# FULTON COUNTY LONG TERM CARE COUNCIL

## AGENDA

| | |
|---|---|
| **Date:** | **January 22, 2013** |
| **Time:** | **8:30 a.m.** |
| **Place:** | **Community Health Center** |
| | **2-8 West Main Street** |
| | **Johnstown, NY 12095** |

1. **Welcome & Introductions – M. Balch**

2. **Roll Call of voting members and announcement re new associate members, NHL Lifeline, and TBI Regional Resource Center (SAIL)**

3. **Discussion on Nov. Meeting and Minutes**

4. **Election of New Officers**

5. **Establishment of Goals for the upcoming year (as required by revised by-laws)**

6. **Other**

7. **Significant Agency Updates**

8. **Next meeting date and location**


**Please contact Lynn Richardson at 762-8215, ext. 1029; or email lrichardson@chchomecare.org to confirm your attendance or absence at this meeting.**

# FULTON COUNTY LONG TERM CARE COUNCIL
## MEETING MINUTES

Date:        November 13, 2012
Time:        8:30 a.m.
Location:    Community Health Center
             2-8 West Main Street
             Johnstown, NY  12095

---

Attendance:  Marion Balch, Chairperson, Fulton County LTC Council
             Andrea Fettinger, Director, Fulton County OFA
             Christina Akey, PHE, Fulton County Public Health
             Claudette Royal, Nathan Littauer Hospital
             Karen Thayer, Executive Director, SAIL
             Judy Bovee, Sr. Caseworker FCDSS
             Billie Herringshaw, RN, VNHC
             Ramon Rodriguez, CEO, Home Helpers and Direct Link
             Mary Hamm RN-UR Coordinator, St. Mary's Healthcare
             Neal Van Slyke, Administrator, Wells Nursing Home
             Mary Peterson, Asst. Dir. Day Programs, Lexington
             Brigitta Giulianelli, Helpline Specialist,Alzheimer's Association
             Karen Britt, Program Manager, Alz. Assn.
             Patricia Mullarkey, Program Manager, Visiting Nurses Homecare
             Mary Ann Evans, Sacandaga Task Force for Senior Living

---

The meeting was called to order at 8:35 a.m. by Chairperson, Marion Balch.

## Roll Call of Voting Members

A roll call of voting members was taken, and a quorum was present.

## Approval of Sept 25th, 2012 Meeting Minutes

The minutes were reviewed and approved.

## Report of Nominating Committee

The nominating Committee presented the following slate of officers .
Chair-Andrea Fettinger
Vice Chair- Claudette Royal
Secretary- Neal Van Slyke
Elections will take place at the January 22$^{nd}$ meeting.

## Update on NY Connects-Andrea Fettinger

Andrea updated the Council that NY Connects continues to exist in Fulton County and is
accepting referrals.  DSS does Medicaid assessments and the Office for Aging does INA

coordination of information and referrals outside of Medicaid services. CAP does not exist any longer, meaning that OFA and DSS staff are no longer located in the same building as one another, but the agencies continue to provide services in partnership with each other.

The LTCC is the advisory group for NYConnects, and in order to continue to have NYConnects, Fulton County must continue to have a LTCC. There is also a new "systems integration grant" from the Administration on Aging that will require the OFA, DSS, and the Alzheimer's Association to work together again.

## Significant Agency Updates
NHL has added two new Hospitalists in addition to the three already in place.

Invitation to Mont. Co Long Term Care Council Meeting on Nove 15th. Topic to be Medical Homes and Care Transitons. MCLTCC has proposed several 2013 education topics and would like as much collaboration between the respective LTCC's as possible.

