MISSOURI DEPARTMENT OF
**HEALTH &**
**SENIOR SERVICES**

# DSDS Spring Updates

MMAC Provider Meeting

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# HCBS Policy Manual



New Look!

Format Changes Only

"F5" Key to refresh browser

# Regulation Updates

**In-Home Service Standards**

Published August 30, 2023

**Personal Care**

Published August 30, 2023

**Consumer Directed**

Published February 29, 2024

Check out the newly updated provider manuals!

# National Core Indicator for Aging and Disabilities (NCI-AD) Consumer Survey

## Began Mid-October 2023

**To learn more see INFO 09-23-01 and the corresponding attachments. Please partner with us share these materials with participants!**

# Workforce/Operational Surveys

## VBP Round 2

**State of the Workforce (SoTW-AD) Survey:**

- Agency Model, RCF/ALF, and ADC survey
- Concluded Nov 2023.
- Payment issued Jan 26, 2024.
- 243 respondents, 29%

**Consumer Directed Services Operational Survey:**

- Concluded February 2024.
- Submissions under review
- Memo will be sent with payment date – likely May.
- 402 respondents, 42%

A summary report will be released this summer. The report from round 1 can be found here!

# Comprehensive Rate Study Timeline

**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

*Due to differences in the CDS delivery model, CDS providers will not incur some of these costs.*

Mercer holds the statewide Medicaid actuarial contract and will be completing the next rate study in conjunction with DSDS.

- Project Kickoff: May 2024

- Stakeholder Engagement: Fall 2024

- Intended Publication: January 2025 (potential for FY 2026 budget)

# Direct Services 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**

**EVV**

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**Value Based Payment**

## Minimal Manual Edits:

### Round 1:

- Completed January – April 2023

### Round 2:

- Completed July – October 2023

### Round 3:

- In progress, January – April 2024

- Final round

Level of Care Transformation

New Case Management System

Updated InterRAI and Functionality

Exciting Changes Ahead

**Overall Goal**

Continue improving the way we serve HCBS participants.

# Level of Care Transformation

## Full Implementation Date

- Late Summer or Fall
    - Dependent upon CMS approval of final expenditure of 9817 ARPA funds

## Training Available

- In depth training at all upcoming association meetings.
- Webex option will also be available

## How Can You Prepare

- Talk with participants
- Educate yourself and ensure you are making appropriate referrals

**Why the Transformation:**

- LOC criteria last updated in 1982.
- Goal is to ensure we are serving the right participants, in the right setting at the right time.
- Reminder: HCBS is alternative to nursing facility placement

# 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 particpants.

## Provider Reassessment Information Page
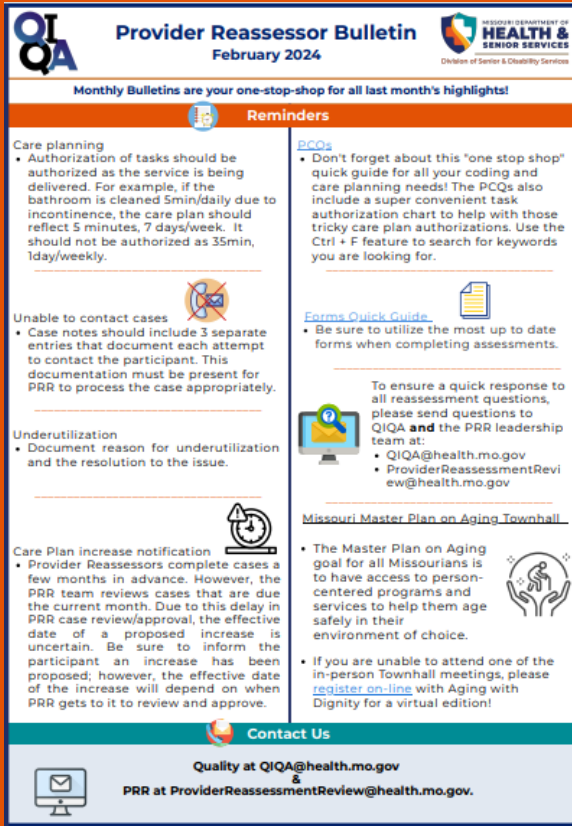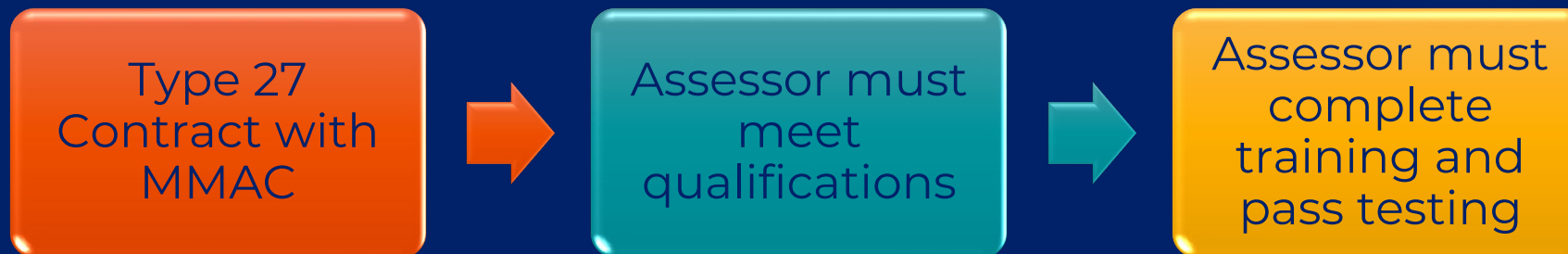
## Provider Reassessor Reminders:

- To ensure reassessment payment, review Medicaid and Case Status the day of assessment.

- If unable to contact a participant, 3 contact attempts must be documented in case notes.

- Utilize the Provider Notification Portal to notify the PRR Team of reassessment status

# Type 27 Provider Reassessor

**Considering becoming a provider reassessor?**
**Click here to learn more about the process:**

[Learn More]

| Type 27 Contract with MMAC | → | Assessor must meet qualifications | → | Assessor must complete training and pass testing |

# Intake and PCCP Updates

# Call Menu Options

866-835-3505

**Option 1**

Initial Referral Queue

**Option 2**

PCCP Request Queue

**Option 3**

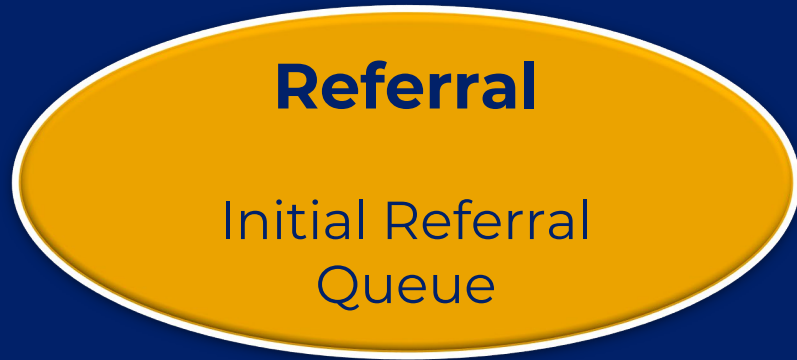Status Check Queue

- Customer Service Center remains reserved for Participants and their families only

