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Centers for Medicare & Medicaid Services
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Office of Minority Health
Medicare-Medicaid Coordination Office

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TO: All Medicare Advantage Organizations and Medicare-Medicaid Plans

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SUBJECT: Disability Competence Resources Available from the Office of Minority Health and the Medicare-Medicaid

In celebration of the July 26th anniversary of the passage of the Americans with Disabilities Act (ADA), the Centers for Medicare & Medicaid Services (CMS) Office of Minority Health (OMH) and the Medicare-Medicaid Coordination Office (MMCO) invite you to explore new and existing resources to support providers and health plans provide person-centered care for individuals with disabilities.

CMS OMH is pleased to share information on the availability of new reports that are relevant to the clinical care of and care coordination for individuals with disabilities. The following resources may be used to increase understanding of health equity issues affecting people with disabilities:

- **Increasing the Physical Accessibility of Health Care Facilities**
<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Issue-Brief-Physical-AccessibilityBrief.pdf> - One of the most prominent challenges for people with physical disabilities is overcoming the barriers to entering and navigating health care facilities. This issue brief provides an overview of why physical accessibility is important for people with disabilities, discusses laws enacted to promote accessibility, provides examples of federal and state-level efforts to increase accessibility, and offers suggestions for improving physical accessibility of health care facilities more broadly.

- **Does Disability Affect Receipt of Preventive Care Services among Older Medicare Beneficiaries?** <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Data-Highlight-ADA-2017.pdf> – Preventive care services and cancer screenings are important for mitigating illnesses and disease progression, but disability can impede access to preventive care. This data brief uses 2013 Medicare Current Beneficiary Survey data to examine whether the incidence of cancer screenings and routine preventive care vary between beneficiaries with and without disabilities. Findings are limited to beneficiaries ages 65 and older. The study found that Medicare beneficiaries reporting a disability were less likely than beneficiaries reporting no disability to receive cancer screenings and more likely to receive routine preventive care.
- **Medicare Fee-For-Service Beneficiaries with Disabilities, by End Stage Renal Disease Status, 2014** <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Data-Highlight-Volume9-ESRD.pdf> - Adults with disabilities are four times more likely to report their health to be fair or poor than people with no disabilities. A subset of adults with disabilities also have End Stage Renal Disease (ESRD). Currently, there is a lack of information that describes people with disabilities who also have ESRD. Using data from the Centers for Medicare & Medicaid (CMS) Chronic Conditions Data Warehouse (CCW), this report describes Medicare beneficiaries by disability and ESRD status.

MMCO would also like to remind plans of the available technical assistance and resources supporting [The Disability-Competent Care \(DCC\) model](#). The model is designed to treat the whole person, beyond a diagnosis or condition. A key pillar of this model is [physical and medical access to care](#). Individuals with disabilities may face a range of barriers when they try to access appropriate care. These barriers may include the attitudes of health care providers, communication with providers and office staff, and physical access to equipment, services or specialists. These concepts are explored through webinars, first-person stories, briefs, and self-assessment tools available through the Resources for Integrated Care:

<https://www.resourcesforintegratedcare.com/concepts/disability-competent-care>

Among the resources, we'd like to highlight the following actionable tools to improve the care of beneficiaries enrolled in Medicare and Medicaid, efforts that align with the ADA's mission to ensure people with disabilities have the same opportunities as everyone else:

- **DCC START: Disability-Competent Care Self-paced Training Assessment Review Tool**
https://resourcesforintegratedcare.com/DisabilityCompetentCare/2017_DCC_Webinar/DCSTART - The DCC-START assists health plans, health systems, and health care provider organizations in strengthening their efforts to provide integrated coordinated care to their members with disabilities. The DCC-START assesses the disability competence of an organization's training materials and identifies opportunities for training augmentation and enhancement informed by the Disability-Competent Care (DCC) model. Organizations have the opportunity to complete the DCC-START using

their current training materials and are directed to additional resources to enhance the effectiveness and completeness of their disability training materials. The Resources for Integrated Care held a webinar on July 25th to introduce the DCC-START and a recording of the webinar and associated resources are available at the link above.

- **DCCAT: Disability-Competent Care Self-Assessment Tool**

The DCCAT is designed to assist health plans and health systems in evaluating their current ability to meet the needs of adults with functional limitations. Health plans and health systems can improve their disability competency by using the DCCAT to identify strategic opportunities for improvement. The model encourages participant direction in choices regarding health, wellness, and life in the community. A variety of experts have provided guidance within the tool for plans and providers to better serve individuals with complex care needs. The tool is available here:

https://www.resourcesforintegratedcare.com/DCC_Self-Assessment_Tool.