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## MCOA Newsletter & Updates

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**MCOA Membership Meeting has been rescheduled for:**

***Monday, January 27th  
1:30 - 4:00 PM  
Cohen Center, Hallowell***

Come hear about the 2020 Census, LTSS reform, Expansion, the State Plan on Aging and more!

Membership meetings are a great networking opportunity! We invite you to bring multiple folks from your organization to learn and connect with other MCOA members - we hope to see you there!

*Healthy snacks will be provided courtesy of North Country Associates*

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## ***Highlights of 2019***

Looking at back at the year we are proud have each and everyone of you as members of the MCOA. We are grateful to have your support as we continue working across silos to re-imagine aging in Maine, change ageist attitudes, and build new systems that support our shared goal of aging well at home. Here's a quick look at our work this year:

- We led efforts to enact legislation that created the Commission to Study Long Term Care Workforce Issues, a Commission that will report out recommendations to address our growing direct care workforce shortage in January. *Next year, we'll be working hard to make sure the recommendations are implemented so that everyone, not just those who can afford it, can get the quality care they need.*
- We convened a Task Force on Healthy Aging in Communities to identify ways

municipalities can make data driven decisions to implement effective actions that support healthy aging at home. *Next year, we'll be designing and testing a data dashboard and action planning process, and supporting 4-6 pilot communities in using these tools.*

- We shared our recommendations for system reform with the new administration and actively collaborated with them to implement some of the strategies. *Next year, we'll continue working with the administration to ensure more Mainers can access the help they need.*
- We led and participated in many efforts to grow transportation options for people who cannot drive, including advancing legislation to expand transportation options for the poorest older Mainers, and serving on the Blue Ribbon Commission to Study and Recommend Funding Solutions for the State's Transportation System. *We will continue to push for more funding for public transit and increased rural transportation options.*
- We supported lifelong community efforts across our region by offering free shared learning opportunities through the Tri-State Learning Collaborative on Aging, including through our Project ECHO-D initiative which is aimed at increasing the care and supports of older people living with dementia throughout Northern New England. *We will be expanding the kinds of learning opportunities offered next year.*

*Thank you to all of our fantastic members and the wonderful work you are doing! We wish you all a wonderful holiday season and we look forward to working together in 2020*

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## **MCOA Board Member Highlight:**



We'd like to introduce you to one of our newest Board Members, Kevin Lewis! Kevin is the President & CEO of Maine Community Health Options, a nonprofit health insurance company aimed at producing the greatest value in insurance benefits and expanding coverage options for Maine individuals, families and employers. To read more about Kevin and Maine Community Health Options, [click here](#).

We asked Kevin to share a little about the work of his organization and why he is excited to be a part of the MCOA Leadership Team. Here's what he said:

### **What is one exciting aspect of your current work that you want MCOA members to know about?**

*The most exciting aspects of our current work are always what we're doing to support our Members across all lines of business – individual, small group and large group plans. Our enduring focus is to reduce the total costs of care while improving health outcomes and improving the experience of our members. While we have many exciting initiatives, there are a couple of standouts that I hope MCOA members will notice:*

- *Behavioral health integration – we have always embraced the integration of behavioral health and medical care from our plan designs, cost sharing, and network support, but now in 2020 we are fully onboarding medical management of behavioral health services within our clinical team. This translates to a better ability for Health Options to support our members in tandem with their care providers. We continue with our plan designs that provide our Members with the first three behavioral health office visits at no cost sharing, and also support telehealth access for behavioral health services.*
- *Pharmacy support – beyond standard pharmacy benefits, Health Options has a newly formed pharmacy team that exists to benefit our Members. The team consists of pharmacists and clinical support professionals who together focus on*

pharmacy safety as well as reducing out of pocket costs for Members while reining in total costs so as to reduce overall premiums. Early successes include our infusion care network that provides Members with the greatest quality and convenience at the lowest cost.

- *Medical management – From our first day of coverage solutions for our Maine communities, we have provided unparalleled supports and service that focus on improving health and recovery. We partner with the Maine Area Agencies on Aging (AAAs) to provide wrap around support for some of our most vulnerable Members. The AAAs assist our Members in accessing local community services to remove socioeconomic barriers that prevent adherence to evidence-based treatment plans.*
- *Member tools – From an entirely Maine-based call center presence to our new LifeBalance program for all Members, we are dedicated to the best service experience in all of our markets, individual, small group and large group. Our new member portal is designed to fully support our members with the information they need, whenever they need it.*

### **How does the work of the MCOA align with your organization’s mission?**

*MCOA inspires partnerships to effect a better quality of life for Maine’s older community members. To that end, the work of MCOA is closely aligned with the Health Options mission which is itself rooted in partnership for the purpose of achieving better health outcomes while reducing overall health care costs. MCOA’s policy and community development work serves to enhance our measure of success. Through its strengthening of community supports and addressing social determinants of health, MCOA’s direct investments into the state allow us to leverage those fundamental improvements in our tandem pursuit of the Triple Aim.*

### **What are some ways that other MCOA Members can collaborate to support your work?**

*Given the existing alignment of mission, perhaps the greatest opportunity that exists is to increase communications and identify ways to work together to solve common problems. We want to hear from MCOA members and benefit from your observations, concerns and ideas. Of course, we will gladly receive feedback on what’s working well too, particularly so that we continue those successful practices and recognize those on our team who are routinely going above and beyond. We would also welcome any proposals for inclusion in our local solutions that are offered through our LifeBalance program. And finally, we would be pleased to pursue joint efforts that address social determinants of health.*

We are thrilled to have Kevin Lewis serving on the MCOA Board of Directors. To read more about our fantastic Board, [click here](#).

