

The CMS Medicare-Medicaid Coordination Office (MMCO) is pleased to announce the following training opportunities:

- **July 25th Webinar: Culturally Competent Direct Care: Meeting the LTSS Needs of Dually Eligible Beneficiaries**
- **July 30th Webinar: Diagnosing and Treating Dementia – Current Best Practices**
- **July 31st: Disability-Competent Care Conversation on Access with ADA National Network**

Webinar: Culturally Competent Direct Care: Meeting the LTSS Needs of Dually Eligible Beneficiaries

Date/Time: Thursday July 25, 12:30-2:00 pm ET

Registration Link:

https://www.resourcesforintegratedcare.com/CulturalCompetency/2019_CC_Webinar/Direct_Care_Workforce

Nearly half of all individuals dually eligible for Medicare and Medicaid need long-term services and supports (LTSS) for help with daily tasks such as dressing, bathing, and eating.¹ Direct care workers—including nursing assistants or nursing aides, home health aides as well as personal care aides—provide most of these services and supports. Because of the intimate nature of this work – often delivered in the client’s home – it is essential that the beneficiary feel comfortable with, and respected by, the direct care worker and that direct care workers know how to identify and address the cultural needs and preferences of beneficiaries.

This webinar will discuss strategies for providing direct care services with cultural sensitivity, as well as training elements for direct care workers to achieve cultural competence. Speakers will share strategies for effectively identifying and meeting beneficiaries’ LTSS needs, in both institutional and community-based settings, while respecting their diverse cultural preferences. Finally, a direct care worker, along with a beneficiary, will share their firsthand experiences and recommendations on providing culturally competent direct care.

By the end of this webinar, participants should be able to:

- Recognize the diverse needs and preferences of dually eligible beneficiaries for culturally sensitive direct care services, such as communication, food, and physical touch
- Identify strategies direct care workers can use to meet the cultural and linguistic needs, values, and preferences of diverse beneficiaries
- Identify the key elements of training direct care workers in cultural competence

Featured Speakers:

¹ Centers for Medicare and Medicaid Services (2019). *Fact Sheet: People Dually Eligible for Medicare and Medicaid*. Retrieved from https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/MMCO_Factsheet.pdf.

- MariaElena Del Valle, Organizational Change Consultant, PHI
- Andrew Adams, Chief of Staff, Homebridge
- Direct care worker, Homebridge
- Client of Homebridge

Intended Audience:

This webinar is intended for a wide range of stakeholders, including frontline workers, LTSS providers and provider organizations (nursing facilities, adult daycare programs, assisted living facilities, home health care, and community-based agencies), and staff at Medicare-Medicaid Plans, Dual Eligible Special Needs Plans, managed LTSS plans, and consumer organizations.

Continuing Education Credit Information:

Continuing Nursing Education Credits and National Association of Social Workers Credits will be available for this webinar. Centers for Medicare and Medicaid Service CME and CE credits *may* be available for this webinar. More information on continuing education credits is below.

Webinar: Diagnosing and Treating Dementia – Current Best Practices

Date/Time: Tuesday July 30, 11:30am-1:00 pm ET

Registration Link:

https://www.resourcesforintegratedcare.com/GeriatricCompetentCare/2019_GCC_Webinar/Diagnosing_and_Treating_Dementia

Alzheimer’s disease, the most common type of dementia, affects an estimated 5.8 million Americans, is the sixth leading cause of death in the U.S., and is a leading cause of disability and poor health for older adults. Furthermore, the cost of care for dementia is high for Medicare, Medicaid, and private payers.² In 2019, Medicare and Medicaid will spend an estimated \$195 billion caring for those with Alzheimer’s and other dementias—67 percent of total costs.³ The emotional and physical burden of dementia is also immense, not only for the individuals with dementia, but also for their families and caregivers. Most people with Alzheimer’s and other dementias receive the majority of their care from their caregivers who are usually unpaid.¹

This interactive webinar will describe best practices and guidelines for diagnosing and assessing dementia among older adults who are dually eligible and will provide an overview of current evidence-based treatments. Speakers, including a caregiver, will discuss firsthand experiences and lessons learned, including the impact of different interventions and approaches on older adults with dementia and their caregivers.

By the end of this webinar, participants should be able to:

² Alzheimer’s Association (2019). 2019 Alzheimer’s Facts and Figures. Retrieved from: <https://www.alz.org/alzheimers-dementia/facts-figures>

³ Alzheimer’s Association. (2019). Cost of Alzheimer’s to Medicare and Medicaid. Retrieved from: http://act.alz.org/site/DocServer/2012_Costs_Fact_Sheet_version_2.pdf?docID=7161

1. Identify best practices and guidelines for diagnosis of dementia in older adults including screening methods and key assessments
2. Describe current evidence-based pharmacologic and non-pharmacologic treatment options that mitigate symptoms of dementia in older adults
3. Recognize the important roles of caregivers in managing dementia and the interventions for supporting caregivers
4. Recognize roles and strategies for community-based organizations and health systems in supporting older adults with dementia, including those who are dually eligible, and their caregivers

Featured Speakers:

- David Reuben, MD, Director, Multicampus Program in Geriatrics Medicine and Gerontology and Chief, Division of Geriatrics at UCLA.
- David Bass, PhD, Senior Vice President and Director of the Center for Research and Education, Benjamin Rose Institute on Aging
- Michelle Panlilio, NP, UCLA in the Department of Geriatrics as a Nurse Practitioner and Care Manager
- Ann Cheslaw, Caregiver

Intended Audience:

This webinar is intended for providers, health care professionals and front-line staff of Medicare Advantage plans, Medicare-Medicaid Plans, Dual Eligible Special Needs Plans (D-SNPs) and PACE Organizations, as well as other stakeholders interested in improving their ability to provide dementia capable care.

