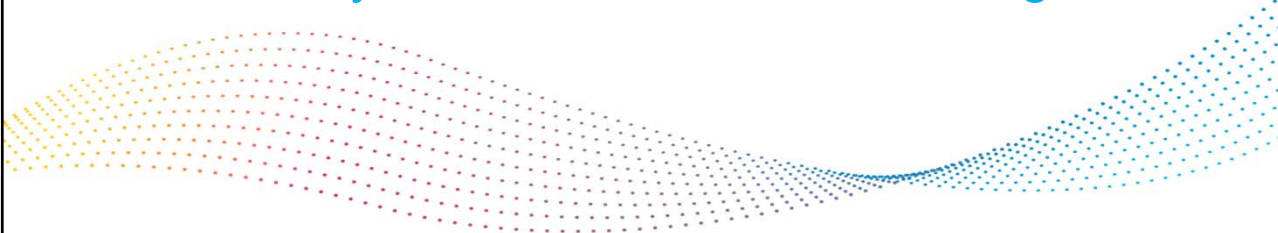



# Centene Corporation and the National Council on Independent Living Address Gaps in Disability Access – An Award Winning Idea



An Overview of the Centene and NCIL Provider Accessibility Initiative (PAI)

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Provider Accessibility Initiative

# Agenda

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## Agenda

- Overview of Centene and NCIL
- Overview of Barrier Removal Fund (BRF) Activities/Outcomes To Date
- Questions
- Closing

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Provider Accessibility Initiative

# Company Overviews

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## Centene Overview



- **St. Louis-based company founded in Milwaukee in 1984**
    - 45,400 employees, 14.1 million members, 2 international markets
  - **31 states with government-sponsored healthcare programs**
    - Medicaid (27 states)
    - Marketplace (20)
    - Medicare (20)
    - Correctional (14)
- 

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## Centene Overview Continued...



- **Managed Long-Term Services and Supports**
    - 11 states, 296,000+ members, largest MLTSS plan in the country
  - **Medicare Medicaid Plan**
    - 6 states, 46,000+ members, over 12,000 LTSS
  - **People with intellectual/developmental disabilities**
    - 11 states, 65,000+ members
- 

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## NCIL Overview



- The National Council on Independent Living is the longest-running **national cross-disability, grassroots organization run by and for people with disabilities.**
- Founded in 1982, **NCIL represents thousands of organizations and individuals including: individuals with disabilities, Centers for Independent Living (CILs), Statewide Independent Living Councils (SILCs), and other organizations that advocate for the human and civil rights of people with disabilities** throughout the United States.

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Provider Accessibility Initiative

## Overview of PAI and Barrier Removal Fund Activities

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## What is the Goal of the Provider Accessibility Initiative?

- Provide **equal access** to quality health care and services that are **physically and programmatically accessible**
  - for our **members with disabilities** and their **companions** with disabilities
  - by **increasing the percentage** of doctor offices that **meet minimum** federal and state **disability access standards**.
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## Why are We Focusing on Provider Disability Access?

- It's the **right thing to do**
  - Medicaid and Medicare members with disabilities **receive less preventative care** than those with no disability
    - <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Issue-Brief-Physical-AccessibilityBrief.pdf>
  - It's a **federal requirement**
  - **People with disabilities say we should**
    - Centene National Disability Advisory Council
    - Local Health Plan Member Advisory Councils (CA, FL, KS, MI, OH, PA, and TX)
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## How are We Accomplishing Our Goal?

