

# Complementary and Integrative Health Services (CIHS) Evaluation Findings

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MISSION ANALYTICS GROUP, INC.

AUGUST 5, 2022

# Project Overview

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Spinal Cord Injury (SCI) waiver implemented in 2012 to provide people with spinal cord injuries access to CIHS (massage, acupuncture, and chiropractic services)

Massage services offered within the Supported Living Services (SLS) waiver

Services aim to:

- Decrease health care utilization and costs
- Improve participant well-being (e.g., pain, mental health, function and self-care)

Mission was contracted 2021-2024 to implement the evaluation, which will result in four annual reports

In the summer of 2022, Mission surveyed people newly eligible for the CIH waiver

# Evaluation Questions and Data Sources

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Research Question	Medicaid Data	Surveys
What are the patterns of CIHS use?	✓	
Are CIHS associated with lower health care costs?	✓	
Are CIHS related to better quality of life scores?		✓
How do participants perceive the benefits of CIHS?		✓
What challenges do participants face in accessing CIHS?		✓

# Difference in Difference (DiD) Method to Assess Changes in Medicaid Costs

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Intervention groups: SCI and SLS individuals who accessed CIHS as indicated in Medicaid claims

Comparison groups: EBD individuals with SCIs and SLS individuals

Matched to individuals in the comparison groups based on:

- SCI health condition
- SLS service level
- Dual eligibility status (both Medicare and Medicaid)
- Existence of inpatient claims in the four quarters prior to the intervention

All groups restricted to individuals with four quarters for Medicaid data prior to starting CIHS and 16 quarters of data after

# Evaluation Survey Method

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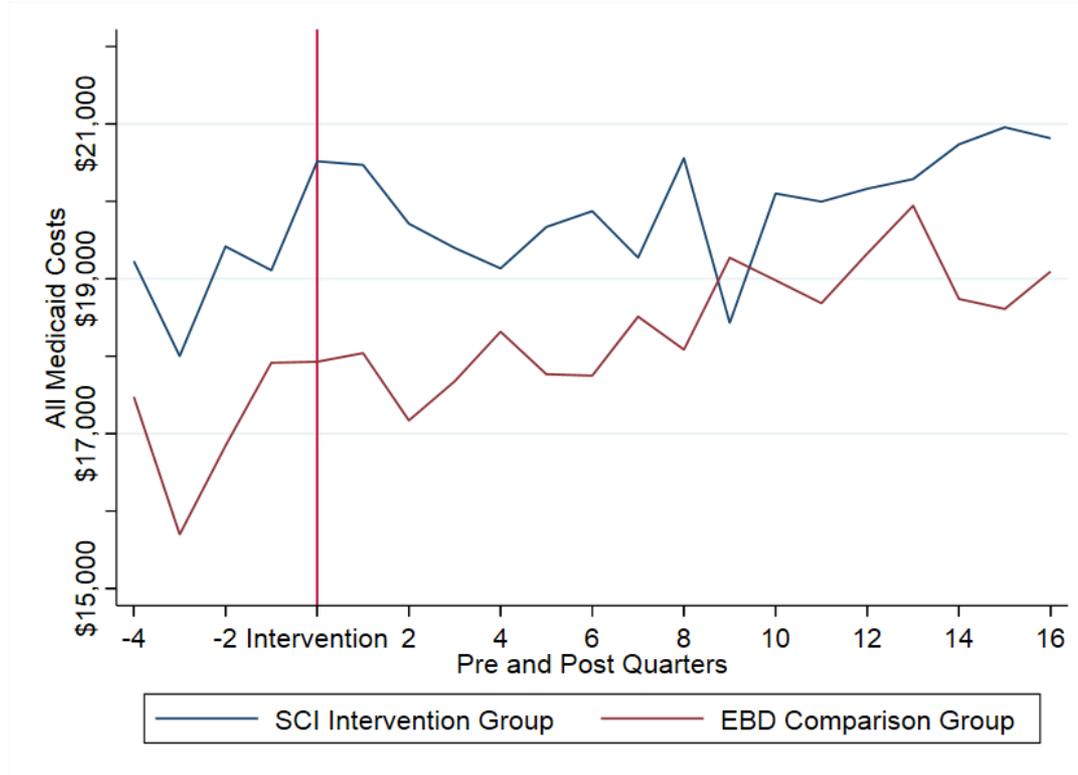
About a third of individuals who were sent the surveys responded; respondents were like non-respondents in terms of Medicaid and CIHS costs

