



## A Note from the State Long-Term Care Ombudsman:

At the end of February, the Centers for Medicare & Medicaid Services approved Iowa's plan to modernize Medicaid with an implementation date of April 1, 2016, citing significant improvements the state has made to demonstrate readiness and enhance provider networks.

As the Office responsible for advocating on behalf of Iowa's 57,000 managed care members who live or receive care in a health care facility, assisted living program or elder group home, as well as those enrolled in one of seven Medicaid home and community-based services (HCBS) waivers, the OSLTCO established the Managed Care Ombudsman Program last fall and is already working to educate members, caregivers and providers alike on members' rights. This [overview brochure](#), which is also available on our website, describes the program in more detail and provides contact information.

Moving forward, I recognize there will be some growing pains and challenging situations as Iowa adjusts to doing things differently than it always has. Still, I hope that this paradigm shift



to managed care will not only result in better outcomes for members, but will inspire statewide action toward a common goal of ensuring every long-term care recipient is treated with the dignity and respect he or she deserves.

Deanna Clingan-Fischer, JD

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## Updates to MDS Section Q Materials

Once the transition to Medicaid managed care becomes effective on April 1, the state's three managed care organizations (MCOs) will be responsible for providing counseling and transition services to long-term care residents who wish to return to the community.



Information on changes to the MDS Q Referral process, including effective dates, is included on the OSLTCO's ["Returning to the Community"](#) and ["Nursing Facility MDS Section Q"](#) fact sheets.

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## Participation Requested: CMP Follow-Up Survey

One year ago, the Office of the State Long-Term Care Ombudsman requested your participation in a Rights and Information survey to help identify key topics of interest to Iowa's long-term care residents/tenants. Data was used to assist the OSLTCO identify topics in which educational information and resources regarding long-term care services, supports and rights would be beneficial to residents, caregivers and staff, and a follow-up survey is now being conducted to build on those original findings and guide future activities.



The survey takes approximately 5 minutes to complete and responses will only be shared as aggregate data outside the OSLTCO. Facility administrators, directors, social workers and other staff members are encouraged to participate.

To access the survey, please click [here](#) and follow the online instructions. If you have any questions about the administration of the survey, please contact Merea Bentrott at [Merea.Bentrott@iowa.gov](mailto:Merea.Bentrott@iowa.gov) or (515) 344-0052.

Thank you in advance for your participation in this important project. We appreciate your feedback and value your commitment to improving the quality of life of the lowans we serve.

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## Severe Weather Awareness Week

As Iowans well know, severe weather can strike almost anywhere, anytime. As a result, the Iowa Department of Homeland Security and Emergency Management and the National Weather Service have designated the last full week of March as Severe Weather Awareness Week in Iowa (March 20-26, 2016).



One of the state's most dangerous spring weather hazards – tornadoes – will be addressed on Wednesday, March 23, during the annual statewide tornado drill at 10 a.m. All Iowans are welcome and encouraged to participate in the drill, which involves creating an [emergency plan](#) and seeking shelter when the sirens begin.

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## Upcoming Events & Educational Opportunities

### Long-Term Care Social Workers of Iowa Spring Conference

(April 14-15, Gateway Conference Center, Ames)

The 2016 LTCSWI Spring Conference will include presentations by the OSLTCO on Medicaid managed care, MDS Section Q updates and sexual expression. The conference will also feature presentations on professional ethics, grief and loss at the end of life, geriatric psychiatric issues and using communication to effectively handle difficult behavior. The registration deadline is April 8.

> [Register](#)



### Iowa Governor's Conference on Aging & Disabilities

(May 23-26, Iowa Events Center, Des Moines)

Registration is now open for the 2016 Governor's Conference on Aging & Disabilities. With plenary speakers Terry Rich, CEO of the Iowa Lottery; Paul Glassman, DDS, MA, MBA, Director of the Pacific Center for Special Care and Director of Community Oral Health for the Arthur A. Dugoni School of Dentistry, University of the Pacific; and Mike Nardone, Director of the Disabled and Elderly Health Programs Group, CMS; as well as 50 educational workshops and presentations, pre-conference intensives, an Exhibitor Hall and unique networking opportunities, this event promises to shine a spotlight on the innovative ways individuals and organizations across the country are working to improve the quality of life for older adults and adults with disabilities.

Most meals, pre-conference intensives and the processing fees for CEUs/CLEs are included in the cost of registration.

> [Register](#)

## **University of Iowa 2016 Geriatric Lecture Series**

### **(Offered online each month)**

The University of Iowa Geriatric Lecture Series is presented online in a series of monthly lectures. The 2016 series, which is sponsored by the Iowa Geriatric Education Center and the University of Iowa Roy J. and Lucille A. Carver College of Medicine, is free and will focus on topics in clinical geriatrics designed to teach important principles in the management of older adults. Each lecture can be viewed for one month and is accessible exclusively during the month it is scheduled beginning the first business day of each month.

To register for the series, email the Iowa Geriatric Education Center at [geriatric-education@uiowa.edu](mailto:geriatric-education@uiowa.edu) with your name, discipline (e.g., nursing, medicine, social work), organization or facility name and your contact information, including your email address. Please allow at least one week to receive a response.

## **New Resource to Help LGBT Elders Avoid the Sweetheart Scam**

Many older adults are looking for love and could be targeted and emotionally manipulated by a scammer looking to exploit their finances. "Looking for Love? First Look Out for You" is a new publication from the National Center on Elder Abuse and the National Resource Center on LGBT Aging that provides tips to help LGBT elders avoid the infamous Sweetheart Scam and other forms of exploitation. registration.

> [\*\*View the Publication\*\*](#)

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The mission of the Office of the State Long-Term Care Ombudsman is to protect the health, safety, welfare and rights of individuals residing in long-term care by investigating complaints, seeking resolutions to problems and providing advocacy, with the goal of enhancing quality of life and care.

Please feel free to forward this newsletter to others who may be interested.