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## **Maine Caregiver Survey closes on December 10th**

Maine wants to improve services that support older adults to live in our homes and in our communities as long as possible. As part of this, Maine wants to hear from you if you provide any kind of help or care to an older adult or an adult with a disability or if you are an older person who has primary responsibility for the care of a grandchild or other relative under the age of 18. This includes unpaid caregivers as well as caregivers who are paid to provide help to a relative or friend.

This statewide survey is being conducted by the Muskie School of Public Service at the University of Southern Maine (USM) on behalf of Maine’s Office of Aging and Disability Services (OADS). While the survey is voluntary, (you don’t have to do it), the findings will help the State and its community partners focus on the areas that are of greatest concern to you and other caregivers in Maine. Information about this survey, including a link to the survey, is also on the

OADS' website: [click here to read more.](#)

Please feel free to share this survey with other people or organizations who might be interested. Thank you!

To begin the survey, click here: [Caregiver Survey](#)

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**We are pleased to share the following announcement:**



## **New Collaboration & New Opportunity to Participate in Medicare Quality Initiatives**

We are pleased to introduce the IPRO Quality Innovation Network – Quality Improvement Organization (QIN-QIO), a new collaboration, led by **IPRO** and joined by two other established and respected Medicare QIOs: **Healthcentric Advisors and Qlarant**. Through the combined expertise and vast experience of our three organizations, the IPRO QIN-QIO is poised to offer enhanced resources and support to your organization and the patients and residents in your community. We will collaborate with you to improve healthcare quality and outcomes and to reduce the burden associated with achieving that quality.

**A recent webinar was held on November 22nd, 2019** entitled ***Enhance the Health of Your Community: Partner with the IPRO QIN-QIO***

The **webinar recording is available for access at the following link** which you may click on to access or cut and paste to your web browser:  
**<https://ipro.webex.com/ipro/lr.php?RCID=8620837902138062b425d2700dd7ad4e>**

**The PowerPoint presentation reference during the webinar can be found by clicking here: [Download PowerPoint](#)**

We hope you found the information provided to be helpful in your decision to collaborate with our healthcare quality improvement specialists to:

- Improve patient and resident experience, care and outcomes;
- Promote patient and family engagement in care;
- Make informed decisions using your data to craft solutions customized to your organization;
- Easily access evidence-based tools and resources;
- Create a path to success and sustainability;
- Align with other important initiatives including quality reporting and payment programs;
- Connect with and learn best practices from peers and high performers across our network of 11 states and the District of Columbia;
- Earn the distinction of being engaged in a nationally recognized quality improvement effort.

Please join our team to improve the quality of care across our network and be part of the solution for improving healthcare outcomes for 20% of the Medicare beneficiaries in the nation and within your community!

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# Census 2020

## Get Out the Count: Outreach Strategies for December 2019

### It's almost 2020 — only four months until Census Day!

As we get closer to Census Day on April 1, 2020, we'll be counting down with a timeline of outreach recommendations for governments, community-based organizations, and individuals. *Read more here:*

<https://www.communityconnectlabs.com/post/get-out-the-count-outreach-strategies-for-december-2019>

For more information and other tools that may assist your outreach efforts, click here: <https://www.communityconnectlabs.com/category/census>

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## Join the MIT AgeLab Caregiver Panel!

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The MIT AgeLab is building an online caregiver panel to learn about your experiences and thoughts as a caregiver. If you are currently providing care to an adult family member, or have in the past, you may qualify to be a member of our panel.

Once you join the panel, you will be entered into a raffle for one of 100 \$25 Amazon.com gift cards. You will be contacted approximately every other month with brief online surveys about various aspects of your life as a caregiver. You will be entered into a raffle for gift cards after each survey completion. Additionally, there may be opportunities to participate in interviews, focus group and panel discussions.

<https://tinyurl.com/caregiverpanel>



Please share this with your friends, family or colleagues who are also providing care to an adult family member.

Your contribution will help advance our understanding of caregiving and improve the quality of life for caregivers. Please email [mit-caregiving@mit.edu](mailto:mit-caregiving@mit.edu) if you have any questions.



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**In case you missed it:**

[A big shout out to the Town of New Gloucester for exploring ways they can use the comprehensive planning process to support their older residents staying in the town they call home! \*Read more about the presentation here\*](#)

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[Never Too Old follows 81-year-old PhD candidate Olive Bryanton as she navigates through the final year of her doctoral program at the University of Prince Edward Island.](#)

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We're excited to announce the launch of our Project ECHO - *"Enhancing the Care and Health of Older Adults Living with Dementia and their Care Partners"*- ECHO-D. [Read more here on the TSLCA's Living Well With Dementia page.](#)

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*Do you have an event you would like to share with fellow MCOA Members?*

[Click here to let us know about it!](#)

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