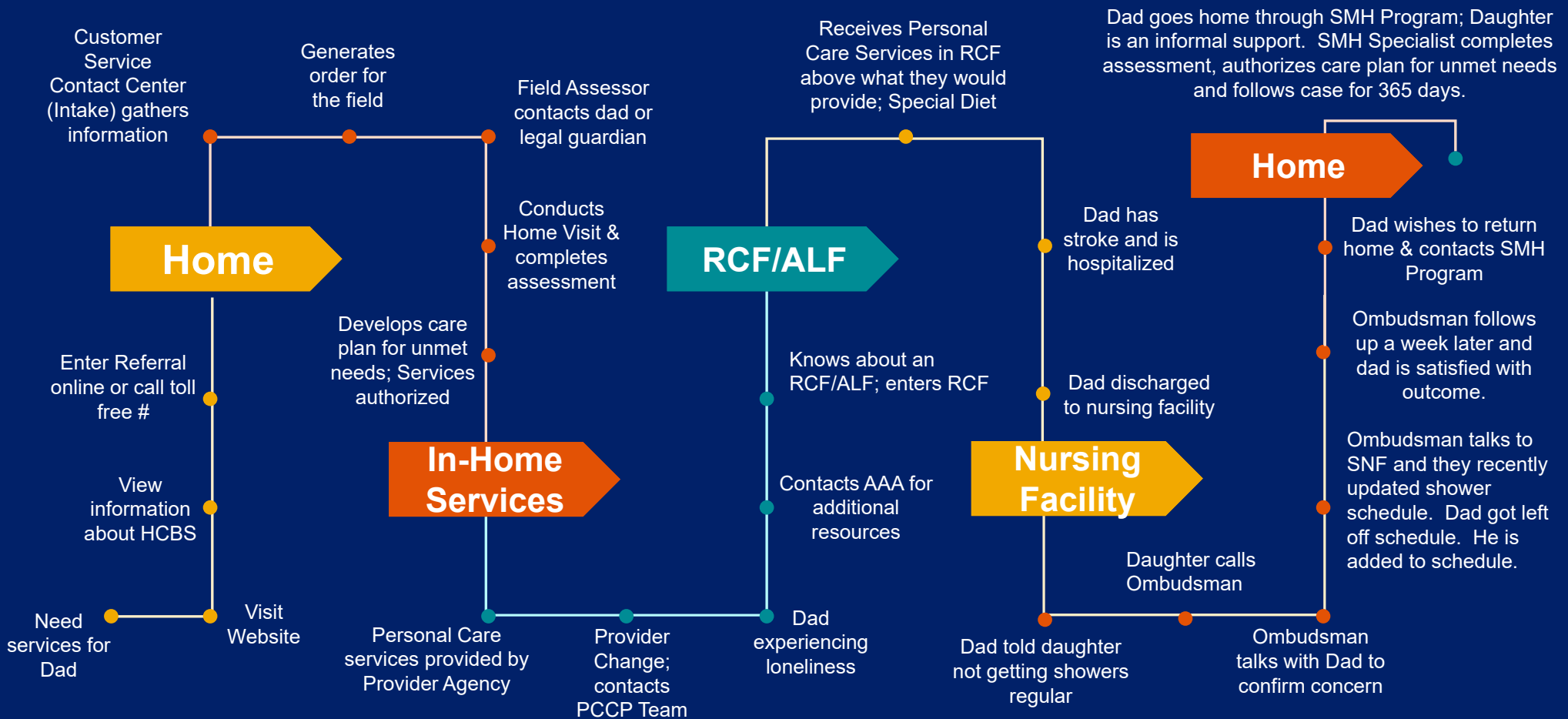
DHSS Organization of LTSS



Remaining Department Organization of LTSS



A Customer Journey through LTSS

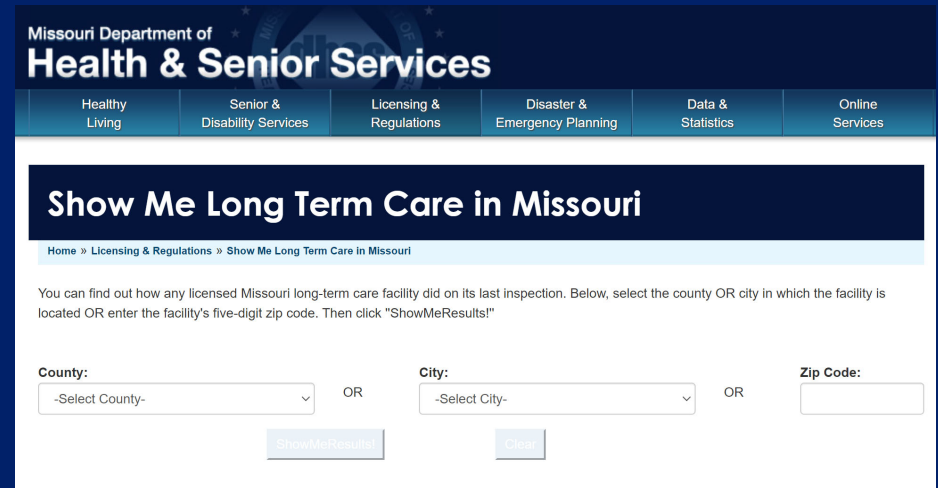


Informed Decisions on Skilled Nursing Facility Placement

Licensed by Division of Regulation & Licensure (DRL) in the Department of Health & Senior Services

Important Considerations:

- Can the facility meet my or my loved one's needs?
- Does it have a current state license?
- Does it accept Medicare and/or Medicaid?
- Is the facility clean and odor free?
- Is there an ombudsman who visits regularly?
- Talk to residents and family members.



The screenshot shows the Missouri Department of Health & Senior Services website. The header includes the department name and a navigation menu with links: Healthy Living, Senior & Disability Services, Licensing & Regulations, Disaster & Emergency Planning, Data & Statistics, and Online Services. The main content area is titled 'Show Me Long Term Care in Missouri'. Below the title, there is a breadcrumb trail: Home » Licensing & Regulations » Show Me Long Term Care in Missouri. A paragraph explains that users can find out how many licensed Missouri long-term care facilities did on their last inspection by selecting a county or city, or entering a five-digit zip code, and then clicking 'ShowMeResults!'. The form includes three input fields: 'County:' with a dropdown menu showing '-Select County-', 'City:' with a dropdown menu showing '-Select City-', and 'Zip Code:' with a text input field. There are 'OR' labels between the fields. Below the fields are two buttons: 'ShowMeResults' and 'Clear'.

Contact your local Area Agency on Aging or MO Long-Term Care Ombudsman Program at 1-800-309-3282 for a complete listing of questions to ask.

Missouri Senior Resource Line



MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

1-800-235-5503

Enter zip code upon prompt

When to call:

- Information and assistance (i.e. connecting to resources)
- In-home service
- Transportation
- Senior legal assistance
- Nutrition (both home-delivered and congregate meals)
- Disease prevention and health promotion programs
- Family caregiver support
- Long-term care ombudsman services

Customized Caregiver Training & Relief Program

Eligibility

- The care receiver's residence must be in Missouri
- The caregiver must live in the same home as the care receiver for respite and relief services (persons residing in long-term care communities are not eligible)
