

LINDA LINGLE  
GOVERNOR  
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LT. GOVERNOR

STATE OF HAWAII  
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LAWRENCE M. REIFURTH  
DIRECTOR  
RONALD BOYER  
DEPUTY DIRECTOR

**PRESENTATION OF THE  
PROFESSIONAL AND VOCATIONAL LICENSING DIVISION**

TO THE HOUSE COMMITTEE ON HUMAN SERVICES

and

TO THE HOUSE COMMITTEE ON HEALTH

TWENTY-FIFTH STATE LEGISLATURE  
REGULAR SESSION of 2010

Thursday, January 28, 2010  
9:30 a.m.

**TESTIMONY ON HOUSE BILL NO. 1886, RELATING TO CASE MANAGERS.**

TO THE HONORABLE JOHN M. MIZUNO, CHAIR, AND  
TO THE HONORABLE RYAN I. YAMANE, CHAIR,  
AND MEMBERS OF THE COMMITTEES:

My name is Celia Suzuki, Acting Licensing Administrator of the Professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs ("Department"). The Department appreciates the opportunity to testify on House Bill No. 1886, Relating to Case Managers.

House Bill No. 1886 creates a new chapter to regulate the certification of case managers. Section 26H-6, Hawaii Revised Statutes, requires that new regulatory measures being considered for enactment be referred to the Auditor for a sunrise analysis. Referral shall be by concurrent resolution that identifies a specific legislative

bill to be analyzed. The statute further requires that the analysis shall set forth the probable effects of regulation, assess whether its enactment is consistent with the legislative policies of the Hawaii Regulatory Licensing Reform Act, and assess alternative forms of regulation.

The Department strongly supports a sunrise study on this measure, as mandated by law, before regulating the certification of case managers. Thank you for the opportunity to provide testimony on House Bill No. 1886.

HAWAII ALLIANCE FOR RETIRED AMERICANS

Hawaii Alliance for Retired Americans AFT Hawaii Retirees HGEA Retirees HSTA Retired  
c/o AFSCME · ILWU Retirees Kokua Council Machinists Union Retirees UPW Retirees, ADA  
Hawaii

888 Mililani Street, Suite 101 · Honolulu, Hawaii 96813

Laura Manis, Testifier,  
597-8838

COMMITTEE ON HUMAN SERVICES

Rep. John M. Mizuno, Chair, Rep. Tom Brower, Vice Chair

COMMITTEE ON HEALTH

Rep. Ryan I. Yamane, Chair, Rep. Scott Y. Nishimoto, Vice Chair

DATE: Thursday, January 28, 2010. TIME: 9:30am

PLACE: Conference Room 32

SUPPORT

HB 1886 RELATING TO CASE MANAGERS.

Requires certification by the Commission for Case Manager Certification for a case manager to practice as a certified case manager in the State.

HB 2154 RELATING TO HEALTH CARE CASE MANAGEMENT. Convenes a temporary Health Care Case Management Task Force to research the quality of care provided by case managers and case management agencies and to ensure that standards of practice are consistently followed.

Both bills are related. We support because ... Case managers have assumed an important role in helping consumers access services and should be qualified to provide this service.

... Certification should require having case managers meet certain education and/or experiential qualifications.

... We suggest that there should be an industry code of ethics.

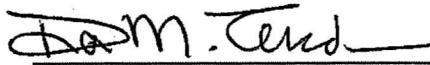
... Consider uniform reporting and oversight.



CATHOLIC CHARITIES HAWAII

TO: Representative John M. Mizuno, Chair  
Representative Tom Brower, Vice Chair  
Committee on Human Services

Representative Ryan I. Yamane, Chair  
Representative Scott Y. Nishimoto, Vice Chair  
Committee on Health

FROM:   
Diane M. Terada, Division Administrator

DATE of Hearing: Thursday, January 28, 2010  
9:30 a.m., Room 329

SUBJECT: **HB 1886 Relating to Case Managers**

Catholic Charities Hawai'i (CCH) is a private, 501(c)(3) organization that has provided social services for people in need in the State of Hawaii since 1947. **CCH does not support passage of HB 1886 at this time.**

CCH operates as a licensed case management agency on the island of Hawai'i through its program, Quality Living Choices. This program has provided case management for community care foster family home residents since 1997. In addition, CCH provides case management for elders living independently through its Case Management Program, children in or being diverted from the child welfare system and other special needs populations.

CCH is nationally accredited by the Council on Accreditation (COA).<sup>1</sup> Two of its programs, Quality Living Choices Program and Case Management Program, fall under the Service Standard of "Case Management Services: Case Management, Care Coordination; Intensive Case Management"<sup>2</sup> and must meet all requirements of this case management standard. In addition, all of the individual staff hired as Case Managers in these two CCH programs also hold individual professional licenses in Social Work or Nursing.

CCH is unaware of instances where a case manager has misrepresented him or herself as a "certified" case manager. However, we are aware that the term "case management" is used loosely to describe a range of activities and the title of "Case Manager" does not require any specific training or education. As a result, there is confusion in the community regarding what a client may reasonably expect to receive from a "Case Manager."

