

The Power of Choice:

Supporting self-directed lives for individuals with I/DD

While increased funding for home and community based services (HCBS) has resulted in more individuals with intellectual disabilities and developmental disabilities (I/DD) transitioning into the community, simply being “in the community” is not enough. To positively impact individuals’ overall health and quality of life, their preferences, interests, and goals must drive the supports and services they receive.

Individual strategies to meet individual needs

Just as each person is unique, each service plan is unique. Guiding principles that shape our care coordination model include:



Utilizing a person-centered approach that is informed by and focused on the individual’s preferences, goals, and needs.



Thinking and acting locally to understand the full spectrum of services and supports available to individuals, regardless of funding source.



Leveraging advanced technology that allows individuals, families, providers, care coordinators and managers to monitor and engage in a seamless person centered service plan.



**OVER
23
YEARS**

We have extensive experience coordinating long-term services and supports for members through our affiliated health plans, including currently serving 3 states with specialized I/DD programs.

A strong advocate for self-direction

Self-direction is an approach to HCBS rooted in the belief that people receiving long term services and supports are the experts in their lives. Self-direction programs support the individual in having the flexibility to design, implement and self-direct their own support plans. We see first-hand the positive impact self-direction has on overall quality of life for individuals, and we advocate for self-direction so that more individuals with I/DD have control over their services and the people delivering those services.

Significant increases in self-direction



average increase in individuals participating in self direction across our affiliated plans from 2016 to 2020

Our affiliated health plans:

- Are dedicated to supporting the individuals they serve who want to self-direct their services and supports
- Have experience supporting members with both Budget and Employer Authority in a variety of Financial Management Services (FMS) models



charting the
LIFECOURSE

We understand the important role families play in supporting and encouraging their loved ones to live independently, find a fulfilling job or career, forge meaningful social connections and plan for their future to design the life they want. Through our work with Charting the LifeCourse Nexus, our teams are trained to apply the LifeCourse principles across all Life Stages and Life Domains in our day-to-day work, reinforcing the important role of families and other supporters while keeping the person in the driver’s seat.

Personalized employment supports

We are committed to supporting individuals with I/DD in meeting their personalized employment goals. We have invested in innovative practices to incentivize individual choice and control to promote integrated competitive employment through services and supports that create opportunities for successful achievement of goals and outcomes as defined by each person.



Our affiliate health plans in Iowa and Tennessee draw from the expertise of dedicated employment specialists bringing decades of experience supporting individuals with disabilities in obtaining competitive integrated employment and provide ongoing training, support and technical assistance to both internal service coordination teams and our contracted providers. We are committed to meeting members where they are in their path toward employment, removing barriers and supporting people in achievement of personal goals.

Tennessee's Employment and Community First CHOICES (ECF CHOICES)

This program is focused on supporting individuals of all ages with I/DD in being as independent as possible.

Two full-time employment specialists at our TN affiliated health plan support members participating in ECF CHOICES.

For 2020:

27% employment rate for individuals ages 22-62
(Pre-COVID-19 average was closer to 30%)

\$9.17 per hour salary rate
statewide average

While employment supports come in many different forms, one approach is critical to success: personalization.

We work closely with providers and individuals supported to deliver services that meet each person exactly where they are in their employment journey.

This support may be to:



Explore their desire to start working and understand the impact to their benefits.



Discover their interests, skills, and the kinds of jobs that would be a good match.



Identify aids that can assist them in getting a promotion or a second job.

LTSS provider relations network specialists work alongside the employment specialists in partnership with contracted HCBS employment providers to:



Offer ongoing training and comprehensive support



Navigate various funding streams and support innovative employment services and solutions



Leverage community supports and partnerships

Creating a person centered culture

Person Centered Thinking® (PCT) involves changing perspectives from caring for a person to working in partnership with a person to establish their own goals and participate in making decisions that impact their overall health and quality of life. We support each individual to be in charge of their own care and receive the information needed to make informed decisions. We recognize that the individual's perspective is the most important and needs to be at the center of planning and the on-going support process.

To strengthen our capabilities and better serve individuals, Anthem has committed to becoming a Person Centered Organization. We work closely with Michael Smull, a national leader and co-developer of a person centered curricula and of essential lifestyle planning (ELP), to develop a learning culture that drives competency in Person Centered Thinking® skills, policies, and practices at all levels of the company.

- Our 16 PCT® trainers are certified by the International Learning Community for Person Centered Practices (ILPCPP). These trainers are embedded throughout the organization and serve as ambassadors of PCT® for all LTSS teams and beyond. Over 1,200 of Anthem's corporate and affiliated health plan associates have completed PCT® training as of the end of 2020.
- We have two certified PCT® Mentors leading our initiative to drive person centered culture throughout the all levels and departments of the organization.
- We share PCT® skills webinars by ILPCPP with provider partners, state partners, and other MCOs in the spirit of promoting PCT® throughout our communities served.

Anthem is a leading health benefits company dedicated to improving lives and communities, and making healthcare simpler. Through its affiliated companies, Anthem serves more than 110 million people, including approximately 43 million within its family of health plans. We aim to be the most innovative, valuable and inclusive partner. For more information, please visit www.antheminc.com or follow @AnthemInc on Twitter.

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