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# Access to Health and Social Services for Aging Nevadans

Aging and Disability Services Division  
Division of Health Care Financing and Policy

LaDonne Knighten, Social Services Chief I  
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Department of Health and Human Services

*Helping people. It's who we are and what we do.*



# Agenda

1. Home Delivered Meals through Nevada Medicaid
2. About ADSD and ADSD Funded Nutrition Services
3. Transportation available through Nevada Medicaid
4. ADSD Funded Transportation Services



# Home Delivered Meals through Medicaid

- Home delivered meals include the planning, purchase, preparation and delivery or transportation costs of meals to a person's home.
  - Services are authorized for recipients who are unable to prepare or obtain nutritional meals without assistance or are unable to manage a special diet recommended by their physician.
  - Meals are limited to two per day either breakfast/lunch or lunch/dinner.
- Historically Home Delivered Meals (HDM) was only available to individuals on the Physical Disability Waiver.
  - There are five HDM providers enrolled with Medicaid.
  - Most meals are delivered frozen although in the Reno/Sparks there is an option for hot meals if preferred through Washoe County Senior Services.



## Home Delivered Meals through Medicaid (Cont.)

- During the COVID pandemic, Medicaid used Section 9817 Home and Community Based Services (HCBS) American Rescue Plan Act funding opportunity to expanded HDMs to 1915(c) HCBS Frail Elderly (FE) Waiver recipients. Recipient needs, including HDM, are assessed during the Plan of Care development.
  - The HDM service was added to the FE Waiver effective July 1, 2022.
  - Utilization is approximately 1,400 Frail Elderly recipients for both rural and urban Nevada.
- The Division used HCBS ARPA funding to conduct a rate study which evaluated the current \$5 rate per meal. The rate study recommended an increase to the HDM rate.
- Any increase to the HDM rate would require a budget initiative through the legislative session.



# About ADSD

Nevada Aging and Disability Services Division (ADSD) provides services to people across the lifespan. This includes:

- Children and adults with disabilities
- Older adults
- Family caregivers and support networks

Vision: Nevadans, regardless of age or ability, will enjoy a meaningful life led with dignity and self-determination.

Services are offered through ADSD directly as well as in partnership with community organizations.



# ADSD Community Services

## **Services include:**

- Nutrition – congregate meals, home delivered meals, food security
- Transportation – direct services and vouchers
- In home services - homemaker, senior companion and home modifications
- Caregiver Support – respite, support groups, and education
- Nevada Care Connection – navigation assistance to access Long Term Services and Supports (LTSS)
- Assistive Technology and Independent Living Services
- Medicare Assistance Program – Medicare outreach and counseling
- Legal Assistance – free advice and representation for older adults
- Health Promotion Services – evidence-based programs to promote health aging



# ADSD Nutrition Services

- Nutrition services address:
  - Hunger, food insecurity, and malnutrition
  - Socialization/Social isolation
  - Health and wellbeing
- Nutrition services are free and statewide
- Eligibility
  - Older adults (aged 60 and over)
  - Their spouses of any age
  - People with disabilities who live with eligible older adults or, who reside in housing/facilities with a majority of older adults receiving meals
  - People who provide volunteer services during meal hours
- Prioritized populations
  - Older adults with low-income
  - Minoritized older adults
  - Older adults living in rural communities
  - Older adults at risk of institutional care
  - Older adults with limited English proficiency



# ADSD Nutrition Services (Cont.)

- **Home Delivered Meals**

- SFY22 = \$8,071,419.96 funded / 15,417 consumers served
- SFY23 = \$8,060,312.37 funded / 14,010 consumers served
- SFY24 = \$8,507,837.35 funded / 10,641 consumers served
- Current number of providers = 27
- Current waitlist total = 814

- **Congregate Meals**

- SFY22 = 2,235,737.54 funded / 14,042 consumers served
- SFY23 = \$1,900,310.50 funded / 15,811 consumers served
- SFY24 = \$2,192,731.91 funded / 12,590 consumers served
- Current number of providers = 27

*\*SFY24 HDM / Congregate Meal Combined Provider Total = 31*





# ADSD Nutrition Services (Cont.)

- **Food Security**

- SFY22 = \$359,071.82 funded / 9,958 consumers served
- SFY23 = \$281,865.43 funded / 8,374 consumers served
- SFY24 = \$286,786.24 funded / 5,634 consumers served
- Current number of providers = 4
- Current waitlist total = 456



# Transportation through Medicaid

- Non-emergency medical transportation (NEMT) is provided to eligible Nevada Medicaid recipients to obtain medically necessary, Medicaid covered service.
- Transportation services may include bus passes, curb-to-curb delivery service, gas mileage reimbursement and commercial airline services.
  - When medically necessary, a recipient can be authorized to have an attendant accompany them during travel, or if the recipient is a minor.
- MTM is Nevada's NEMT broker. Prior authorization from MTM is required for all non-emergency medical transportation services.
- Recipients are encouraged to provide MTM with 3 days' notice prior to the date of their appointment. Urgent and same-day appointments can be accommodated.



# Transportation through Medicaid (Cont.)

- Recipients or someone on their behalf can schedule transportation through two options:
  - **Call Customer Service**
    - 1-844-879-7341
    - 7 a.m. to 6 p.m. PST
    - Monday-Saturday
  - **Web Chat**
    - [Nevada Non-Emergency Medical Transportation - NEMT \(mtm-inc.net\)](http://mtm-inc.net)
    - 5 a.m. to 3 p.m. PST
    - Monday-Friday



# ADSD Transportation Services

- **Transportation**

- SFY22 = \$1,821,663.76 funded / 2,870 consumers served
- SFY23 = \$2,110,818.40 funded / 3,738 consumers served
- SFY24 = \$2,195,497.71 funded / 3,587 consumers served
- Current number of providers = 28
- Current waitlist total = 393



# How to access services?

## **Nevada 2-1-1 is here to assist 24/7!**

- Call 2-1-1 or 1-866-535-5654
- Visit [Nevada211.org](https://Nevada211.org)
- Text your zip code to 898211

## **Nevada 211 can connect you with information and access to:**

- Food pantries
- Support for seniors and persons with disabilities
- Many more public services and resources



# Questions?



# Contact Information

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# Acronyms

- ADSD - Aging and Disability Services Division
- ARPA – American Rescue Plan Act
- DHCFP - Division of Health Care Financing and Policy
- FE – Frail Elderly
- HCBS - Home and Community Based Services
- HDM - Home Delivered Meals
- LTSS - Long Term Services and Supports
- NEMT – Non Emergency Medical Transportation
- SFY – State Fiscal Year