<sup>1</sup> <http://www.coastandards.org/standards.php?navView=private>

<sup>2</sup> [http://www.coastandards.org/standards.php?navView=private&section\\_id=69](http://www.coastandards.org/standards.php?navView=private&section_id=69)



Catholic Charities Hawaii  
Testimony on HB 1886, Relating to Case Managers  
Committees on Human Services and Health  
Thursday, January 28, 2010 (9:30 a.m. Room 329)  
Page 2 of 2

Professionals who are licensed in the fields of Social Work and Nursing already learn case management processes and functions as part of their professional education. The necessity for certification in case management is probably more necessary for individuals who do not have the educational background and experience of a licensed social worker or nurse.

**CCH recommends that the task force to look at quality of care and standards in case management, as proposed in HB 2154, be convened first and that any further efforts to have DCCA establish and monitor "certified case managers" be tabled until further clarification of standards of practice are established.**

Thank you for the opportunity to testify. Please feel free to contact me at 527-4702 or [diane.terada@catholiccharitieshawaii.org](mailto:diane.terada@catholiccharitieshawaii.org) if I can provide any further information.



# THE QUEEN'S MEDICAL CENTER

1301 Punchbowl Street • Honolulu, Hawaii 96813 • Phone (808) 538-9011 • Fax: (808) 547-4646

Rep. John M. Mizuno, Chair  
Rep. Tom Brower, Vice Chair  
**COMMITTEE ON HUMAN SERVICES**

Rep. Ryan I. Yamane, Chair  
Rep. Scott Y. Nishimoto, Vice Chair  
**COMMITTEE ON HEALTH**

January 28, 2010 – 9:30 a.m.  
State Capitol, Conference Room 329

## **In Support of HB 1886, Relating to Case Managers**

Chairs Mizuno and Yamane, Vice Chairs Brower and Nishimoto and Members of the Committees,

My name is Mimi Harris, Director of Patient Care Consulting Services at The Queen's Medical Center. I am testifying in support of HB 1886, which will require national certification in order for a case manager to practice as a certified case manager in the State. Case managers can obtain national certification through the Commission for Case Management Certification as outlined in the bill. Nurses can also obtain case management board certification through the American Nurses Credentialing Center. Both are recognized by the National Commission on Certifying Agencies.

It is for this reason that I suggest the language of the bill be broadened to include the American Nurses Credentialing Center's case management board certification as an eligible credentialing organization for the purposes of certifying case managers in the State.

Thank you for your consideration.

**From:** mailinglist@capitol.hawaii.gov  
**Sent:** Wednesday, January 27, 2010 4:04 PM  
**To:** HUS testimony  
**Cc:** h.kalama@wcohawaii.org  
**Subject:** Testimony for HB1886 on 1/28/2010 9:30:00 AM

Testimony for HUS/HLT 1/28/2010 9:30:00 AM HB1886

Conference room: 329  
Testifier position: oppose  
Testifier will be present: No  
Submitted by: Barbara Kalama  
Organization: Waianae Community Outreach  
Address: 87-132 Farrington Hwy Waianae, HI, 96792  
Phone: 808-696-5667  
E-mail: [h.kalama@wcohawaii.org](mailto:h.kalama@wcohawaii.org)  
Submitted on: 1/27/2010

**Comments:**

I am opposed to this bill because how does "certification" out way years and heart for service. We are a non profit organization and work with alot of heart and passion. Our clients are valued because we are culturally sensative, and serve with passion something that text books cannot teach. Thru exprience and life obstacles that I've been thru I can better serve clients because I've been thru what they're experiencing therefore recognizing the barriers to homeless-ness and helping them address them without stigmatizing them. Knowledg in this industry is knowing about homelessness and wisdom which I believe that WCO has, is knowing how to address them. Many of our clients have encountered "certified" people, and only told them what they have or what they already know but don't help them work it thru. Our clients/families have been hurt by society and many are trying to better their lives, they just need a helping hand and a trusting person to help them along. So in conclusion, I am very oppossed to this bill.



**Waianae Community Outreach**  
**87-132 Farr. Hwy. Waianae, HI 96792**  
*P.O. Box 1912, Waianae, Hi 96792*  
*Ph.(808)696-5667 Fax(808)696-1869*

**Hope for a New Beginning Shelter**  
*Bldg 50 Belleau Woods, Kapolei, Hi 96707*  
*Ph: (808) 682-4673 Fax: (808) 682-4670*

*“I put my hand in your hand, what we cannot do alone, we can do together”*

**Mission**

**Provide Comprehensive services  
with Aloha to people in need so  
they can become Self-Sufficient**

**Vision**

**Healthy Self-Sufficient Resilient  
Families**

**Values**

**Respect  
Responsibility  
Compassion  
Understanding  
Honesty & Integrity**

**TESTIMONY- OPPOSE AS WRITTEN HB1886: RELATING TO CERTIFIED CASE  
MANAGERS**

**HEARING: Thursday, January 28, 2010**

**Thank you for the opportunity to provide testimony on this housing bill, my name is Shirley Santana and I am the Program Specialist for Onelua'ena (emergency shelter in Kalaeloa). I OPPOSE this bill, which would create hardship for the case managers that have living experiences and hands on knowledge.**

**The reason for me opposing to this bill is that we (the case managers) that don't have a Certificate nor a degree have had experiences and hands on knowledge and training from our past experiences and the situations and outcomes that we previously had done in our own lives . I may not have gone to school to become certified but in my three years in working in case management it has taught me how to be not only an advocate for my clients but it has also taught me to be compassionate and that sometimes we cannot**