# Which do I Submit?

**Referral**

Initial Referral Queue

**VS**

**Request**

PCCP Request Queue

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

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**

# Cyber Access Web Tool
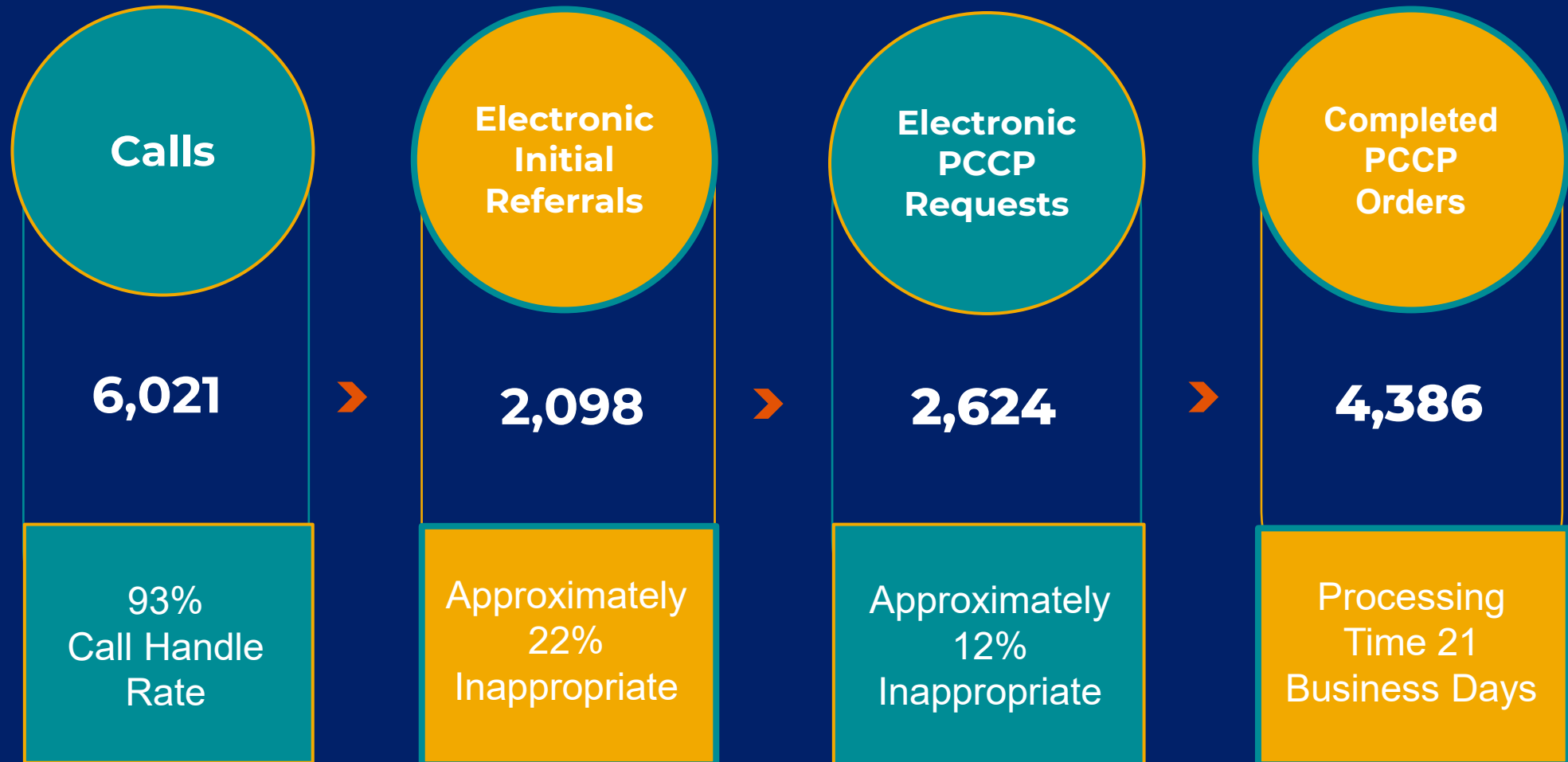
## Need Technical Support?

Call 1-888-581-9797

## Referral/Request Resource

- Do they have a current care plan?

- Do they have active Medicaid?

- What is on the current care plan?

| | | | Case # | Case Opened | Case Closed | Closed By | Reason |
|---|---|---|---|---|---|---|---|
| | | Case Activity | 330275 | 10/31/2022 | | | |

### Stages

| | | | Type | | Start Date | End Date |
|---|---|---|---|---|---|---|
| | | | Prior Authorization - Care Plan #1336227 | | 11/01/2023 | 08/31/2024 |

| | | Line # | Service Type | Funding Code | Effective Date | EndDate | Provider | Total Units/Month |
|---|---|---|---|---|---|---|---|---|
| | | 1 | Personal Care – Consumer Directed Model (15-min.unit) | MD | 11/01/2023 | 08/31/2024 | Family Always First MO LLC | 474 |

| | | Type | Start Date | End Date |
|---|---|---|---|---|
| | | Reassessment | | 09/20/2023 |
| | | Prior Authorization - Care Plan #1335300 | | 09/26/2023 |
| | | Prior Authorization - Care Plan #1335315 | 09/26/2023 | 10/31/2023 |
| | | Prior Authorization - Care Plan #1237772 | 12/21/2022 | 09/25/2023 |
| | | Initial Assessment | | 11/29/2022 |

# Intake/PCCP Monthly Averages

## December 2023 – February 2024

**Calls**

6,021

93%
Call Handle
Rate

**Electronic
Initial
Referrals**

2,098

Approximately
22%
Inappropriate

**Electronic
PCCP
Requests**

2,624

Approximately
12%
Inappropriate

**Completed
PCCP
Orders**

4,386

Processing
Time 21
Business Days

# Partner with us to better serve participants!

## February Stats:

### PCCP

Unable to Contact – 857

Declined – 336

Time Spent: 280 Hours

### Assessor Teams:

Unable to Contact – 286

Voluntary Withdraw – 161

Attempted F2F – 83

# Referrals & Request Submission Reminders

## Please partner with us & continue improving our processing times by:

### Checking Web Tool

- Initial Referrals - Verify Medicaid eligibility & confirm services are not already authorized
- Status checks – documents, case

### Submitting One Route

- Only submit using one method
- Duplicate or multiple referrals/requests result in a processing delays.

### Contacting the Correct Team

- Submitting questions to the incorrect referral or request accounts will result in a processing delay.
- Check out the quick guide for contact info!

### Providing Priority Details

- Recent hospital, facility stays
- New serious changes in condition
- Formal care
- Informal supports

# A Few More Quick Reminders

Provide a current phone number <u>AND</u> alternate number, if possible, for the participant.

Verify participant's contact information and address are accurate. Update Web Tool or notify DSDS via email of any needed changes.

If you have stopped serving a participant due to them moving or you cannot locate them, notify DSDS via the change request portal.

# Preparing for Assessments & Care Plan Changes

- Ensure the individual knows a referral or request was made by you.
- Explain purpose of program and LOC
- Do not refer someone without speaking with them first.

**"What to Expect" Resources**

- Available at the end of the initial referral and PCCP request.
- Available to access at the provider page anytime.
- Share this with all individuals being referred or a request is being made on their behalf.

- DSDS will be monitoring providers who make referrals to individuals who aren't prepared, who aren't in need of services, or who do not respond to DSDS.