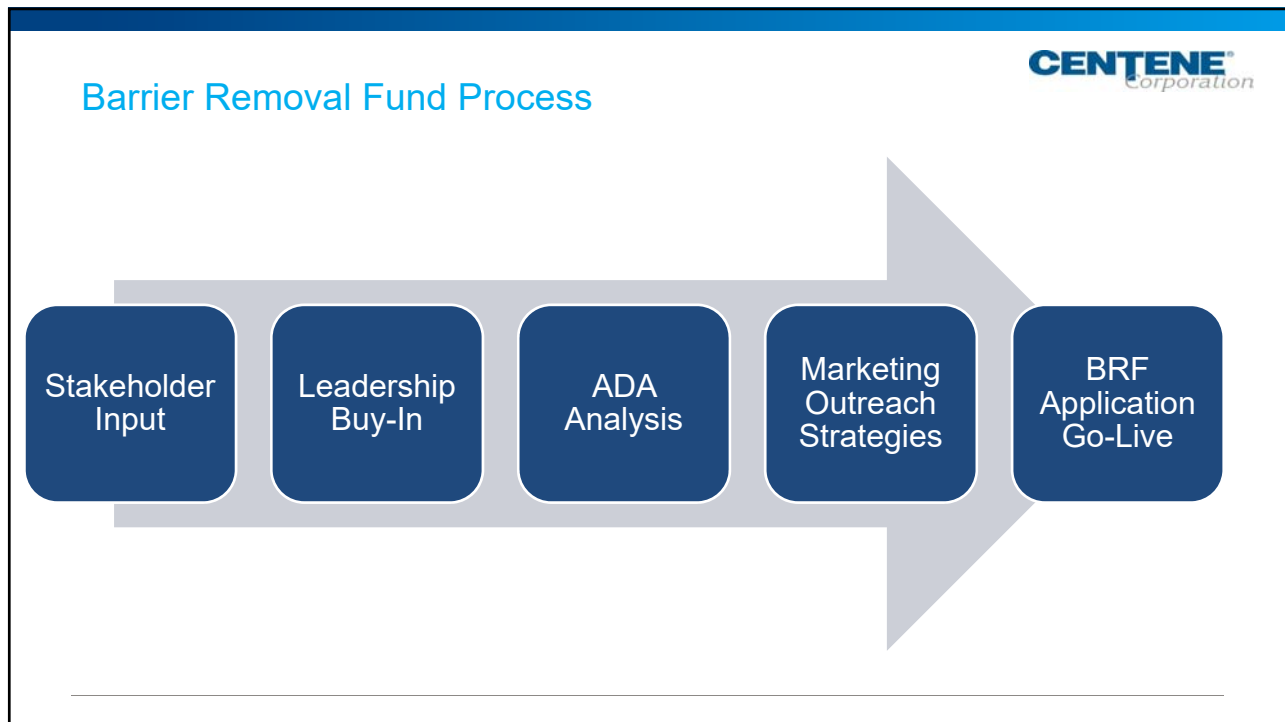
1. **Making sure the information about the accessibility of a doctor's office in our directory is correct so members can pick a doctor that meets their needs** by:
    - a. **Integrating standard, corporate disability access requirements** in provider credentialing and contracting; and
    - b. **Conducting Accessibility Site Reviews (ASRs)** to verify self-reported information
  2. **Allowing doctors to apply for a grant from the Centene National Barrier Removal Fund (BRF)** that includes:
    - a. **Funding** to remove disability access barriers; and
    - b. **Technical assistance** from the **National Council on Independent Living (NCIL)**, **local CILs**, and **local health plans**.
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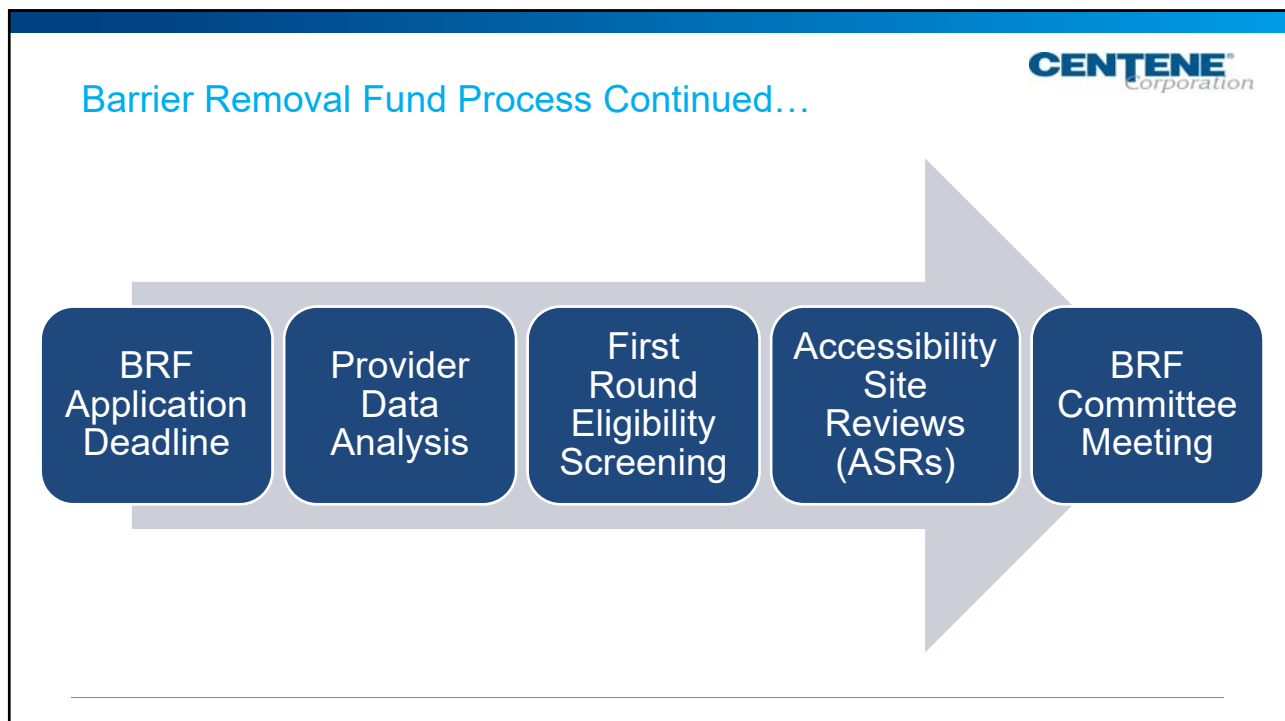
## National Barrier Removal Fund