**do things the way we were taught from text books. Sometimes it's just lending an ear and being there for our clients is good case management. Being a case manager is not just about doing assessments, planning and coordinating, and prioritizing one's barriers but to sit down with a client and finding it out and doing It together, and basically just putting the HUMAN in HUMAN SERVICES. So for this bill to be passed as a law it would jeopardize a lot of people that have been doing this from experiences.**

**From:** mailinglist@capitol.hawaii.gov  
**Sent:** Wednesday, January 27, 2010 4:11 PM  
**To:** HUS testimony  
**Cc:** s.moega@wcohawaii.org  
**Subject:** Testimony for HB1886 on 1/28/2010 9:30:00 AM

Testimony for HUS/HLT 1/28/2010 9:30:00 AM HB1886

Conference room: 329  
Testifier position: oppose  
Testifier will be present: No  
Submitted by: Sharon T. Moega  
Organization: Individual  
Address: 87-132 Farrington Highway Waianae Hawaii  
Phone: 808-699-5667  
E-mail: [s.moega@wcohawaii.org](mailto:s.moega@wcohawaii.org)  
Submitted on: 1/27/2010

**Comments:**

I oppose to this bill because I as a case worker have experience and hands on training with the families on the beach. The families are relying on us to help them with the things they need and also helping them in getting a safe and secure home for them and their families. Having a degree doesn't make any difference when it comes to helping these people.



**Waianae Community Outreach**

*P.O. Box 1912, Waianae, Hi 96792*

**Hope for a New Beginning Shelter**

*Bldg 50 Belleau Woods, Kapolei, Hi 96707*

*Ph: (808) 682-4673 Fax: (808) 682-4670*

**Partnerships in Building Community**

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Healthy Self-Sufficient Resilient Families

Values

Respect  
Responsibility  
Compassion  
Understanding  
Honesty & Integrity

**TESTIMONY – OPPOSE AS WRITTEN HB 1886: RELATING TO CERTIFIED CASE MANAGERS**

**To: Chair, John Mizuno**

**Fr: Faleupolu Toa, Program Manager**

**Date: 01/28/2010 9:30am**

**LATE  
Testimony**

Aloha and Good morning!

Thank you for this opportunity to provide this testimony on this housing bill. I'm Faleupolu Toa, a Program Manager at Onelau'ena Shelter in Kalaeloa, which is runned by Waianae Community Outreach. My duties are to provide comprehensive services to families and individuals to become self-sufficient. I definitely OPPOSE this bill because with case managers being certified would be a hardship for the families that we service on the Leeward Coast. We as case managers are familiar with the families that we service to address barriers to housing. I believe that with the knowledge and trainings that we have gone to help us to service our people better and learn better resources to those who have degrees in case management would not have idea and the heart in how to service how families.

With this said, I would like to thank you for taking this time to read my testimony and hearing my side of why we should not pass this bill.

## Cynthia Nyross

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**From:** mailinglist@capitol.hawaii.gov  
**Sent:** Wednesday, January 27, 2010 6:06 PM  
**To:** HUSstestimony  
**Cc:** c.doi@wcohawaii.org  
**Subject:** Testimony for HB1886 on 1/28/2010 9:30:00 AM

**Categories:** Blue Category

Testimony for HUS/HLT 1/28/2010 9:30:00 AM HB1886

Conference room: 329  
Testifier position: oppose  
Testifier will be present: No  
Submitted by: Corinna Doi  
Organization: Waianae community outreach  
Address: 87-132 farrington hwy waianae  
Phone: 696-5667  
E-mail: [c.doi@wcohawaii.org](mailto:c.doi@wcohawaii.org)  
Submitted on: 1/27/2010

**Comments:**

I oppose to this bill because of the hardship for the case managers who have living experience and hands on knowledge of our individuals and families who are in need of consultative services.

**LATE**  
Testimony

~~CONFIDENTIAL~~

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**From:** mailinglist@capitol.hawaii.gov  
**Sent:** Wednesday, January 27, 2010 9:54 PM  
**To:** HUSTestimony  
**Cc:** t.tehotu@wcohawaii.org  
**Subject:** Testimony for HB1886 on 1/28/2010 9:30:00 AM

Testimony for HUS/HLT 1/28/2010 9:30:00 AM HB1886

Conference room: 329  
Testifier position: oppose  
Testifier will be present: Yes  
Submitted by: Tanya Tehotu  
Organization: Waianae Community Outreach  
Address: 87-176 Pualeilani St. Waianae Hawaii  
Phone: (808) 354-6566  
E-mail: [t.tehotu@wcohawaii.org](mailto:t.tehotu@wcohawaii.org)  
Submitted on: 1/27/2010

Comments:  
House of Representatives  
Twenty-Fifth Legislative, 2010  
State Of Hawaii

