

#### Monthly Webinar

##### Series:

*Dual Eligibles:  
Consumer Protection,  
Integration &  
Advocates*

July 21

2 PM ET/ 11 AM PT

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on dual eligible  
issues*

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#### Consumer Protection for Dual Eligibles Important in New Integrated Care Models

Efforts underway to integrate Medicare and Medicaid benefits bring great promise but also great risk for the nine million low-income people who rely on both programs to meet their health and long term care needs. According to a new issue brief from the National Senior Citizens Law Center entitled *Ensuring Consumer Protection for Dual Eligibles in Integrated Models*, it is essential to build in strong consumer protections as new models are designed and implemented.

The brief was officially released earlier this week at a forum at the Kaiser Family Foundation in Washington DC. At the forum, several speakers, including Melanie Bella, Director of the Medicare-Medicaid Coordination Office, agreed with the important role consumer protections will play in creating systems that put the person first. Other speakers included Bruce Chernoff, President and CEO of The SCAN Foundation, Patricia Nemore of the Center for Medicare Advocacy, Judy Feder of the Georgetown Public Policy Institute and Kevin Prindiville from NSCLC.

The brief is part of a series supported by The SCAN Foundation and was written to provide recommendations to the federal Medicare-Medicaid Coordination Office (MMCO), state Medicaid agencies and other interested policymakers and stakeholders. A primary focus of the MMCO in its first year is to develop and replicate models for integrating the delivery of Medicare and Medicaid benefits with a goal of better coordinating the health care dual eligibles receive.

The brief emphasizes that it is essential to have consumer protections in place as integrated models represent new territory in terms of this population. For example, the brief says that dual eligibles must have a:

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Case consultation help for advocates

- **Right to choose** -- Dual eligibles must have a right to choose how, where and from whom they receive care.
- **Right to continuity of care** -- Access to current providers and treatment regimes must be assured to avoid disruptions in care that can have serious health consequences.
- **Right to receive services in a culturally appropriate manner** -- Services, including notices, should account for race, ethnicity, language, sex, disability, sexual orientation and gender identity.
- **Right to an effective appeals process** -- Dual eligibles must have a right to appeal denials of care and meaningful notice of that right.

*Join us for a webinar on July 21 from 2-3EST for a presentation and discussion of the brief. [Register.](#)*

*To download the brief, please visit [www.NSCLC.org](http://www.NSCLC.org). There you will also find the power point from the forum.*

*The brief was supported by a grant from The SCAN Foundation, dedicated to creating a society in which seniors receive medical treatment and human services that are integrated in the setting most appropriate to their needs. For more information, please visit [www.TheSCANFoundation.org](http://www.TheSCANFoundation.org).*

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