

CMC01000: Disability Sensitivity Training

CA Health Plan Compliance Training

May 2022



Training Goals

- ❑ This annual training ensures Optum is prepared for annual audits by California health plans.
- ❑ Beyond compliance, you will learn regulations protecting seniors and people with disabilities.



Introduction

In this training, you will learn:

Regulations protecting seniors and people with disabilities.

A contemporary definition of disabilities.

Tips on how to work effectively with these members.

How to access the auxiliary aids and services to assist them.



Definition

Seniors and people with disabilities:

Individuals who are age 65 and older are seniors.

People with disabilities, physical or mental impairment can be of any age.

Optum's membership for seniors and people with disabilities has increased since 2011.



Definition

People with disabilities can:

- Be individuals with mental impairment and/or physical challenges.
- Have sensory challenges.



Challenges Faced by Seniors and People with Disabilities

These members face challenges and barriers in accessing health care due to the combinations of activity limitations, multiple conditions, and social issues:

- Multiple chronic conditions
- Behavioral health conditions
- Cognitive and developmental conditions
- Housing or transportation issues:
 - Homelessness, financial hardship, limited or no support system, meals, isolation



Challenges Faced by Seniors and People with Disabilities

No “official” primary care physician in the past:

Likely new to managed care.

Relationships with multiple specialists.

Unfamiliar with referral HMO processes.



Regulations

Equal opportunity

- ❑ There are regulations which prohibit discrimination based on disabilities and ensure equal opportunity for people with disabilities to participate in all aspects of community life including health care.



Federal & State Regulations

Optum and its network providers must comply with these laws:

Any agency, program, or activity that receives federal funding is not allowed to discriminate on the basis of:

- Age
- Race
- Color
- Gender
- Disability
- Ancestry
- Religion
- Creed
- Health status
- Marital status
- National origin
- Gender identity
- Sexual orientation



Federal & State Regulations

Providing care that meets the needs of seniors and people with disabilities is not only required by law, but also an integral part of patient centered care, which will result in:

- Increase in member satisfaction
- Improve quality of care
- Improve health outcomes
- Ultimately reduce health disparities



Federal & State Regulations

Summary:

Optum is committed to ensure equal and meaningful access to health care services for all members, including seniors and people with disabilities.

These federal and state regulations and guidelines ensure equal access to health care for a diverse member population:

- Americans with Disabilities Act
- Rehabilitation Act, § 504
- Affordable Care Act, § 1557



Disabilities and Activity Limitations

Begin with examining what disabilities and activity limitations are:

Think of the following questions:

Is the disability something that is permanent or can be temporary?

What comes to mind when you hear the word “disability?”

Do you know anyone who has disabilities?



Disabilities and Diversity

Disability is just one aspect of human diversity:

Disabilities can range in severity, duration and functionality.

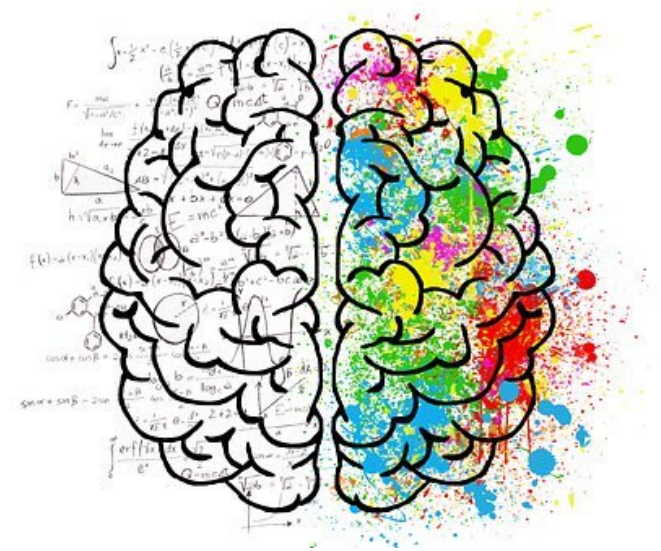
- ❑ Some disabilities are visible and others are not so visible.
 - ❑ Two people can have the same disability but the way each person navigates through day-to-day life may be different:
 - ❑ Example 1: Some blind people read braille and others prefer audio.
 - ❑ Example 2: Some deaf people use sign language and others may not.
- ❑ “One size does NOT fit all” so make accommodations that are suited for each members’ activity limitations and abilities.



