



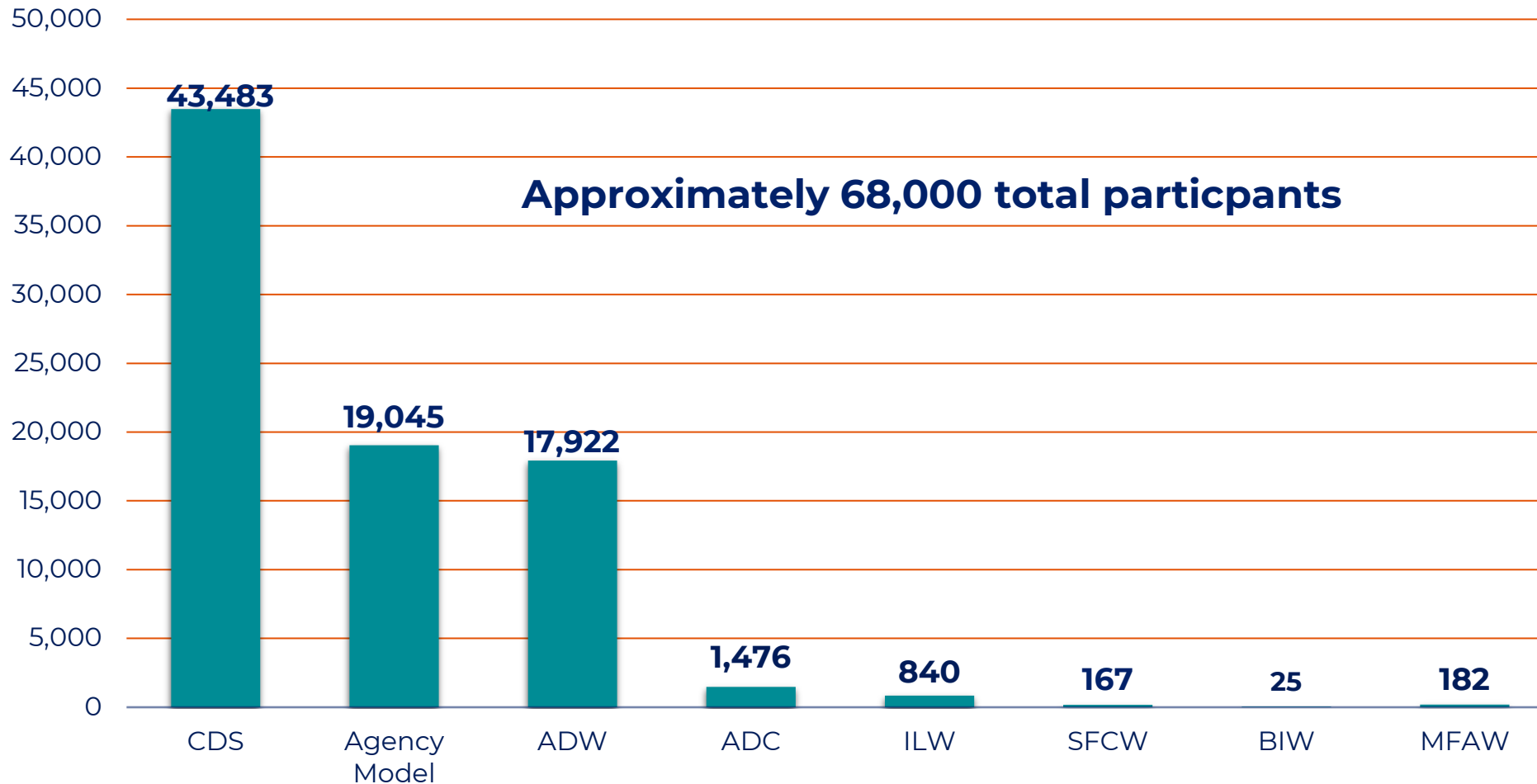
MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

Division of Senior and Disability Services

**MMAC Provider Meeting Updates
Fall 2024**

Participant Statistics

Participants by Service Type



Max Slot #:
ADW: 26,932
ADC: 2256
ILW: 1150
SFCW: 300
BIW: 40
MFAW: 340

* Counts pulled September 2024 *Some participants may be in more than one service type

Care Plan Change Processing Times

Spring 2023

In Spring 2023, the average care plan processing time was:



August 2024

In August 2024, the average care plan change processing time was:



Initial Referrals



- On average DSDS is completing assessments within 12 business days.
- Common delays are related to:
 - Collateral contacts
 - Dually enrolled
 - Participant scheduling availability
 - Unable to contact participant

Which do I Submit?

Referral

Initial Referral
Queue

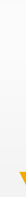


Individuals that **do not** have active HCBS services

VS

Request

PCCP Request
Queue



Individuals that **have** active HCBS services

This information can be found in Web Tool. To get access to Web Tool call:

1-888-581-9797

Referral and Request Statistics

Initials Referrals and Care Plan Change Requests

In August there were
3,727
initial referrals
submitted.

In August there were
3,352
care plan change
requests completed.