- **Partnership with NCIL**
  - **Funding available in pilot states and in 3 main areas:**
    - Illinois, Texas, and Ohio (2018)
    - Kansas, Florida, and New Mexico (2019)
    - Building modifications, diagnostic equipment, and/or programmatic access
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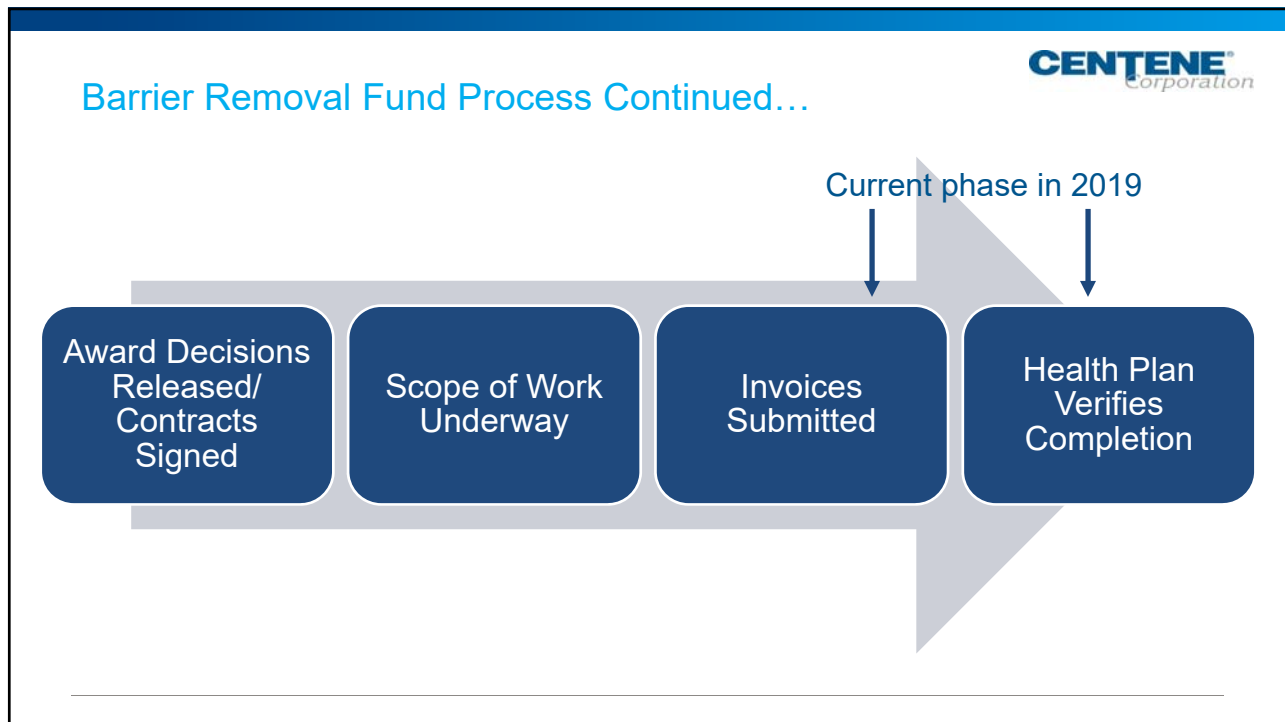
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Provider Accessibility Initiative

2018 & 2019 Outcomes To Date

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## Project Outputs (2018 & 2019)