Jan. 27, 2010

Tanya N. Tehotu  
P.O.Box 1293  
Waianae Hawaii 96792

Aloha House of Representatives,

This letter is a testimony on my behalf as the Senior Program Manager at Hope for A New Beginning Shelter located in Barber's Points. My desires for taking on these

position was to help our community move ahead together. I'm able to say these words because I have some sence of understand where they come from or what it takes to reach where I'm at today. I'm a victim of everything you can think about but today I'm a living testimony of "Anything is Possible". People sometimes feel that god has given up on them because of not understand the path of gods plans, but rather act on their beliefs through out their life experiance or what other may say their confort zone. I'm able to inform you that it is surly not the pay rate that make me love my career because my hourly pay sucks. I have a grade point average of 4.0 for my higher education at KCC located in Hawaii, which I have attend for 2 1/2 years. I'm also a mother of 6 children and a loving wife that work hard to provide for my family basic needs and to meet the demend of the changes that is happening over the years in our state. It was very devestate when hearing about the HB 1886 Bill. I have been a program manager for Waianae Community Outreach since 4/2008. I have come to an understand that having the education behind your name is a great deal on paper but it not the paper who will be providing the holistic, comrehensive multisci[linary approach to the assessment or planning , coordination, implemation, montoring and evaluation of comprehensive services to meet an individual health and social needs. I have also observeed that allowing to show a individual the values in their life and utilizing their values to set goals of meeting their social needs with compassion, and speak for the individual when a since of fear place them in a up righth position and being a great listener is a start of a new begining too a change of their sence of direction. If H.B NO 1886 bill is granted it

**LATE  
Testimony**

would be devastating not only to the case manager but for the families and individuals receiving services as well. In closing I'm deeply concern over this bill because of abbreviation on paper would having a deeper affect then having hands on life experiances or job training. My belief is that god has put things in my live to teach me, so I'm able to teach others and that is why things always happen for a reason. I have higher education behind my name but it is my life experiance that made me the person that I am today.



## UNIVERSAL CASE MANAGEMENT, LLC

91-735 Kilaha Street

Ewa Beach, Hawaii 96706

E-Mail: UCM@hawaii.rr.com

Office: (808) 689-5229 Cell: (808) 372-3168 Fax: (808) 689-7226

TO: Representative John M. Mizuno, Chair  
Representative Tom Brower, Vice Chair  
Committee on Human Services

FROM: Rosy E. Thomas, RN, BSN, LCM  
Owner, Universal Case Management, LLC  
Secretary, Case Management Council  
91-735 Kilaha Street  
Ewa Beach, Hawaii 96706  
Office: (808) 689-5229  
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Cell: (808) 372-3168

**LATE**  
Testimony

DATE: Thursday, January 28, 2010 (Room 309)

RE: **House Human Services Committee to hear a bill to avert plans to cut rates to Case Managers by 50% and stop the closure of over half the Case Management Agencies in the State of Hawaii**

My name is Rosy Thomas. I am a Registered Nurse for 29 Years and I am one of the small, local business owner in the State of Hawaii. I am the owner of Universal Case Management Agency and has been in operation for the past 4 years. I am a member of the Case Management Council which I serve as their current recording secretary. My Agency served the Aged, the Blind and the Disabled who are placed in the Foster Care Homes in our Community.

First of all, I would like to thank Representative John Mizuno, Representative Tom Brower and the Committee on Human Services, for allowing me to give my testimony.

Yes, I do understand that rate cut has to be made. Presently, we have an "economic crisis" not only in the State of Hawaii, but globally. I understand that cost cutting measures has to be made wherever possible. However, with the 48% reduction that Ohana Health plan imposed on all the Community based Case Management Agencies, more than half of us will be out of business. I am here this morning to convey my sincere cry for help not to get anihilated by Ohana Health Plan, but rather, **I want to continue to be a partner and be a part of the solution.** Yes, I do understand that both



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health plans are losing money and worse of all, the State of Hawaii has a huge financial deficits in billions of dollars.

However, this economic financial crisis is global. We need to look at its long term effect if the Case Management Agencies will be out of business starting next month. The much needed support and close supervision of our Elderlies and the Foster Care Givers in the State of Hawaii, will be completely demolished. Resurrecting it few years later will be very costly and not to mention, the quality of care for our local Kapunas will be greatly compromised.

As Case Management Agency owner, **I am here to stand firm and to collaborate** with DHS, the HMOs and the Legislators, to find ways of cost cutting measures to help the State with their current economic crisis that we are all dealing with. Eliminating the Case Management Agencies is not the solution, but rather, consider us, as one of A vital part of the solution to prevent the impending long term effect of this current financial and health care crisis that we are faced with today. It will only get worse, otherwise.

What we need is a **collaboration of various expertise to brain storm** what we can all do to continue to provide for the needy population in the community. **We need to get back to the basic human needs** and that is love, caring, and compassion. Yes, this may sound very naive and to most of you are thinking, how stupid this may sound, but we can only accomplish this, **if... all of us...collectively...use the intelligent leadership given to those who has the power to change the course of history.** Yes, everyone is given **their own unique God's given gift** whether it be to serve the public or private entity. We are here today for one purpose and that is **to serve our community regardless of their creed, color or racial back ground.**





House HUS/HLT Committee  
Thurs, Jan 28, 2010  
9:30 am  
Room 329

National Association of Social Workers

Hawaii Chapter

January 27, 2010

TO: Representative John Mizuno, Chair  
Members of the House Human Services Committee  
Representative Ryan Yamane, Chair  
Members of the House Health Committee

LATE  
Testimony

FROM: Debbie Shimizu, LSW  
National Association of Social Workers, Hawaii Chapter

RE: HB 1886 Relating to Case Managers

Chair Mizuno, Chair Yamane and members of the House Human Services and Health Committees, I am Debbie Shimizu, Executive Director of the National Association of Social Workers (NASW), Hawaii Chapter. **NASW supports HB 1886 Relating to Case Managers.**

This bill establishes a certification program for case managers that would ensure that the quality of case management being provided by someone calling themselves a case manager, is consistent and meets a national standard. As with a licensing program for any profession, this certification program will help to protect the public from a case manager who did not meet the qualifications of a case manager as defined in the bill.

