



# Tennessee Nursing Facility Provider Diversion Training

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# Our mission and values



- **Our mission:** Improving lives and communities. Simplifying healthcare. Expecting more.
- **Our vision:** Be the most innovative, valuable, and inclusive partner.
- **Our values:**
  - Leadership — redefine what's possible
  - Community — committed, connected, invested
  - Integrity — do the right think, with a spirit of excellence
  - Agility — deliver today, transform tomorrow
  - Diversity — open your hearts and minds

# Training topics



- Nursing facility (NF) diversion definition
- Purpose of NF diversion
- Benefits of NF diversion
- Indicators of member candidates for NF diversion
- Community-based services
- Next steps
- Additional resources

# What is NF diversion?

NF diversion: a process of preventing inappropriate NF placement for persons at risk by thorough assessment of functional status and needs; timely referral to appropriate resources and services; education and support of persons at risk and their family, friends and advocates; and follow-up to assure utilization of services and monitor for changing needs (Michigan Department of Community Health)



# Purpose of NF provider diversion training/ *Contractors Risk Agreement (CRA)*



Amerigroup Community Care strives to educate and train key providers to identify members who may be candidates for NF diversion. Providers will help identify and facilitate activities to ensure members continue to live within their communities

# Benefits of NF diversion



Ensures least restrictive environment

Promotes independence and autonomy

Affordable care option

Improves quality of life

Person centered care

Reduces NF admissions

Enhances natural support system

Reduces social isolation through community engagement

Ensures ongoing member dignity

# Early identification of member candidates for NF diversion



- Members residing in their own homes who have a negative change in circumstances and/or deterioration in health or functional status and who request nursing facility services
- Members residing in adult care homes or other community-based residential alternative settings who have a negative change in circumstances and/or deterioration in health or functional status and who request nursing facility services
- Members admitted to an inpatient hospital or inpatient rehabilitation who are not residents of a nursing facility
- Members who are placed short-term in a NF regardless of payer source
- Non-TennCare CHOICES (CHOICES) members who are waiting for placement in a nursing facility



# Warning signs of potential NF placement



The following are possible indications a member is at risk for a NF placement:

- Changes in caregiver system
- A diagnosis of degenerative disease or chronic condition requiring daily nursing service
- Physical/cognitive decline of members
- Decreased financial resources and a need for increased community resources
- Increased hospital and/or ER utilization
- Social Isolation/Loneliness



# Community-based NF diversion services



- Adult day care
- Residential/assisted living service
- DME
- Home modification
- Home-delivered meals
- Enabling technology/assistive technology
- Caregiver support services
- Hospice/palliative care
- Behavioral health
- Home health care and ET/AT/remote care monitoring
- Personal emergency response system
- Respite care
- Transportation assistance
- Enhanced respiratory care
- Assistance with social drivers of health: financial, food, housing, and other community resources

# Next steps



When the provider/caregivers become aware of a situation/changes that place a member at risk of NF placement, the following should occur next:

- Document concerns
- Notify supervisor
- Communicate with support and current services
- Encourage member involvement in their healthcare decision process

# Additional resources



## Population Health

- **Population Health:** The Population Health Model touches members across the entire care continuum, promoting healthy behaviors and disease self-management, as well as providing care coordination and intensive care management as needed and supported by evidence-based medicine and national best practices.
- **Population Health Contact Info:** Call **800-454-3730** to reach a case manager or visit the Population Health website at <https://provider.amerigroup.com/tn>.
- Population Health's Disease Management program: Call **888-830-4300** or visit <https://provider.amerigroup.com/tennessee-provider/patient-care/population-health>.

# Additional resources (cont.)



- **Employment and Community First CHOICES and CHOICES contact information:** Call **800-600-4441** to reach Member Services or visit <https://www.myamerigroup.com>.
- **Tennessee Commission on Aging and Disability:** Visit <https://www.tn.gov/aging.html>.
- **State Senior Services Help Line:** Call **800-669-1851**.
- **State Senior Services:** Email [kwhitaker@ftaaad.org](mailto:kwhitaker@ftaaad.org).
- **Department of Elder Affairs Hotline:** Call **800-963-5337**. They will direct you to the member's local county Area Agency on Aging.
- **Veteran Benefits**
- **Tennessee Area Office on Aging:** identified regionally across Tennessee

# Questions?



# Thank you!