Continuing Education Credit Information:

National Association of Social Workers Credits will be available for this webinar. Centers for Medicare and Medicaid Service CME and CE credits *may* be available for this webinar. More information on continuing education credits is below.

Disability-Competent Care Conversation on Access with ADANN

Date/Time: Wednesday July 31, 2:00-2:30 pm ET

Registration Link:

https://www.resourcesforintegratedcare.com/DisabilityCompetentCare/2019_DCC_Webinar_Series/Conversation_on_Access

Individuals with disabilities dually eligible for Medicare and Medicaid are at higher risk for poor health outcomes when compared to individuals without disabilities.⁴ This event, in collaboration with ADANN, will provide a platform for questions to be answered on how healthcare organizations and facilities can best improve accessibility for participants with disabilities to best meet their care needs.

⁴ Office of the Assistant Secretary for Planning and Evaluation. (2016). Report to Congress: Social Risk Factors and Performance under Medicare's Value Based Purchasing Programs. Pages 177 –221

This event will focus on healthcare facility accessibility, including physical and communication barriers that may impede participants with disabilities from receiving care. Representatives from ADANN will answer your ADA and other accessibility questions. We encourage attendees to submit questions for ADANN ahead of time using any of the three options below:

1. Send an email with your questions to RIC@Lewin.com. Your personal and/or organizational information will not be shared during the live event or after.
2. Use direct message on Twitter to send your questions to @Integrate_care.
3. Complete the registration for the event and include your question in the designated textbox.

Intended Audience:

This event is intended for a wide range of stakeholders - providers, health care professionals (such as home care agency administrators and staff), social workers, and front-line staff of Medicare Advantage plans, Medicare-Medicaid Plans (MMPs), Dual Eligible Special Needs Plans (D-SNPs), and healthcare facilities interested in improving their accessibility for individuals with disabilities.

Continuing Education Credit Information:

Due to the short format of this event, continuing education credits are not available.

CE and CME credit information:

Please note: Continuing Education (CE) credit offered by the Centers for Medicare & Medicaid Services (CMS) may not be available for this live activity as originally planned. Webinar participants seeking CMS CE credits are encouraged to check <https://www.resourcesforintegratedcare.com/> for enduring credit information a couple of weeks after the live event.

Accreditation

- The Centers for Medicare & Medicaid Services (CMS) is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. CMS is also accredited by the International Association for Continuing Education and Training (IACET) to offer continuing education credit.
- The American Geriatrics Society has been approved by the California Board of Registered Nursing (Provider No. CEP 10299) to provide continuing education.
- The American Geriatrics Society is accredited by the National Association of Social Workers (NASW) to provide continuing education for social workers.
- The Lewin Group is accredited by the National Association of Social Workers (NASW) to provide continuing education for social workers.

Continuing Education Credit

- **The Centers for Medicare & Medicaid Services (CMS)** – CMS is evaluating the above activity for CE/CME credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE/CME information on the amount of credit will be available to participants within the Learning Management System (LMS) after the live activity.
- **Continuing Nursing Education Credits** – The webinar *Culturally Competent Direct Care: Meeting the LTSS Needs of Diverse Dually Eligible Beneficiaries* is pending approval by the California Board of Registered Nursing (Provider No. CEP 10299). The number of credit hours will be

determined based on activity learning time. Nursing courses are accepted by the nursing boards in all 50 states, the District of Columbia, and U.S. territories.

- **National Association of Social Workers** – The webinars *Culturally Competent Direct Care: Meeting the LTSS Needs of Diverse Dually Eligible Beneficiaries* and *Diagnosing and Treating Dementia – Current Best Practices* are pending approval by the National Association of Social Workers. The number of credit hours will be determined based on activity learning time.
 - The following states **do not accept** National CE Approval Programs for Social Work: New York, Michigan, and West Virginia.
 - The following states currently **do not recognize** NASW National Approval: New Jersey, Idaho, and Oregon.

Individuals are strongly encouraged to check with their specific regulatory boards or other agencies to confirm that courses taken from these accrediting bodies will be accepted by that entity.

PLEASE NOTE:

- Webinar participants seeking CME/CE credit should only claim credit commensurate with the extent of their participation in the activity.
- A score of at least 80% on the post-test must be achieved in order to obtain CMEs/CEs via the NASW, CMS, or California Board of Registered Nursing credit options.
- Estimated time to participate in the *Culturally Competent Direct Care: Meeting the LTSS Needs of Diverse Dually Eligible Beneficiaries* and *Diagnosing and Treating Dementia – Current Best Practices* webinars: 1.5 hours each including introductory information and interactive Q&A.
- Participants will be led through the following requirements after signing into and participating in the webinar:
 - Read the learning objectives and faculty disclosures
 - Complete the pre-test (for NASW or California Board of Registered Nursing credit options)
 - Participate in the webinar
 - Complete the post-test and program evaluation form

Registration Information:

After clicking the registration link hosted on <https://resourcesforintegratedcare.com/> and completing the registration form, you will receive an email from do_not_reply@on24event.com containing event log-on information. The email also contains an attachment that, when opened, will save the event log-on information to an Outlook calendar.

On the day of the live event, please use the web link to join the event. You can access the platform using a computer, smart phone, or tablet. The audio portion of the presentation will automatically stream through your computer/device speakers. Please make sure that the volume on your speakers is turned up. Phone dial-in information will also be available during the live event if you are unable to listen to the audio through the computer/device speakers.

For individuals that will be **away** from a computer, smart phone, or tablet on the day of the live event, please email us at RIC@lewin.com to request dial-in information.