As our population of elders continues to grow, it is important that we have qualified, competent individuals serving as their case managers.

Thank you for this opportunity to testify.



**Talavera Case Management Agency, Inc.**  
1188 Bishop Street, Century Square Building, Suite #1508, Honolulu, Hawaii 96813

**Testimony in OPPOSITION for Case Manager Certification by the Commission for Case Manager Certification**

**Chairman Mizuno, I request that 1886 be amended to insert language preserving the Case Management rate of \$16.25 pursuant to Case Managers' Responsibilities in HAR 17-1454.** Reused

January 28, 2010  
8:30 am, Thursday  
Hawai'i State Capitol Conference Room 329

**LATE  
Testimony**

Human Services Committee  
Representative John M. Mizuno, Chair  
Representative Tom Brower, Vice-Chair  
Human Services Committee Members

**Relating to the Department of Human Services: Requires Medicaid contracts between the Department of Human Services and Medicaid Healthcare Insurance Plan contractors to contain provisions affecting the reimbursement obligations in the policies between the Medicaid Healthcare Insurance Plan contractors and the home and community-based case management agencies. Prohibits reductions of reimbursements of more than 25%.**

**Hon. Chair John M. Mizuno, Hon. Vice-Chair Tom Brower, Committee on Human Services Members, Good Morning and Mabuhay!**

My name is Elsa Talavera, RN Licensed Case Manager and a minority small business owner since 2003. I am here this morning in Strong Opposition of HB 1886 as it relates to Requiring certification by the Commission for Case Manager Certification for a case manager to practice as a certified case manager in the State. Please do not misunderstand me that by opposing it, I do not want certification for I am a Certified Case Manager and my certification came from The American Institute of Outcomes-Care Management. Why did I select this organization to obtain my Case Management Certification? As a Business Owner, I saw the importance of being astute in Financial issues and in doing the due diligence from the URAC endorsed organizations for Case Management Certifications, I found that



**Talavera Case Management Agency, Inc.**  
1188 Bishop Street, Century Square Building, Suite #1508, Honolulu, Hawaii 96813

The American Institute of Outcomes-Care Management had a very strong financial platform component, social component and clinical component as opposed to the Commission for Case Manager Certification which had a very strong Social Worker base and the Nursing Case Management Certification by the American Nurses Credentialing Center had a very strong Nursing base. However, I strongly believe that all of these organizations should be accepted as organizations where qualified Case Managers can obtain their Case Management Certifications based on their needs. I am also in opposition because this Bill is not encompassing for the patient moves from one healthcare setting to another and this bill is only talking about the Home and Community Based.

**HOWEVER, Chairman Mizuno, I am requesting that HB 1886 be amended to insert the language preserving the Case Management rate of \$16,25 pursuant to the Case Manager Responsibilities in HAR 17-1454.**

Chair Mizuno and all Committee Members, I want to tell you that after working 23 years in the hospital setting, I took the courage to open up my own business. Today I am proud to say that I found my passion. Providing care coordination and case management services to the Aged, Blind and Disabled population in the State of Hawaii.

In February 2008, the State of Hawaii awarded a multi billion dollar contract to two for Profit and out of State Corporations - EVERCARE whose parent company is UNITED Health Care and OHANA Health Plan whose parent company is WELLCARE. I have a lot of uncertainties at that time, because through the years I saw how the small minority business local owners like myself disappeared when BIG conglomerates came in. However, after several meetings with the two companies, we were re-assured that we are in a better position. We were promised and told that the opportunity to grow our business and market ourselves is greater than what we had currently. Also, it was heavily discussed at these several meetings were that the members will have better benefits in accessing their own health plan.

One year later, our situation is looking very grim, instead of what we were told and promised. And you know why? On December 31, 2010, we all received a certified letter from one of the health plan,



# *Talavera Case Management Agency, Inc.*

1188 Bishop Street, Century Square Building, Suite #1508, Honolulu, Hawaii 96813

OHANA, stating that effective February 1, 2010, our current daily rate of \$16.25 will be reduced to \$8.50. a WHOOPING 48% REDUCTION. With this proposed reduction in rate, MAJORITY of us if not ALL, will closed down our business. In a span of ten (10) years we help build an infrastructure that would help take care one of the biggest problem of the State of Hawaii - lack of Nursing Home Beds for

the very fast growing elderly population our state. We created nursing home beds in the community to relieve the waitlisted problem of the acute care institutions. We created another venue and choice for our "KUPUNAS" on where to live during their golden years.