- The care receiver must have a diagnosis of probable Alzheimer's disease or a related dementia

Services

Customized Caregiver Training

- Trained staff make a free, confidential, in-home assessment, provide caregiver education, and link caregivers to needed community resources.

Customized Caregiver Relief

- Reimbursement is provided to caregivers for expenses related to the use of respite care services and/or the purchase of products and services required to care for the individual with dementia

Customized Assistive Technology

- Loan of devices and provision of training and supportive services for assistive technology to monitor and protect persons with dementia who have been assessed and deemed capable of remaining at home alone safely if provided additional support



Supporting caregivers of people with Alzheimer's disease and related dementias through education, respite, and assistive technology.

**For more information:
Bureau of Senior Programs
573.526.4542**



MIPPA

Medicare Improvement for Patients and Providers Act

MIPPA provides federal grants to states to support targeted outreach and education to eligible Medicare beneficiaries who may be eligible to save money on their healthcare costs.

Medicare Savings Programs

Medicare beneficiaries who meet certain income and resource requirements can get assistance in paying Medicare Part A and Part B premiums, coinsurance, or deductibles through one of four savings programs. Each of the programs has different qualifications and different benefits.

Medicare Part D Low-Income Subsidy (LIS)/Extra Help

LIS/Extra Help lowers Medicare Part D costs, including out-of-pocket costs for premiums, deductibles, and prescription drugs. Beneficiaries must meet certain income and resource eligibility requirements.

Current Efforts to Streamline Services

1) No Wrong Door Governance Grant

- Partnering with UMKC-IHD to develop customer journey mapping (actual experience and compare to ideal state) and increase coordination among leadership of all LTSS-involved state departments

2) Missouri's Master Plan on Aging

- Ten year roadmap spanning core areas needed to support healthy aging across government agencies

3) HCBS "What to Expect" Communication

4) Role of any team member (state or community partner) who answers the phone

- Must build more comprehensive understanding of their shared role in helping the consumer navigate this complex web of resources





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QUESTIONS?



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Health.Mo.Gov