Descriptive information on perceptions of impact and access issues

Analysis assessed whether differences in quality of life outcomes were associated with CIHS use, controlling for aspects that may affect health and wellbeing

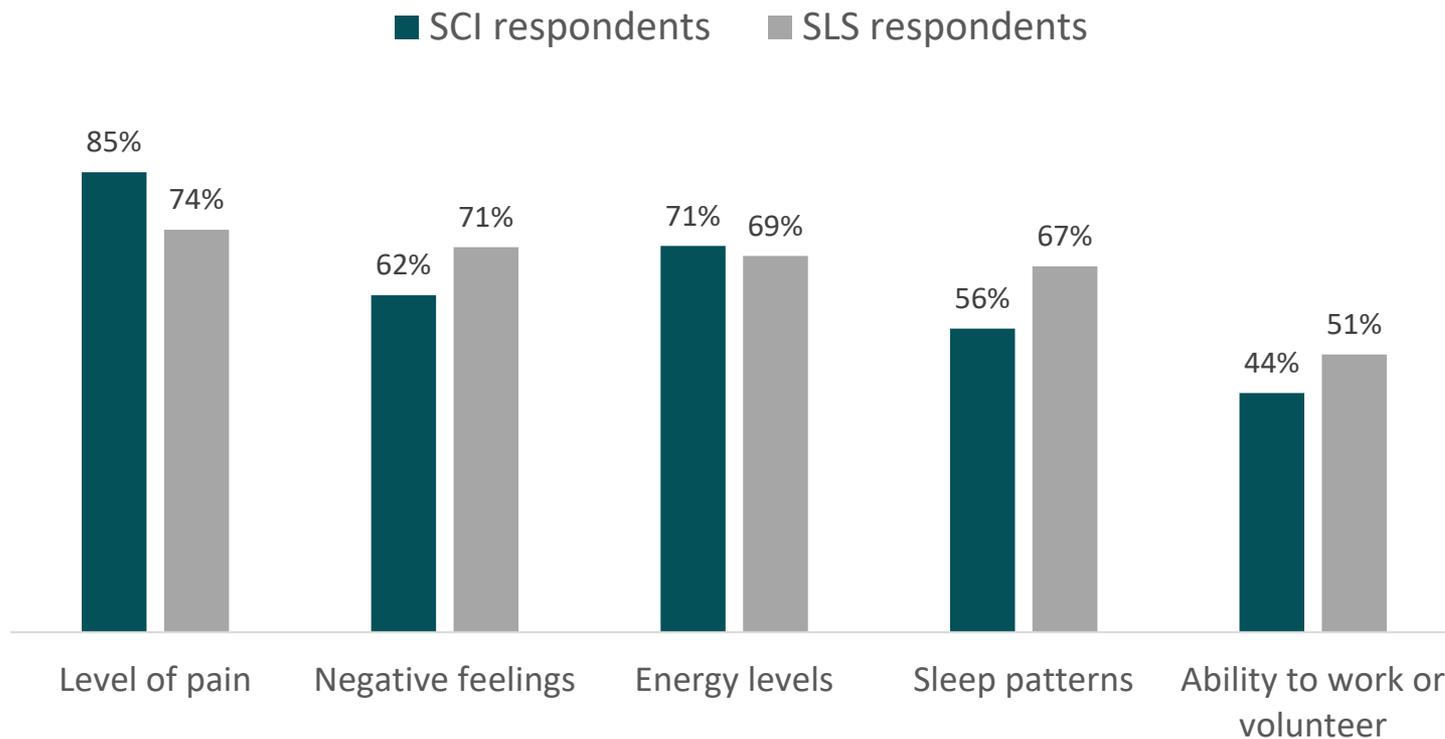
# Following the intervention, costs converge between the SCI and comparison groups

