



# Indiana Caregiver Coaching and Behavior Management

A care provider guide for delivery of  
service



# Introduction to the Caregiver Coaching benefit

Evidence shows caregiver burden is one of the strongest predictors of institutionalization. The Caregiver Coaching benefit addresses this challenge and answers the common question: **Who's caring for the caregiver?**

In this role, the Caregiver Coach provides individualized support, planning, and resource identification to the informal care partners of members currently receiving nursing facility level of care. The goal of this novel, whole health approach is to reduce caregiver stress and burnout, enhance caregiving skills and proficiency, and maximize the health and independence of the Anthem Blue Cross and Blue Shield (Anthem) member.

# Common informal caregiver needs

**Informal caregivers are people who are unpaid and provide care and support to family and friends.**

**Evidence shows one of the greatest risks for premature nursing home placement is lack of informal caregiver support. According to the recent [2020] AARP national caregiver survey, the following are the most commonly reported needs of caregivers:**

- Access to healthcare and health coverage.
- Removal of barriers that prevent caregivers from meeting their own physical and mental health needs.
- Self-care education.
- Resources to care for the caregivers.
- Ensuring that caregivers with a disability and/or chronic diseases have access to self-management programs to maintain their health.

# Common informal caregiver needs (cont.)

- Increased messaging that emphasizes both the important role of caregivers and the importance of maintaining caregivers' health and well-being.
- Public education about the importance of caregiving before they begin and the resources and supports available to them.
- Educating healthcare providers to be mindful of the health risks for caregivers, encourage caregivers' use of available information and tools, and making referrals to supportive programs and services.

# Background

Indiana's amendment to the *Aged and Disabled 1915(c) (A&D) Waiver* was approved by CMS and was effective [July 1, 2023]. Included in the *A&D Waiver* is the Caregiver Coaching and behavior management service designed to support lay family caregivers who are supporting members eligible for the PathWays program.

**Purpose:** The Caregiver Coaching service is designed to enable the stabilization and continued community tenure of a member by equipping the member's informal caregivers with the necessary skills to manage the member's chronic medical conditions and associated behavioral health needs related to a cognitive impairment or dementia.

# Caregiver Coaching further described

- Caregiver Coaching services are family-centered, individualized to the needs of the member and caregiver, and informed by an assessment of each caregiver's goals, values, needs, and strengths.
- An Informal Caregiver Coach is a care provider authorized to deliver the Informal Caregiver Coaching service within Anthem's network.
  - The Caregiver Coaching services are delivered in-person, telephonically, or through *HIPAA* secure electronic communication platforms that enable an Informal Caregiver Coach and an informal caregiver to communicate efficiently and, in a manner, convenient to the informal caregiver
  - The service does not require any specific percentage of in-person visits versus virtual visits.

# Background (cont.)

**Goal:** Reduce caregiver stress and burnout, enhance caregiving skills and proficiency, and maximize the health and independence of the Anthem member by addressing the caregiver's needs through training and education.

**Informal Caregivers:** People who are *unpaid* and provide care and support to family or friends.

**Eligible Caregivers:**

- An informal caregiver of a PathWays member who is assessed to meet a nursing facility level of care (NFLOC) and be receiving home- and community-based services (HCBS)
- An informal caregiver who is not providing the Structured Family Caregiving (SFC) service because providing caregiver coaching and support should already be occurring as part of the SFC benefit.

# Caregiver Coaching further described (cont.)

- A caregiver coach with expertise working with informal caregivers will conduct a structured caregiver assessment and deliver ongoing education and coaching that is informed by the assessment.
- The Caregiver Coach engages with an informal caregiver on a periodic basis or upon request by the informal caregiver:
  - This allows the caregiver coach to understand the evolving needs of the member and caregiver and deliver content, strategies, and tools related to the management of the participant's needs and behaviors and the caregiver's self-care needs.
- The Caregiver Coaching benefit can be combined with any other caregiver support services with the exception of Structured Family Caregiving (SFC). SFC care providers, however, are [one of two] eligible care providers to provide the service, in addition to Adult Day Health care providers.



# Caregiver Coaching service requirements

- The Interdisciplinary Care Team (ICT) shall ensure that all identified informal caregivers have Anthem's [24/7] Nurse Helpline number, information about **211**, and the member's Service Coordinator's name and contact information.
- The caregiver coach will assess any health and safety risks of the informal caregiver, or any concerns they have related to the health and safety risks of the member:
  - Concerns will be documented in the caregiver's person-centered service plan along with interventions to ensure health and safety.
  - The interventions will be assessed during each scheduled contact between caregiver coach and informal caregiver and modified as needed.
- A Caregiver Coach is a member of the ICT and will be incorporated in care/service planning as applicable and with the consent of the member.