- Over **2,600 onsite Accessibility Site Reviews (ASRs)** conducted across 7 states (California, Illinois, Texas, Ohio, Kansas, Florida, and New Mexico) by health plan staff and **31 different CILs**.
  - In 2018 and 2019, NCIL received **255 Barrier Removal Fund (BRF) applications** across 6 states (Illinois, Texas, Ohio, Kansas, Florida, and New Mexico), and **provided over 225 hours of technical assistance** to applicants and grantees.
  - Six locally based Barrier Removal Fund committees that included local members with disabilities, directors from local Centers on Independent Living, and providers, **reviewed and scored 176 of the 255 applications**.
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## Project Outputs (2018 & 2019)

- **108 health care providers** (140 service locations) across IL, TX, OH, KS, FL, and NM **received over \$1,000,000 in grants** from the Centene Barrier Removal Fund.
  - Grantees range in **size, location** (urban and rural), and **specialty** (e.g. primary care, OB/GYN, mental health, addiction recovery, dentistry, podiatry, urology) and **include both physical and programmatic access improvements**.
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## Project Outputs (2018 & 2019)

- **63 Accessible Exam Tables**  
(1 accessible OB/GYN table, 2 accessible podiatry exam chair, 1 accessible dentist chair)
  - **19 Accessible Scales**
  - **79 Automatic Door Openers**
  - **10 Renovations to Parking Lot**
  - **33 Restroom Improvements** (Faucet paddle handles, ADA toilet, handrails, etc.)
  - **8 Entrance Improvements**
- **15 Interior Building Improvements**  
(Vinyl flooring, widening of doorways less than 32' wide, waiting room chairs without side arms, portable air filter, portable blood pressure machine, Hoyer lift, sound proofing walls)
  - **12 Ramps**
  - **113 units (or 45 projects) Programmatic Access Improvements** (details in later slide)
  - **9 Wheelchairs**

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## Project Outcomes





Rock Island  
County  
Council on Addictions

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### Project Outcomes



“Since the installation of our automatic doors, I have been pleased to notice more adult *wheelchair patients* in our facility receiving much needed services. I see this being a positive addition and great way to meet ALL members of our community. We would not have been able to make these upgrades to our facility at this time without the funds from this grant. Thank you again!”

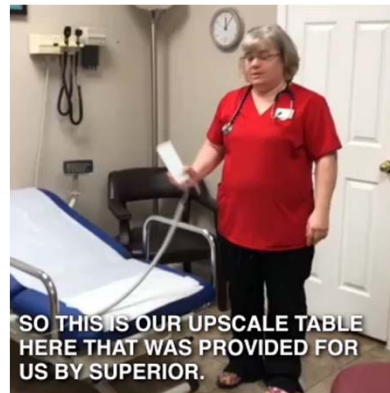
- Dr. Sarah Patrick, Administrator, Jackson County Health Department

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### Project Outcomes



Roll-on scale



SO THIS IS OUR UPSCALE TABLE HERE THAT WAS PROVIDED FOR US BY SUPERIOR.

The UpScale M430. Combined accessible exam table and scale.


- Penne Jaster, Nurse Practitioner at Life Choices Medical Clinic

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## Project Outcomes


“The existing bathroom was too small for clients with wheelchairs, mobility aids, and other power-driven mobility devices. Also there were no handrails for safe mobility.  
Having this ADA bathroom will allow Momentum Counseling to offer mental health and addiction services to those with wheelchairs, mobility aids, and other power-driven mobility devices.”

-- Michelle Salazar,  
LISW-S, LICDC-CS  
Behavioral Health  
Clinician, Owner




**Before**





**After**






**Momentum Counseling & Consultation, LLC**

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## Project Outcomes



“Sound proofing offices through sound proof wall board will allow clients to feel comfortable sharing their symptoms and challenges. Client outcomes are improved when clients can accurately present symptoms and needs.”

-- Michelle Salazar, LISW-S, LICDC-CS  
Behavioral Health Clinician, Owner

**Momentum Counseling & Consultation, LLC**

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## Project Outcomes: Programmatic Access

Noise Cancelling Headphones	Digital Annunciator for Elevator	Assistive Listening Devices	Braille Signage & Materials
Sound Proofing Walls	TV/DVD Sensory Accommodations	Weighted Stuffed Animals	Natural Lighting
Weighted Blankets	Circadian Lighting	Video Remote Interpreting (rural location, 1 ASL interpreter)	


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## 2018 Lessons Learned

- Simultaneous Roll Out
- Fund Disbursement
- Provider Outreach

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Provider Accessibility Initiative


# Questions, Next Steps, Call to Action

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## Questions

- Audience questions
- Call to Action
  - For advocates
  - For other health plans

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Thank You



➤ Please send any additional feedback or questions to:

- Kait Campbell

[kaitlin.m.campbell@centene.com](mailto:kaitlin.m.campbell@centene.com), 314-320-2562

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