

Transforming State LTSS Access Programs and Functions into a No Wrong Door (NWD) System for All Populations and All Payers

Overview:

- CMS/ACL/VHA jointly provided a funding opportunity for a twelve-month planning grant to develop a three-year work plan for establishing “a single, statewide No Wrong Door System for all LTSS services and payers,” pending the availability of additional funding.
- This is an opportunity for states to strengthen the mechanisms used for assisting LTSS beneficiaries to become informed about and effectively linked to appropriate LTSS services.
- The intent of this funding opportunity is extremely consistent with Medicaid Reform’s LTSS goals and also with prior DHHS efforts.
- Partners include: DMA, DAAS, DMH, DVR-IL, DSB, DSDHH and potentially veterans’ organizations.
- Awarded to 25 states. Awarded to NC DHHS and housed in the Division of Medical Assistance. North Carolina’s award amount: \$224,173.

Summary of ACL/CMS/VHA Vision for a NWD System

- Vision: “...each state will have a single, statewide NWD System for ALL populations and ALL payers...”
- Person-Centered Options Counselor function assists person to navigate the LTSS supports and services system.
- NWD Functions include:
 - Public Outreach and Coordination with Key Referral Sources
 - Person-Centered Counseling
 - Streamlined Access to Public LTSS Programs
 - State Governance and Administration
 - Can delegate some functions to local agencies

Key Functions of NWD—all populations and all payers

1. Public Outreach and Coordination with Key Referral Sources

- Proactive public outreach about options
- Goal: “for citizens of the state to know where they can turn to for unbiased and trusted help in understanding and accessing the LTSS options that are available in their communities.”
- Formal linkages (agreements and protocols) with key referral sources within a given community:
 - Intake and Referral entities
 - SNFs—for purposes of discharge planners/MDS/LCA
 - Acute Care Systems (hospital discharge centers)
 - VA Medical Centers

2. Person Centered Options Counseling (PCOC):

- Person centered options counseling=person centered planning.
- Goal: to make informed choices about their LTSS option consistent with personal goals.
- Strengths, preferences, personal goals, needs and desired outcomes
- Purpose of PCOC to help support development of person-specific mix of paid and non-paid services.

3. Streamlined Access to Public Programs:

- Includes all processes and requirements associated with conducting formal assessments and/or determining an individual’s eligibility.

4. State Governance and Administration:

- Governance/oversight managed by cabinet level body