# Caregiver Coaching service requirements (cont.)

- The Caregiver Coach shall be the informal caregiver's primary point of contact.
- The member will receive services through the PathWays program as well as state plan, which will address the member's medically complex needs:
  - In cases in which the formal care provider is not available, informal caregivers will provide support to the members. The Caregiver Coach and caregiver will document any support given to the member and the services will be notated in the informal caregiver's person-centered service plan.
  - If the informal caregiver has questions or concerns about service delivery from the PathWays program or state plan, the Caregiver Coach will provide training and education about delivery and/or connect with the member, Service Coordinator, and other care providers to ensure services are rendered as specified by the member.
  - The goal of the Caregiver Coaching service is to reduce caregiver stress and burnout, enhance caregiving skills and proficiency, and maximize the health and independence of the Anthem member by addressing the caregiver's needs through training and education.

# Caregiver Coaching service requirements (cont.)

- Part of the caregiver assessment rendered by the caregiver coach will address areas of the caregiver's life that promote socialization and involvement within the community, with particular focus based on where the caregiver needs support:
  - Community integration will continually be addressed both for the caregiver as well as for the member. The Caregiver Coach will support the caregiver in any identified socialization and community involvement goals. The Caregiver Coach will also support the caregiver in meeting the members community integration goals as needed.
- Upon acceptance of the referral, the Caregiver Coaching care provider will receive the *Informal Caregiver Assessment*, the member's *Person-Centered Support Plan* which will include a record of any referrals to training, education, or resources that the Service Coordinator has already provided to the informal caregiver.

# Caregiver Coaching service requirements (cont.)

- Care provider agencies must capture any informal caregiver communications received through an electronic communication platform to facilitate the sharing of relevant information with Anthem:
  - Care provider agencies must submit a regular Caregiver Coaching update through Anthem's Care Central care provider platform to facilitate the sharing of relevant information with PathWays Service Coordinators.

# Caregiver Coaching service requirements (cont.)

- Technology will be used between the agency performing Caregiver Coaching and the caregivers. If the caregiver needs assistance with the technology, the assigned caregiver coach will visit with the informal caregiver to provide a tutorial.
- The Caregiver Coach will provide training that will at minimum include the following:
  - How to address necessary precautions to prevent COVID-19 infection/spread in the home and address anxiety that consumers may be experiencing related to the pandemic.
  - Behaviors and triggering events; effective verbal and non-verbal communication strategies.
  - Strategies for managing challenging behaviors.
  - How to address home safety concerns.
  - Stress reduction techniques and reduce caregiver isolation.

# Caregiver Coaching service requirements (cont.)

The plan shall include but is not limited to the following:

- Health conditions.
- Advance Care Planning: advance directives, will planning, physician orders for life sustaining treatment (POST) form, etc.
- Medications and/or medication management/assistance to prevent medication errors, if part of the care/service plan.
- Fall prevention interventions, as necessary.
- Healthcare providers including contact information.
- Emergency contacts.
- Identification and contact information for back-up informal caregivers.
- Contact information for Informal Caregiver Coach and Care team with Anthem.
- Informal caregiver resources available within the caregiver's/member's community of choice.

# Caregiver Coaching process

Service Coordinator conducts informal caregiver assessment.

Service Coordinator shares available caregiver resources and services, including Caregiver Coaching service.

Referral sent to Caregiver Coaching care provider.

Upon acceptance of referral: authorization, informal caregiver assessment, member's PCSP, and any referrals provided to the caregiver are sent to the Caregiver Coaching provider.

A caregiver coach is assigned to the informal caregiver and the service is provided.

# Care provider information

- Medicaid-participating Structured Family Caregiving and Adult Day Health agencies may be service care providers.
- Agencies must employ Caregiver Coaches with the experience and qualifications appropriate to the needs of each family.
- Because the Caregiver Coaching benefit is designed to support unpaid caregivers, background checks are not required for lay caregivers participating in the Caregiver Coaching benefit; however, caregiver coaches are still subject to background check requirements stated in *Indiana Administrative Code 455 IAC 2-15-2*.
- Educational content delivered by care provider agencies to caregivers and delivery methods must be appropriate to the needs of lay caregivers.



# Care provider information

- Caregiver Coaching services will not duplicate services provided under the Medicaid state plan or other PathWays services.
- Separate payment will not be made for SFC because caregiver coaching and support should already be occurring as part of the SFC benefit.
- Services are to be delivered throughout the month and care providers are expected to document all activities that would be considered billable activities, including assessments, service planning, caregiver engagement, collaboration with Service Coordinators, and reviews.

