

Dear Colleague,

Resources for Integrated Care is excited to announce the 2018 Disability-Competent Care Webinar Series. This series is intended to aid providers, health plans, and health care professionals in improving the delivery of care to persons with disabilities. The Disability-Competent Care (DCC) model incorporates key concepts that are particularly important to adults with disabilities, such as care coordination, access to care, long-term services and supports, and behavioral health. Individuals with disabilities, and those dually eligible for Medicare and Medicaid, experienced worse outcomes compared to other beneficiaries on most quality metrics in the Medicare Advantage Star Ratings program.¹ The DCC model supports the high quality of care envisioned by this program and other quality assessments. This seven-part series will explore how organizations can best implement these concepts to empower providers and participants with disabilities to best meet their care needs.

The webinar series debuts on February 21, 2018 and will continue every Wednesday through April 4, 2018. *Continuing Education (CE) credit* from CMS' Learning Management System will be available at no cost to webinar attendees. This series is supported by the CMS Medicare-Medicaid Coordination Office.

2018 Disability Competent Care Webinar Series

Dates: Wednesdays February 21-April 4, 2018

Time: 2:00pm-3:00 pm ET

Registration Link:

https://www.resourcesforintegratedcare.com/DisabilityCompetentCare/2018_DCC_Webinar_Series/Series_Overview

The full schedule for the webinar series is included below. Please scroll down for additional information on the first three webinars and details on how to register for the series.

Webinars in The 2018 DCC Series	
Webinar Title	Date/Time
Improving Accessibility of Provider Settings	February 21, 2018 2-3pm ET
Serving Adults with Disabilities on the Autism Spectrum	February 28, 2018 2-3pm ET

¹ Office of the Assistant Secretary for Planning and Evaluation, Report to Congress: Social Risk Factors and Performance under Medicare's Value Based Purchasing Programs, pg.179, December 2016

Palliative and Hospice Care for Adults with Disabilities	March 7, 2018 2-3pm ET
Supporting Participants with Complex Behavioral Health Needs	March 14, 2018 2-3pm ET
Interdisciplinary Team Building, Management, and Communication	March 21, 2018 2-3pm ET
Managing Transitions with Adults with Disabilities	March 28, 2018 2-3pm ET
Building Partnerships: Health Plans and Community-based Organizations	April 4, 2018 2-3pm ET

Webinar 1: Improving Accessibility of Provider Settings

This webinar will focus on medical office accessibility, including physical and communication barriers that may impede participants with disabilities from receiving care. Representatives from the Colorado Department of Health Care Policy and Financing and CMS Office of Minority Health will discuss issues related to the ADA and provider accessibility, and the experience of developing and implementing a primary care clinic site survey. Finally, Inland Empire Health Plan will present their approach to supporting provider accessibility, tracking provider setting accessibility, and making the information available to participants and care managers.

Webinar 2: Serving Adults with Disabilities on the Autism Spectrum

This webinar will provide a basic understanding of the autism spectrum and will examine the unique care management needs of adults with disabilities who are on the autism spectrum. The discussion will highlight the experience of being autistic and the disparities and barriers these participants experience in obtaining care. LA Care health plan will highlight successful strategies they have developed to improve customer experience, including training and supporting their staff working with this population and their families and care providers.

Webinar 3: Palliative and Hospice Care for Adults with Disabilities

This webinar will discuss palliative and hospice care services and the delivery of these services to participants with disabilities. Our discussion will address advanced care planning and strategies for empowering participants and their providers to initiate these discussions. Care Oregon will present their palliative and hospice care programs, including staff and provider training that highlights how to support participants during this stage of their lives.

Intended Audience:

This series is intended for providers, health care professionals and front-line staff of Medicare Advantage plans, Medicare-Medicaid Plans, Dual Eligible Special Needs Plans and PACE

Organizations as well as other stakeholders interested in improving their ability to meet the needs of adults with functional limitations.

CE Credit Information:

The Centers for Medicare & Medicaid Services (CMS) – CMS is accredited by the International Association for Continuing Education and Training (IACET) and is authorized by IACET to offer CEUs. CEUs will be awarded to participants who meet all criteria for successful completion of this educational activity.

PLEASE NOTE:

- Webinar participants seeking CE credit should only claim credit commensurate with the extent of their participation in the activity.
- Estimated time to participate in the webinar: 1 hour including introductory information and interactive Q&A.
- Participants will be lead through the following requirements to obtain a CE certificate:
 - Read the learning objectives and faculty disclosures
 - Participate in the webinar
 - Complete the post-test and program evaluation form
- A score of at least 80% on the post-test must be achieved in order to obtain CE credit

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](mailto: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 webinar. 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 webinar event, please email us at RIC@lewin.com to request dial-in information.

The Disability-Competent Care model was developed by providers and four health plans that serve Medicare-Medicaid enrollees. It was created to specifically address the unique needs of adults with disabilities. The Lewin Group, under contract with the CMS Medicare-Medicaid Coordination Office, partnered with Christopher Duff and other disability practice experts to create The 2018 Disability-Competent Care Webinar Series. Recordings of the 2018 webinar series as well as previous webinar series will be available for online streaming or download at <https://www.resourcesforintegratedcare.com>. The Resources for Integrated Care website also features additional resources and tools for providers and health plans.

Please contact RIC@lewin.com or Gretchen.nye1@cms.hhs.gov with any questions.