## Presentation about Sacandaga Task Force For Senior Living's Transportation Project –Mary Ann Evans
- Sacandaga task force has been in existence for 6 years
- The original goal was to build senior housing, but have found that many seniors don't want to move
- Have since refocused on other services; Fulton County OFA helped with development of senior meal site in Northville at the Red Rooster/Pink Chicken which now has 15-25 people having lunch there every Thursday
- They then developed a handyman program. People can call a phone number at village hall if they need handyman help, this number is checked by 2 volunteers daily
- Transportation services began being developed in 2011, volunteer drivers using their own cars, primarily to bring people to medical appointments.
- Colonie Senior Service Centers gave the Task Force a 10 passenger van which is used for social/cultural trips
- Between January 2012 and end of October 2012, 50 volunteer transportation trips were made, 10 seniors transported, over 2500 miles driven. Most destinations were within Fulton or Montgomery counties, 1 in Schenectady.
- Volunteers can be paid/stipended $.10 per mile if they request it. Only one volunteer has requested this stipend/reimbursement so far. Volunteers will stop to run errands for/with the senior while out if needed.
- A volunteer dispatcher contacts volunteer drivers via email to schedule drivers.
- Task Force does DMV check on all volunteer drivers

## Presentation by Heidi Seeney (DOH project manager) and Shelley Crowe (Medical Answering Services field liaison):

- Medical Answering Services (MAS) was contracted to provide Medicaid funded transportation in Fulton County (and 26 other counties in NYS)
- MAS has 120 call takers at a call center in Syracuse
- Either Medicaid recipient or medical provider can request transportation by phone, fax, or online

- Information will be taken, Medicaid eligibility checked, appointment details taken (confirm that it is a non-emergency appointment).
- MAS tries to get the most appropriate, lowest cost mode of transportation
- All transportation vendors also have access into the scheduling system to facilitate prompt and accurate scheduling
- MAS also uses volunteer drivers. If driver is using the vehicle of the Medicaid recipient, they can be reimbursed $.23 per mile. In these cases, the volunteer driver cannot be someone who lives with the person being transported, and this reimbursement must be pre-authorized (i.e. scheduled formally through MAS). Volunteers assigned by MAS can be reimbursed at $.55 per mile.
- Personal Care Aides (PCA's) can be reimbursed in most cases through the agency that employs them
- Neighbors/friends who transport Medicaid recipients to non-emergency medical appointments can be reimbursed directly through MAS.
- Reimbursement rate is flat across all counties.
- **MAS needs 3 business days advance notice to schedule transportation. In some cases, can get same-day transportation, if person is sick but it is not an emergency.
- There are several managed care Medicaid programs that MAS works with including Fidelis and CDPHP
- Encouraged discharge planners to ask for supervisor when arranging hospital discharge transportation for people in a debilitated condition who need a higher form of transportation than they may typically require (i.e. a person who typically uses a taxi for transport, but needs wheelchair transport post-hospital stay)
- Karen Thayer stated that she has had clients say that they can't get transportation through MAS because they were told that no one was available, particularly on short notice.
    - MAS stated that short notice scheduling can often be difficult, particularly in rural areas, but that they have no capacity issues on their end.
    - Karen also expressed that her TBI clients have had transportation staff who were inadequately trained, particularly those in taxis, ambulettes, and ambulances
- To become an MAS vendor, there is a complete enrollment process. Applications go to DOH, there is a review process there, after which vendors are enrolled. Process is lengthy.
- For personal reimbursement, just contact MAS through their 800# to get the trip prior authorization. Client/Medicaid recipient should call themselves if possible. Personal mileage reimbursement attestation form needs to be completed and signed by MD at appointment.
- Can also set up standing orders for from 1 – 6 months at a time; 1-6 months worth of trips for standing appointments (i.e. dialysis), thereby making them prior authorized, eligible for reimbursement, etc.
- MAS is open 24/7, 365 days a year, and supervisors are always on duty. Can also reach out to the supervisors specifically assigned to Fulton County.

- For TBI waiver, "social transport" (defined as anything other than going to a medical appointment) counts/is included, and standing orders can be arranged.

**All Medicaid recipients can be reimbursed for non-emergency medical appointment transportation if using their own car or having friend/neighbor transport them or they can receive Medicaid funded transportation directly from MAS.**

Suggestions for January meeting: have managed care providers (Fidelis, CDPHP) who are available come to explain what the managed care system is and how it works.

**Next Meeting Date**
The next meeting will be held Tues. Jan. 22nd at CHC. At 8:30 am.

**Adjournment**

**Respectfully submitted,**

**Karen Britt, Vice Chair, FCLTCC**