**Average Quarterly Medicaid Costs for the SCI Intervention Group and EBD Comparison Group**



# Survey respondents and interviewees reported that CIHS' greatest benefit is reducing their pain

## Percentage of Survey Respondents Who Reported that CIHS Significantly or Moderately Improved Aspects of Wellbeing



# Pain Reduction

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*“My very first acupuncture appointment dispelled a level of nervous energy, and the massage had vastly improved pain. These interventions are absolutely necessary for those of us who are forced to ambulate differently.” – SCI waiver participant*

# Sleep

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*"I am very happy with our massage services. It decreases seizure activity and helps them sleep. It's better than any other therapy. Recently her therapist hasn't come in and the change is noticeable. Her seizures are back, she's having trouble sleeping, so massage has definitely had a huge positive impact." – Caregiver of SLS waiver participant*

# Mental Health

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*“Massage is the best part of my week... [The provider] is my therapist and my friend. She helps with my sense of wellbeing.” – SLS waiver participant*

# New User Survey

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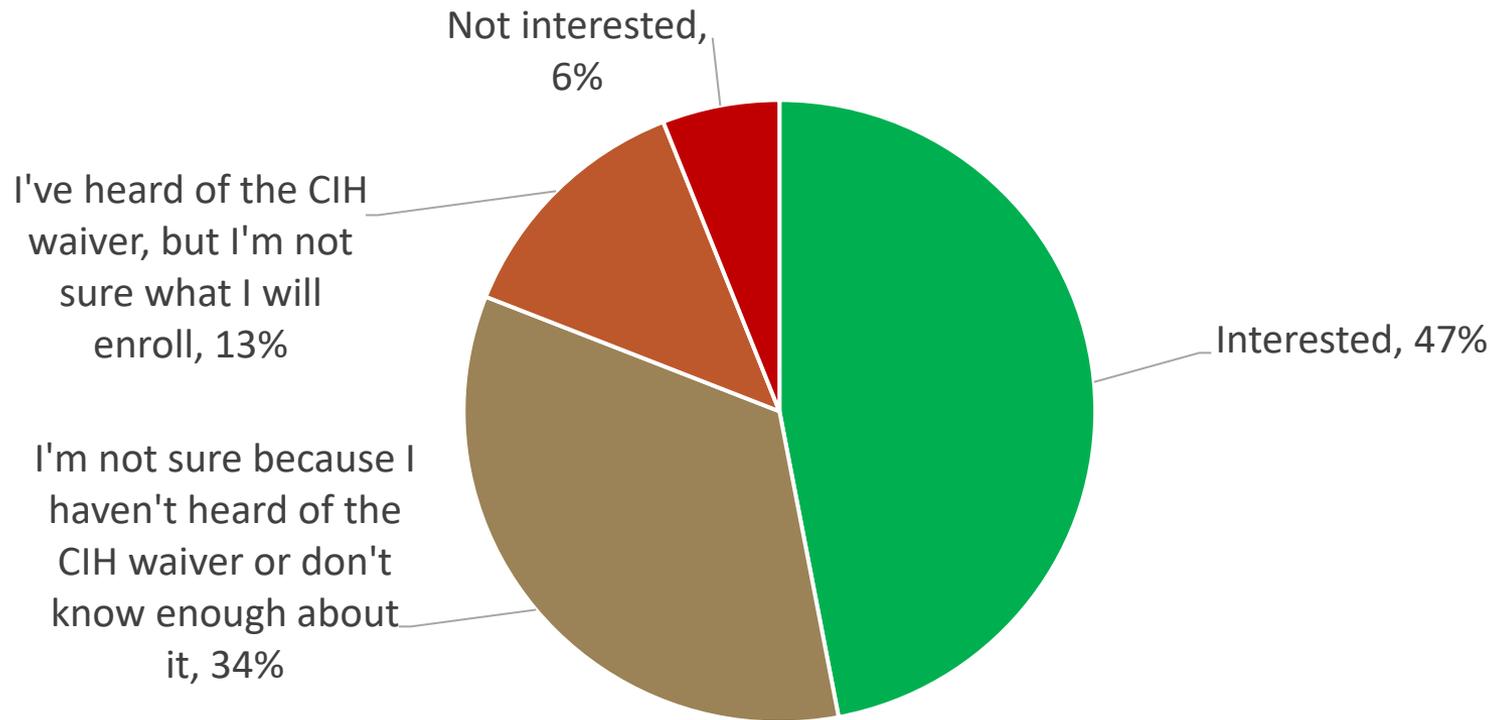
Survey captured:

- Interest in joining the waiver
- Current use of CIHS
- Location of nearby providers
- Concerns with the waiver

Out of 8,000 people newly eligible, 600 were randomly sampled and 100 responded to the survey

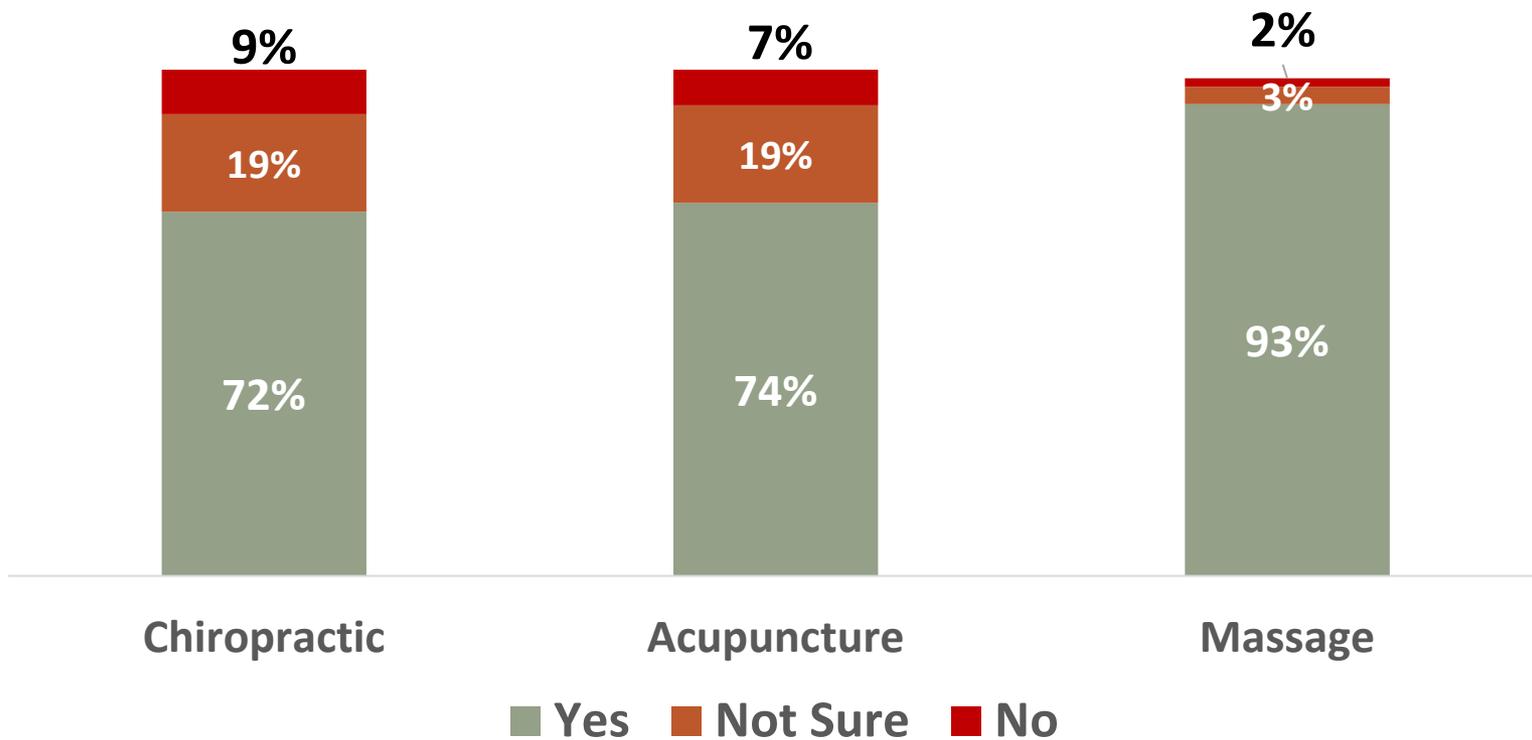
# Interest in Joining the Waiver

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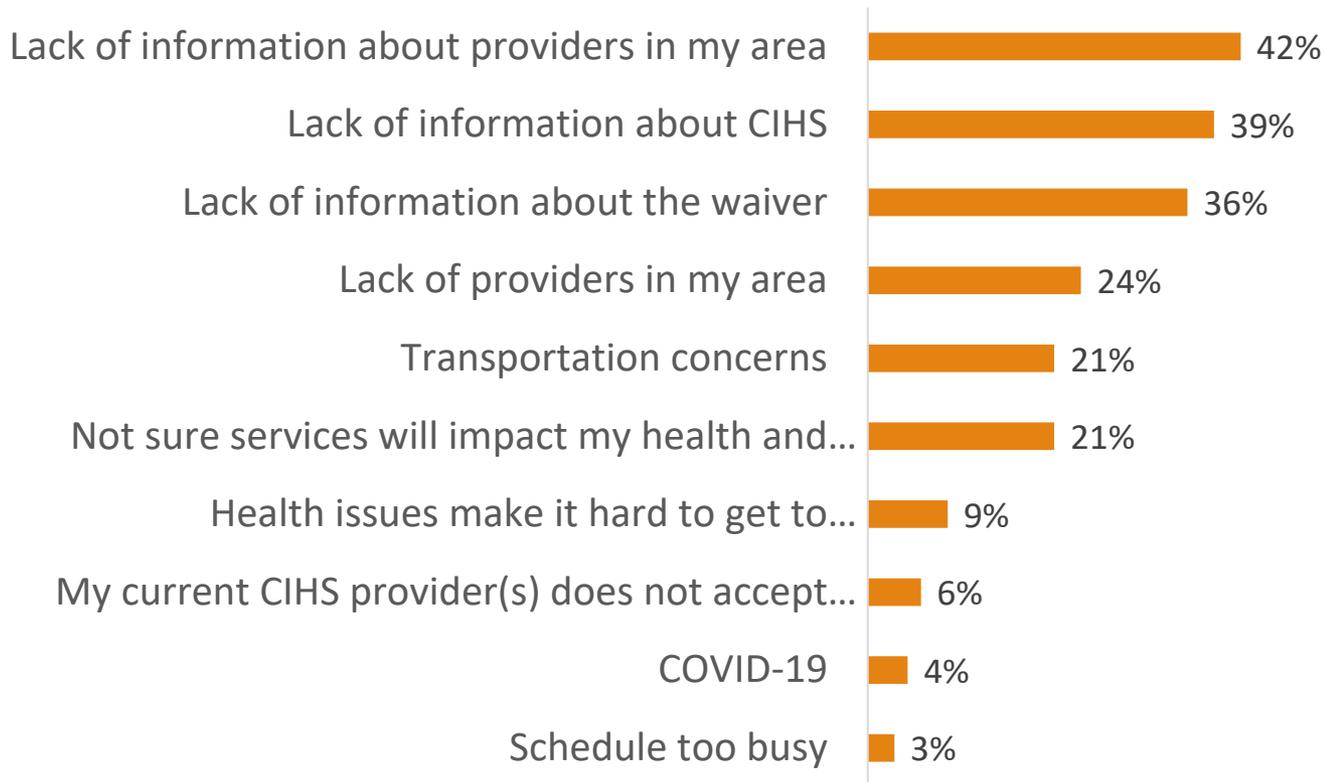
# Planned Use of Services

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# Concerns with Joining the Waiver

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# Driving Distance to Nearest Provider

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	Chiropractic	Acupuncture	Massage
Not sure	51%	59%	57%
20 minutes or less	21%	17%	20%
21 minutes to 40 minutes	21%	17%	17%
41 minutes to 1 hour	4%	3%	3%
1-1.5 hours	4%	3%	3%

# Lessons Learned

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Continue extensive provider recruitment effort

Develop a comprehensive educational strategy for participants that includes the following topics:

- Potential CIH waiver interaction with other benefits
- Medical and other implications of service use
- CIH waiver enrollment process
- Service location and transportation options
- Process to schedule services

Education should be provided via case managers, clinicians, and public-facing webinars

# Next Steps

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Expansion of services provides an opportunity to:

- Gradually expand Medicaid claims analysis sample
- Capture people's experience before and after service use
- Track changes in quality of life

Thoughts on additional research questions or analyses?

# Questions

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