30%

**Inappropriate
Initial Referrals**

In August there were 1,107
inappropriate referrals



10%

**Inappropriate PCCP
Requests (Electronic)**

In August there were 3,018
Electronic Requests
submitted. 304 were
inappropriate requests for a
care plan change.



Consumer Survey

- Voluntary survey to measure and track performance and outcomes of LTSS programs from the participant's perspective
- DSDS has participated in the survey since 2017
- To date the information from these surveys have been used:
 - Performance metrics shared with legislators
 - 1915c waiver performance measures
 - Data driven improvement initiatives
- No longer will be voluntary with the passing of the Access Rule. Will be required to report to CMS on specific outcomes (Quality Measure Set).

Click [here](#) to view past reports and more information!

How Can You Help?

Share the Purpose:

The survey is intended to assess the performance and delivery of HCBS in Missouri. The survey data will provide DSDS with valuable information about the impact services have on participant's quality of life, service satisfaction, and outcomes.

Explain the Process:

- May be completed via telephone or in-person
- Completed by contracted agency called Knowledge Services
- Takes approximately 45 minutes
- Responses are anonymous

Support Surveyors

- Assist with obtaining up to date contact information
- Allow them to enter your facility

Click here to
view INFO
[09-24-06](tel:09-24-06) for
more
information.

Workforce/Operational Surveys

Year 3

State of the Workforce (SoTW-AD) Survey:

- Agency Model, RCF/ALF, and ADC Providers
- Open Now
Sept 18th - Nov 15th
- Payment will be issued in early 2025
- Last year: 243 respondents, 29%



A summary report will be released in summer 2025.

Click [here](#) for the round 1 report.
Click [here](#) for the round 2 report.

Consumer Directed Services Operational Survey:

- CDS Providers Only
- Coming again January 2025
- Payment will be issued in early summer
- Last year: 402 respondents, 42%

Direct Service Worker Initiatives

Provider Workgroup

- Training Development
 - Basic & Advanced
 - Inservice
 - Certification
- Safety

What are we working on?

DSW Panel

- Panel of 15 DSWs
- 10 meetings
- Research other states' efforts
- Final Report

Ongoing Focus:

Collaboration with high schools and higher education

Comprehensive Rate Study

Purpose: To determine whether the fee schedule rates being paid to providers are reasonable and appropriate given market conditions

CMS requires states to formally review rates for all waiver services at least once every five years. Previous rate study was completed in 2019.

Cost Components include wages & overtime; employee-related expenses; productivity; other service-related expenses; and admin/overhead

Kicked Off
May 2024

Stakeholder Call #1
September 2024

Stakeholder Call #2
October 2024

Edits/Finalization
November -
December 2024

Goal Publication
January 2025



Comprehensive Rate Study

What data references and considerations are being used for this rate study?

- Bureau of Labor and Statistics Data
- Workforce Surveys – SoTW-AD and CDS Operational
- Direct Service Worker Panel Feedback
- Regulations and Manuals
- Comparative state rates (ex: DMH)
- Quality assurance/improvement goals, initiatives, and mandates
 - Access Rule
 - Increased