However, if we disappear, the very fast growing rate of the elderly population in the State, will be faced once more with nursing home beds shortage, because with the current beds that are available now which include us, the ratio of bed availability is 1 bed for every 4 elderly. This problem, will not ONLY affect the elderly, but ALL of us because the very vulnerable "KUPUNAS" will be occupying the ACUTE CARE BEDS since they do not have a place to go home to. The implication is bigger that we all can imagine for the effect will be a DOMINO effect. Just imagine a 5 car accident on the freeway but on both sides.

For our caregivers whose trainings is a 2 to 6 weeks Nurse Aide Schooling will be affected overwhelmingly with this cut. Right now, we are available to them 24/7 and with watchful eye, support and guidance from their respective case managers, they are able to continue and have their patients flourished under their care. And for some, even with all our help, they are having difficulty providing care to these challenging patients in their home. and when this happen, we as Case managers even work harder.

The proposed reduction of 48% will greatly impact the support we can provide to our patients and caregivers. There will be a significant disparity in the delivery of care at the home setting due to lack of resources. Our frail and elderly clients will suffer the most and be the victim of this astounding reduced rate.



**Talavera Case Management Agency, Inc.**  
1188 Bishop Street, Century Square Building, Suite #1508, Honolulu, Hawaii 96813

Personally, it is really very hard for me as an employer, as a Mom whose two children are in college. One of my office employee is a single mother of five young children and it aches me to see her every morning when I go to the office because I know that I might have to let her go. As a mother, I cannot describe in words how sacred and sad I am, because I cannot imagine telling them that they cannot go back to their current school, because my business will be closing down. If you are a parent, I am sure you know what I mean.

Honorable Representatives, I am very aware that you are faced with multiple problems as a result of the State's Economic condition and everyone that comes in front of you will be asking for help. However, as an individual that is in a business with a community wide impact and implication, I am asking you to please find in your heart to help us.

Thank you very much for giving me the opportunity to testify and voiced my concerns.

*Kanani Kaaiawahia Bulawan*

**LATE**  
Testimony

**TESTIMONY – OPPOSE AS WRITTEN HB 1886: RELATING TO CASE MANAGERS**

TO: **Rep. John Mizuno, Chair**, Rep. T. Brower, Vice Chair, and Members, House Committee on Human Services

HEARING: **Thursday, January 28, 2010 9:30 am CR: 329**

Chair Mizuno, Vice Chair Brower, and members of the committee:

Thank you for the opportunity to provide testimony on this **Human Service** bill. I'm Kanani Kaaiawahia Bulawan, a case manager, social worker and a retired executive director of an organization that primarily provides comprehensive case management services to homeless and at risk of homeless individuals and families in the Leeward Community. I **OPPOSE** this bill which would create additional requirements for the non-professionals and para-professionals who work with a population hard to serve.

Although I agree with the intent of this bill, I cannot support this without consciously considering the process in which this will be achieved. We are facing financial challenges in all levels of our government, human, health and social services. What will this bill achieve? On the regulatory side of this bill, can the DCCA and the director develop adequate policies to meet this bill? On the human service side of the bill, what are we limiting ourselves to regarding the compassion of people who want to serve but find it difficult because we have imposed restrictions and requirements to assure these workers know what they are doing? Further, the bill references to the "health care professional". Does this mean only this group of professionals conducts holistic, comprehensive, multidisciplinary assessments, planning, coordination, implementation, monitoring and evaluation of services that will meet an individual client's health and social needs? Or that this group is the only advocates for the needs of members in our community?

As a retired professional who have been blessed with the responsibility of training the non-professional and para-professional in serving the homeless and at risk of homeless population in our community, I found that those who are less restricted to certification requirements are more willing to give their all to be qualified advocates and coordinators of services with the ability to use their own life's experiences to understand and relate to the clients they serve. After all this is a cultural responsibility. In addition, they challenge themselves to be all they can be without the "professional" limitations as most professionals find themselves in such as wage restrictions and case load consideration.

I commend the committee and chair for taking on this challenge to give our clients professional services; however, I suggest at times it really takes the unprofessional to address the concerns that our clients face and the decisions made. Mahalo for giving me this time and for hearing my concerns.

TESTIMONY IN SUPPORT OF HB 1886  
Case Management Standards

DATE: Thursday, January 28, 2010  
TIME: 9:30am  
PLACE: Conference Room 329  
State Capitol  
415 South Beretania Street

**LATE**  
**Testimony**

Donna Schmidt, LCSW  
President  
Case Management, Inc.  
Support of HB 2154

My name is Donna Schmidt. I own a licensed case management agency and I support this measure. The role of the case manager is increasingly important as we navigate increasing consumer needs and limited resources. The case managers must be prepared to guide consumers through this maze ensuring high quality care with an acute cost consciousness.

Adopting state wide standards for case managers working with individuals at an ICF/SNF level of care in a community based setting would provide consumer protection and set a uniform standard of care for those being served by professional case managers.

Professional geriatric care management is a growing specialty and increasing numbers of elderly consumers are required to hire case managers to reside in residential care. As the residential long term care programs expand, consumers will increasingly depend upon case managers to ensure that the care of frail elders and disabled individuals are appropriately supervised and monitored.

Adopting statewide standards of care will provide consumer protection and set a uniform standard of care for those being served by professional care managers.

The certifying body must have a peer review process that would allow for complaints to be processed through the certifying organization.