Shifting Mindset

Let's think about the definition of “disability” for a minute:

- ❑ Let's shift our mindset about “disability” and broaden our understanding as:
 - ❑ The interaction of an impairment with environmental factors.
- ❑ This idea allows us to shift the focus from disabilities to the environmental factors.
- ❑ It means that we can not change the way people are but we can change and make the environment more accessible for people with disabilities.

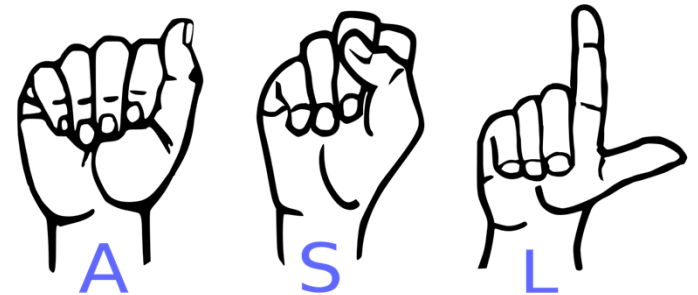


Disabilities and Accessibility

Make reasonable accommodations:

Ensure equal and meaningful access to health care for people with disabilities through:

- Program access to fully take part in health education, prevention, treatment and other programs offered
- Physical accessibility:
 - Accessible facilities and equipment
- Communication access:
 - Auxiliary services and aids
 - American Sign Language interpreter to assist a deaf and hard of hearing member to communicate TTY/TDD and video relay services can be used to communicate with these members over the phone
 - Alternative formats such as large print makes easier for seniors and members who may have limited vision



Accessible Facilities and Equipment

Physical accessibility getting to, in and around a location:

Let's broaden our understanding of disability as the interaction of an impairment with environmental factors:

- Think of what types of accessibility a wheelchair user would need to get to a doctor's appointment. They may need:
 - Accessible ramps and wide aisles
 - Button to open the door or doorknobs that can be pushed
 - Restrooms with enough space to maneuver with handle bars
 - Exam tables and scales fitted for wheelchairs
 - Lowered countertops for check-in areas
 - Elevators to go up and downstairs



Accessible Facilities and Equipment

Summary:

It is important to familiarize yourself with the available auxiliary aids, accessible equipment, routes in and around your facility so that you are ready to assist people with disabilities regardless of their functional limitations and abilities.



“People First” Language

Use respectful expressions and phrases for people with disabilities:

- ❑ “People First” Language puts people first and recognizes people with disabilities—first and foremost—as people.
- ❑ Remember, when describing disabilities, certain expressions are stigmatizing and offensive.



“People First” Language

Use respectful expressions and phrases for people with disabilities:



Acceptable:

- He has a cognitive disability.
- He has Down syndrome.
- She has autism.



Unacceptable:

- He's mentally retarded.
- He's Down's; a Down's person.
- He's mongoloid.
- She's autistic.

“People First” Language

Use respectful expressions and phrases for people with disabilities:



Acceptable:

- She is a wheelchair user.
- She is of short stature.
- He has a physical disability.
- People without disabilities.



Unacceptable:

- She’s confined to/is wheelchair bound.
- She’s a dwarf/midget.
- He’s crippled.
- Normal, healthy, typical people.

Serving Seniors and People with Disabilities

Treat people with disabilities as individuals:

- One of the most important things to keep in mind when serving people with disabilities is to consider the “person” rather than the disability.
- Disability is just one aspect of the person and it does not define them.
- Focus on the person, not on the disability
- Treat them as individuals and offer the same dignity, consideration, respect and rights for all our members.
- Members with disability may have their caregiver or aid with them.
 - Always speak directly to the member, not to their caregiver or aid.
 - You may ask the member for permission to speak with a caregiver, if needed or appropriate.



Serving Seniors and People with Disabilities

Don't make assumptions, ask before you help:

- Just because someone has a disability, don't assume the person needs help.
 - If the setting is accessible, people with disabilities can usually get around fine.
 - Ask before you act.
- Honor expressed choice for reasonable accommodations.
 - Members with disability are in the best position to know and determine what types of accommodations they need.
 - Respond accurately, quickly and respectfully to their requests.
 - Document such requests in their record, that they do not have to keep asking for it every time.



Resources and Services

People with disabilities:

- They are individuals with families, jobs, hobbies, likes, dislikes, problems and joys—disability is just one aspect of the person.
- They are not heroes or victims—they are people just like us.
- While disability is an integral part of who they are, it alone does not define them.
 - Treat them as individuals.
- Just like no two people are exactly alike, people with the same disabilities may not experience or see the disability in the same way or experience the world the same way.
 - Be considerate and know what resources are available to assist them.



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