

Testimony of Douglas Patrick, Director of Case Management and Behavioral Health Services
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Senator Claxton, Representative Meyer, members of the Committee on Health and Human Services, I am Douglas Patrick, Director of Case Management and Behavioral Health Services at Woodfords Family Services, a Non-Profit 501 (c)3 provider agency with administrative offices in Westbrook, Maine.

I am testifying in support of LD 415, Resolve, Directing the Department of Health and Human Services to Increase MaineCare Reimbursement Rates for Targeted Case Management Services to Reflect Inflation. Woodfords Family Services provides case management services to approximately 350 adults with Developmental Disabilities. Our case managers have worked throughout the COVID pandemic, putting themselves at risk at times to ensure that consumers had personal attention in securing housing, food or other basic needs. Unlike other MaineCare services, Adult Case Management received no rate increase during COVID to account for the challenges. We employ 17 full-time case managers who cover a geographic area including all of Cumberland and York counties. Case management is community based and requires significant travel. Travel costs for our Adult Case Management program exceeded \$33,000 in FY 2019. Federal mileage rates were 50 cents per mile in 2010, increasing by 14% to 58 cents per mile in 2019. <https://www.irs.gov/newsroom/irs-announces-2010-standard-mileage-rates>; <https://www.irs.gov/newsroom/irs-issues-standard-mileage-rates-for-2019>. The cost of health insurance and benefits for Woodfords case managers exceeded \$139,000. Employer and employee health insurance contributions have increased significantly since 2009. Average annual employer contributions rose by 22% from \$9,860 in 2009 to \$14,561 in 2019. 2019 Kaiser Family Foundation, Employer Health Benefits Survey, Published: Sep 25, 2019 <https://www.kff.org/report-section/ehbs-2019-summary-of-findings/>.

Increasing the rate to reflect the cost of inflation is reasonable and necessary. With today's enormously competitive job market in Maine, we are struggling to hire staff with the amount of pay that is permitted with the current case management rates. Case management is not an easy job. Individuals can find much less stressful work for the same or more pay now for jobs such as general administrative support at \$36,320 to \$39,460 where case management pays about \$35,297 to \$36,124. <https://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-7>; https://www.glassdoor.com/Salaries/portland-case-manager-salary-SRCH_IL.0,8_IM699_KO9,21.htm; <https://www.ziprecruiter.com/Salaries/How-Much-Does-a-Mental-Health-Case-Manager-Make-a-Year--in-Maine> (Case management is not specified in the Bureau of Labor Statistics data).

Case managers are responsible for coordination of supports, services and benefits across a number of areas: Social Security, General Assistance, SNAP, transportation, housing, education, employment, physical health care, mental health care, substance abuse, developmental disabilities, criminal justice system, obtaining accommodations, speech and language services, occupational therapy, physical therapy, crisis planning and management, adult protective services, behavior management plans, and supported decision-making/guardianship. Wait lists for services and increasing homelessness create numerous crisis situations that fall on case

managers who work extra hours and provide critical support. Case managers carry about 35 consumers and are responsible for each consumer to complete numerous documents including multiple assessments, Person Centered Plans, and notes for all activities and contacts. To fully understand all of these systems and resources, training can take over 3 months and full productivity is not reached until that time.

Case management for Adults with Developmental Disabilities is based on a 15-minute reimbursement system. Case managers will have dozens of activities per day and have to track phone calls, meetings, completion of documentation and forms and reconcile those on a daily basis with multiple progress notes. Entry of notes and tracking time is not reimbursable and takes away from client activity. A monthly billing system based on a minimum amount of work per month would be a way to reduce this costly activity. Monthly billing was in place many years ago for targeted case management and is currently used for Behavioral Health Homes for mental health.

Providers have had to spend significant unreimbursed time navigating an antiquated state record system (EIS). The state is not implementing a new electronic record system until 2022. While we are hopeful about less lag time and greater functionality, this is an untested system that is going to require significant training and implementation time and expense. Even with this new system, we have been informed that it is not going to function as an accredited consumer electronic health record system. Providers will continue to have to manage the new system and often duplicate work in their own record systems for exchanging documentation, completing releases for information, quality reporting, and document tracking.

Providers have additional unreimbursed activities that are not accounted for in the current rate. Case managers are often waiting on the phone or in person for Department of Health and Human Services benefits service. Case managers are expected to visit consumers at their homes and at programs. Extensive travel time is not accounted for and can be lengthy with no-shows always a possibility.

Case management is critical in the lives of consumers and their families and guardians. These are quotations from general survey comments regarding Woodfords case management:

- That we were cared for and about by staff who always were very professional and helpful and able to counsel us through the system of road blocks.
- Always having a case manager to help when needed. I don't know where we'd be without case manager. It's so wonderful to know I can call, text, email, and get a response in a timely manner. Even at odd hours it's just wonderful.
- The speedy placement of consumer in a new housing environment. So far it has been very successful. Thank you for everyone involved.
- Our case manager has been a great advocate for our son and really helped us with transportation issues with Logisticare and the nightmare it can be.
- The first one that was helpful that my case manager helped me get into Bayside. Also, my case manager is now helping me schedule my rides for me so my mom does not have to which is nice of my case manager because it

takes a load off from my mom. Also, she helped me with getting support staff and when I graduate from Bayside in the month of April. My case manager will be helping me look for other programs out in the community.

Summary:

Case management for adults with Developmental Disabilities is a critical service in the state and the current rate does not support operations of this service. Given the identified need, we request that the Health and Human Services Committee, support LD 415 to increase MaineCare Targeted Case Management rates to reflect inflation.