Thank you for this opportunity to submit testimony in support of this bill.

*Nancy Atmospera-Walch, RN, BSN, MPH, LNHA, CHES, CCHN, CMC*  
*n.walch@yahoo.com*

**Testimony in Strong OPPOSITION of HB 1886 requiring for Case Manager Certification by the Commission for Case Manager Certification**

**Chairman Mizuno, I request that 1886 be amended to insert language preserving the Case Management rate of \$16.25 pursuant to Case Managers' Responsibilities in HAR 17-1454.**

January 28, 2010  
8:30 am, Thursday  
Hawai'i State Capitol Conference Room 329

**Relating to the Department of Human Services: Requires Medicaid contracts between the Department of Human Services and Medicaid Healthcare Insurance Plan contractors to contain provisions affecting the reimbursement obligations in the policies between the Medicaid Healthcare Insurance Plan contractors and the home and community-based case management agencies. Prohibits reductions of reimbursements of more than 25%.**

**COMMITTEE ON HUMAN SERVICES**

Honorable Rep. John M. Mizuno, Chair  
Honorable Rep. Tom Brower, Vice Chair  
Honorable House Committee on Human Services Members  
Rep. Della Au Belatti  
Rep. Joe Beltram, III  
Rep. Mele Carroll  
Rep. Scott Y. Nishimoto  
Rep. Maile S. L. Shimabakuro  
Rep. Ryan Yamane  
Rep. Gene Ward

**LATE  
Testimony**

**Hon. Chair John M. Mizuno, Hon. Vice-Chair Tom Brower, Committee on Human Services Members, Good Morning and ALOHA!**

I am Nancy Atmospera-Walch, a Licensed Registered Nurse and a Certified Case Manager. I am here this morning in Strong Opposition of HB 1886 as it relates to requiring certification by the Commission for Case Manager Certification for a case manager to practice as a certified case manager in the State. Honestly and as an individual who has multiple certifications and in pursuit of continues excellence, I thank you and applaud you that you introduced this bill. HOWEVER, I am OPPOSSING it because it is not comprehensive. The bill is dictating me what to do and yet there is no one accountable or overseeing it, if I have complied with those Practice Standards and requirements or not. It also brings a



gap between the Case Managers that work in multiple setting besides the home and community based, since this bill only talks about the Home and Community Based Case Managers. The bill does not support the Patient Centered of Care since the Case Managers in the acute care settings have different standards from the community based, but patients transition from one health care setting to another. So, we try to improve the Practice Standards of one professional in one setting, but we forgot to include that same professional who works in another setting who might be taking care of the same patient from outpatient to in-patient or vice versa. Now, I asked you, who suffered from the disparity in practice? If you said the patient, you are absolutely right.

Lastly, I am opposing it, because the bill was not encompassing in the health care setting and the professionals, but also in the organizations where Case Managers could obtain their Certifications. I am a Certified Case Manager and my certification came from The American Institute of Outcomes-Care Management. I selected this organization instead of the Commission for Case Manager Certification or the Nursing Case Management Certification by the American Nurses Credentialing Center, because it met my need. I wanted a certification that has strong components in clinical, administration and financial. I found these criteria in the Case Management Certification of The American Institute of Outcomes-Care Management. Their Care Management publication keeps me up to date with what is new in Case Management. In addition to this, I still have to have 21 CEU every two years before I can get my re-certification. The American Institute of Outcomes-Care Management. Care Management Certification program is also endorsed by URAC. But yet, this bill did not include this organization as one of the choice for qualified case managers that want to obtain their Case Management Certification. .

**Although I am in opposition of HB 1886, Chairman Mizuno, I am requesting that HB 1886 be amended to insert the language preserving the Case Management rate of \$16.25 and pursuant to the Case Manager's Responsibilities in HAR 17-1454.**

Yes, Honorable Chair and Committee members I am also here today because I want to express my full **Support** to ALL of the Licensed Case Management Agency owners, who operate their "Small Business," to support and care for our Aged, Blind and Disabled population in Hawaii. I have been an ardent supporter and advocate of the care of the Aging population for over thirty years (30) for I know one day, I will be a recipient of that same care.

However, there is a BIG possibility that the quality of care for our vulnerable elderly might be in jeopardy. WHY? Because there is, also a big possibility that HALF or even more of the "Small

**Business Case Management Agency”** minority owners might lose their business to the GIANT Company, OHANA Health Plan. I say this, because on December 31, 2009, OHANA Health Plan delivered a certified letter to all of the Licensed Case Management Agencies in the State of Hawaii, stating that effective, February 1, 2010, the CURRENT daily Case Management rate of \$16.25 will be decreased to **\$8.50.**, an unbelievable 48% REDUCTION in the Daily Rate.

As of October 1, 2009, the **MINIMUM HOURLY RATE in Hawaii is \$7.25.** So, let us translate the \$8.50 Daily rate that OHANA wants to pay the Case Managers, to an hourly rate and that would mean that these Case Managers would have an **HOURLY RATE of 35 CENTS.** Since they are on duty 24/7.

This is how much my late father was paid hourly in the 1930's when he came to Hawaii as a young man to work in the Sugarcane plantation in Hawaii.