# PathWays services

- Adult Day Health services
- Attendant care
- Care management
- Home and community assistance service
- Respite
- Adult family care
- Assisted living
- Caregiver coaching and behavior management
- Community transition
- Home delivered meals
- Home modification assessment
- Home modifications
- Integrated healthcare coordination
- Nutritional supplements
- Participant-Directed Home Care service
- Personal emergency response system
- Pest control
- Specialized medical equipment and supplies
- Structured family caregiving transportation
- Vehicle modifications

# Medicaid state plan services

- Doctor care
- Chiropractic services
- Hospital care
- Medical supplies
- Pharmacy services
- Therapy services
- Behavioral health
- Psychiatric care
- Smoking cessation
- Skilled nursing facility
- Hospice care
- Renal dialysis
- Dental care
- Vision services
- Podiatry services
- Home healthcare
- Nonemergency transportation

# Billing

- Caregiver Coaching and Behavior Management rate is [\$12.50 per unit with one unit = 15 minutes.]
- Max [32 quarter hours (8 hours)/month; cap \$350/per month per member.]
- Procedure code: [H0004 ]

Caregiver Coaching services are provided on an ongoing basis, and may continue until the caregiver is no longer participating, or the member chooses to discontinue services.

# Caregiver service delivery

Now that we know how the Caregiver Coaching service is defined and what's required, how do you deliver the service?



# Core support from Caregiver Coach

- Inform and connect informal caregivers to applicable services, resources, education, training, and supports that optimize informal caregiver proficiency using a person-centered approach.
- Serve as the informal caregiver's trusted, primary contact from the Interdisciplinary Care Team (ICT).
- Guide the informal caregiver in identifying goals as part of their caregiver journey and coach the caregiver on meeting these goals.
- Support informal caregiver with identifying what matters most to them as a caregiver for their loved one.

# Core support from Caregiver Coach

- Facilitate the resolution of identified challenges and concerns presented by caregiver as it relates to the care of their loved one.
- Provide coaching and encouragement to caregiver around engagement and completion of various programs and services.
- Provide caregiver advocacy, including helping to facilitate the connection of the informal caregiver to identified community resources and services.
- Partner with the informal caregiver to create a crisis management/emergency plan to support unplanned events that could impact the member and environment.

# Best practices

No [two] caregivers or caregiver circumstances are the same; neither will our approach to supporting caregivers. Examples of the impact a Caregiver Coach can have include:

- Supporting the caregiver to help them determine what matters most to them and their loved one by helping the caregiver establish realistic expectations based on their individualized circumstances.
- Setting achievable, person-centered goals with the caregiver and coaching them to meet these goals using a motivational interviewing approach.
- Working with the caregiver to establish future plans for care as their loved one's condition changes, including providing educational materials on the disease/condition of their loved one.



# Best practices (cont.)

- Engaging with the caregiver on self-reflection and self-identifying as a caregiver:
  - Evidence shows that those who self-identify as a caregiver are much more likely to request, receive, and benefit from needed support and services.
- Listening, acknowledging, and empathizing with the caregiver.
- Advocating for the caregiver, including helping them connect to referred community resources and resolving any identified social drivers of health challenges.
- Educating the caregiver on self-care, the importance of self-care, how it influences the health and wellness of their loved one and coaching the caregiver to engage in self-care practices.
- When a caregiver has attained all their goals for the service, having intentional conversations about ending the service, including the ongoing supports that are available and how to request the service start up again.

# Charting the Life course

*This is a placeholder for the Caregiver Portfolio and tools we are partnering with Charting the Life course to create, including our proposed informal caregiver support plan. We will use these tools as a foundation for the work the Caregiver Coaching benefit will provide PathWays caregivers.*

# Outcomes of Caregiver Coaching

As a Caregiver Coach, you have the opportunity to support the most important person of the member's Interdisciplinary Care Team (ICT) — the informal caregiver. Measured outcomes of the Caregiver Coaching role will include:

- Length of member stay in the community.
- Reported reduction in caregiver burden.
- Reported improvement with caregiver coping skills.
- Reported increase in caregiver competency and confidence.
- Progress with established goals.
- Successful connection to referred resources and services.

# Summary

Caregiving is extremely broad and individualized with many inherent challenges. It is one of the most crucial components in keeping members independent and in their setting of choice for as long as possible. Unfortunately, there is not an ultimate, blanket solution to meet the vast array of caregiver challenges.

Caregiving can also be a rewarding experience in numerous ways. As a Caregiver Coach, you will be in a position to help caregivers reduce challenges so they can experience more of the positive sides of caregiving. In doing so, you will be in the unique position of enhancing the quality of life for both the caregiver and the loved one they are caring for, which is a great honor.



Serving Hoosier Healthwise, Healthy Indiana Plan,  
Hoosier Care Connect, and Indiana PathWays for Aging

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