Comprehensive Rate Study



**Key
Cost
Components**

Compensation

Employee Related Expenses

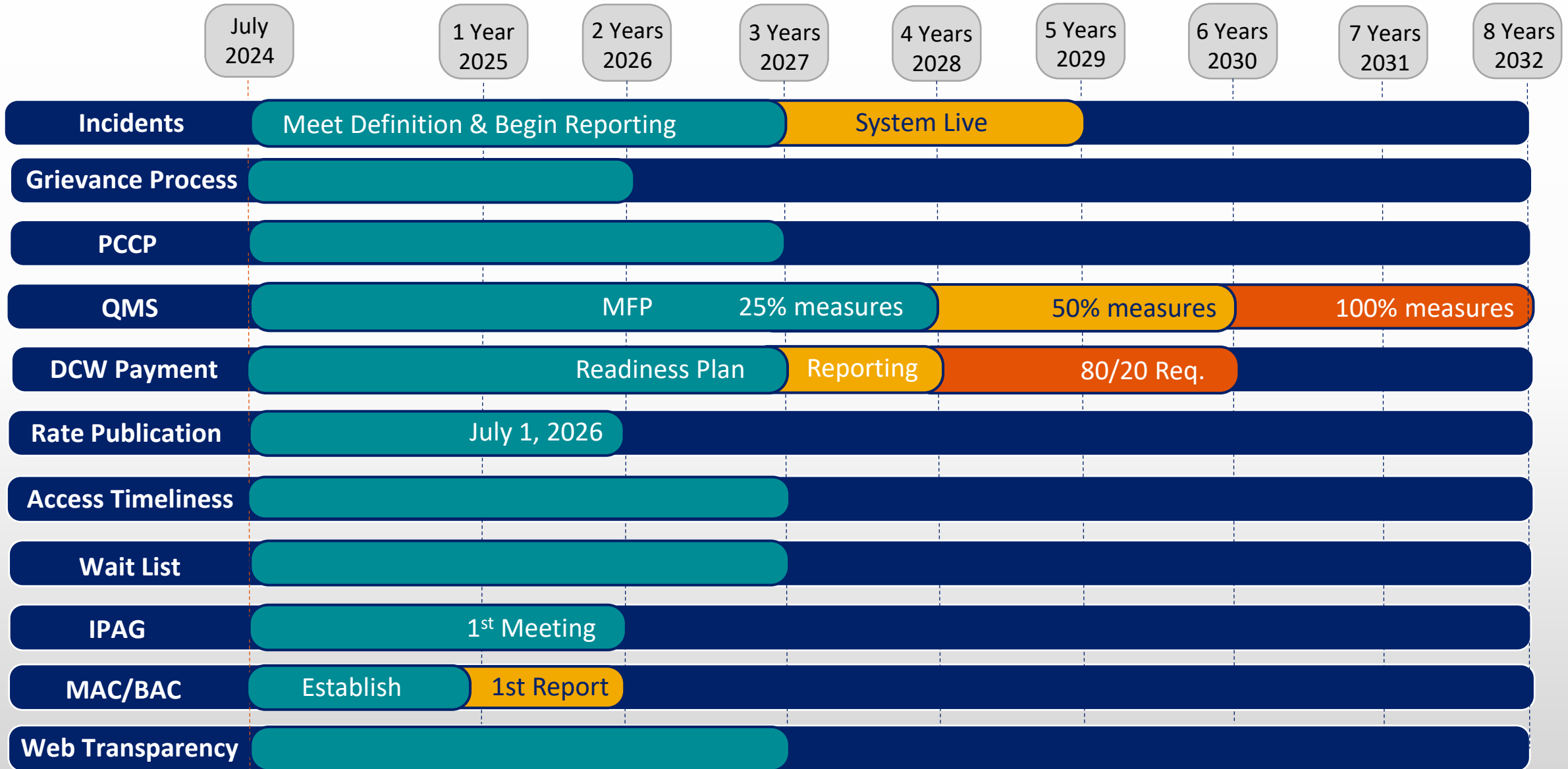
Productivity

Other Service-Related Costs

Administration/Overhead



ACCESS RULE IMPLEMENTATION TIMELINE



Provider Reassessors

New Reimbursement Rate

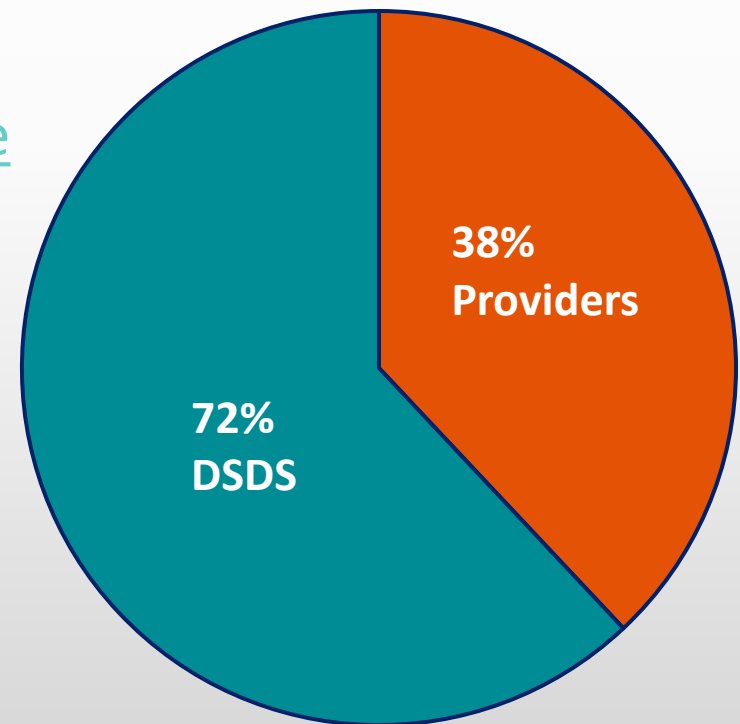
- Effective July 1, 2024, reimbursement increased from \$75 to \$100 per reassessment.

How Can You Participate

- Process located on the [Provider Reassessor Webpage](#)
- Must enroll with MMAC as Type 27 provider
- Hire assessor that meets qualifications
- Complete online courses & exam

Benefits of Participating

- Extra source of reimbursement
- Aware of participant's ongoing needs



% of Reassessments Completed



New Case Management System

Implementation Date

- Currently go live is set for February 2025
-

Training Available

- Virtual trainings will be conducted approximately 1 month prior to go live
 - Notification will be sent via memo closer to the date
-

InterRAI Updates

- Version 10 of the InterRAI Home Care will be used in the new system

Goal of new system:

- Consolidate CyberAccess Web Tool and the 4 other siloed systems used by DSDS staff into one comprehensive system. This consolidation aims to:
 - Streamline processes
 - Improve efficiency and processing times to better serve participants.



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QUESTIONS?



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Health.Mo.Gov