The BIG difference is the fact that we are now in the 21<sup>st</sup> century and that my father was a laborer and with no college degree. To be a TRUE HEALTH CARE CASE MANAGER, you must be either a REGISTERED NURSE or a Licensed SOCIAL WORKER, which means you must have a college degree and experience in health care coordination. I said “TRUE” Case Manager, because there are many people calling themselves Case Manager, but they do not have the needed qualifications of a Case Manager, as defined by the **Case Management Society of America or pursuant to the Administrative Rules 17-1454 of the State of Hawaii.**

So, for me as Registered Nurse for over 30 years and a Certified Case Manager, I am amazed, disappointed and insulted that OHANA thinks that I am worth 35 cents an hour for the care that I deliver to our elderly population in Hawaii. **Do you think, Honorable Legislators that our worth is ONLY 35 cents an hour?**

In Hawaii, the health care industry has created a strategy in which a an elderly or disabled may choose to live in a residential environment and be considered as a Member of the primary care giver family or what we call Home and Community Based Long Term Care.

However, this program is being ENDANGERED, because if the Small Business Case Management Agencies go out of business, we can also say good-bye to Community Based Long Term Care.

I say this because, in order for the Nursing Home Level of Care patients to be able to stay in the residential community setting where a Certified Nurse Aide can take care of them and deliver the Nursing Skills that these elderly needs, that Nurse Aide must have an RN Case Manager that will delegate those Nursing Tasks to her or him. In Hawaii, we have only 25 Licensed Case Management Agencies and just imagine that HALF of them will close. **And if this happen, a Health Care Crisis is on the horizon**

**And WHY? Because the Emergency Room and Acute Care Beds will become Nursing Home Beds. Have you been to the Emergency Room recently? How long did you wait? Do you remember when some of the hospitals in Hawaii were bringing our elderly to the mainland nursing homes, since there were no long-term care beds available in the state? They made the news because families were upset that they were being separated from their loved ones during the times of their lives when they should be close with their families.** Just remember that according Hawaii State Executive Office on Aging, the most rapid increase is expected between the years 2010-2030, when the baby boomers generation (those born between 1946 – 64) reaches their retirement age. But a recent study shows that in Hawaii there are only 28 beds per 1,000 elderly, while in the United States as a whole, there were 61 beds per 1,000 individuals aged 65 years and older. With the baby boomers coming coupled with the community based long-term care beds becoming unavailable, what do you think will the ratio be?

**In addition, these Case Management Agencies also employs individuals, and if they close their business, where do you think these employees go? UNEMPLOYMENT. So, not only that we have lost the service and business of the Small Business owners, but we also have increased unemployment and decreased Tax Revenue to our already ailing economy.**

**But our “Kapunas” are the most affected, for they would lose their ability to Choose for Case Management and lose their health care advocate.**

So, as the saying goes, a Small Pressure to the mountain can create an avalanche if you trigger the right point.” Driving Small Business owners like Case Management Agencies is a Small Pressure, but it can create an AVALANCHE not only for the ELDERLY but also for the entire State Health.

The sad thing is to see my colleagues and small business owners losing their company that they have started and grew for the last ten years with the all the sacrifices that came along with it. And now they stand to lose their business to an outside company like Ohana, who might not be here in a year or two, if they do not win the next bid, is a tragedy. By the way, this happened in the State of Florida, when WELLCARE closed their door and left.

This is not ONLY a TRAGEDY for case management agencies, but for ALL of us in the State of Hawaii, for the health care infrastructure of the home and community-based long-term care will be gone, and it may take another decade to re-build, if at all possible. However, this is not the end of the road. We will be feeling the after effects for a long time and I said WE because we will all be affected.

**As we all know, the recent economic problems were caused by Big Companies / Conglomerates that were too Big to Fail, while Small Business Owners have been and are the proven pillars of the community.**

Therefore, Honorable Representatives, I want you to consider strongly the implications, really look at and analyze carefully the wide and long-term consequences, if State Licensed Case Management Agencies, all of whom are Small Business Owners will lose their business to a Conglomerate like Ohana Health / WellCare.

**Make No Mistake, Case Management companies cannot survive with a reduction of fifty per cent (50%) of their income, no company could.**

**Ohana Health/WellCare is fully aware of this fact. It is my opinion that OHANA/WELLCARE has orchestrated their strategy to wipe out the independent Case Management Agency small business owners from the very beginning. It started with taking over the Nursing Home Without Wall clients, followed by establishing their own Case Management Agency and the nail to the coffin is ensuring that the Case Management Agencies CANNOT SURVIVE. They are cleverly using the current economic condition as an excuse.**

Just to remind you: On February 19, 2009, the United States Centers for Medicare and Medicaid Services (CMS) prohibited WellCare (Ohana Health) from enrolling new members in its Medicare health plan and prescription drug plan in all 50 States. CMS stated the sanction is a result of WellCare's "long standing of persistent failure to comply" and its rating is as one of the overall worst performers among all plans. Medicare accounts for WellCare's largest piece of business.

So, please help us, the Small Minority Business Owners who are NOT only taking care of our most vulnerable population, our "Kupunas." but also contributing directly to our state's economy. Yes, our Tax dollars stays in Hawaii, as opposed to foreign or out of state Corporations like OHANA.

Honorable Representatives, thank you for giving me the opportunity to testify!