

April 2014 - Monthly Provider Support Call Summary

Please share with your case managers and administrative staff or other employees.

Each month the WDH-Behavioral Health Division holds a monthly provider support call to let providers know what is going on and give additional clarification on items that have been released. **The next call is May 19 at 2pm.**

Inspiring Video

A video from Open Future Learning shows the message of working together to change the way we approach supporting people with disabilities. From the person-centered thinking guru Michael Steinbruck!

Watch it now: <https://www.youtube.com/watch?v=AsCl1LTKPuk>

New Waiver Transition update

We have several people who are beginning to transition to the new Comprehensive Waiver and the case managers have contacted their PSS to get the plan started in EMWS. Our new training videos demonstrate the process to follow. Please contact the Division if you have someone ready to get started! **As a reminder, we need all participants on the Adult DD waiver to transition to the new waiver by September 28, which means we need the plan of care in by August 27.**

Plan to develop a Transition Plan

The Centers for Medicaid and Medicare Services (CMS) announced the passing of new rules for all home and community based services in January 2014. The rules require states to review and evaluate current home and community based (HCB) service settings, including residential and nonresidential settings, and to demonstrate how our waivers comply with the new federal HCB Settings requirements that went into effect March 17, 2014.

CMS posted additional guidance to help states assess compliance and remediate areas that are not fully in compliance so you can read more information on their website, which is Medicaid.gov/HCBS.

We will work with the various providers, participants, guardians, and other stakeholders involved in the waiver programs to gather the information needed to assess our current compliance with HCB setting regulations through surveys, interviews, site visits, and data analysis. Here are the main parts of the plan:

- Issue surveys to providers to evaluate their own settings by type and location (excluding services provided in the waiver participant's own home or family home). 5-15-2014
- Provide a survey to waiver participants, guardians, and other stakeholders to evaluate and give input on provider settings by type and location. 5-15-2014
- Conduct a review on a representative sample of settings to evaluate locations, characteristics, and other required institutional or isolation qualities. 5-15-2014
- Evaluate state services, policies, provider training, certification and licensing requirements to ensure compliance with the HCBS settings. 7-1-2014
- Summarize all HCB settings and areas of compliance and non-compliance 8-1-2014
- Convene a Transition Taskforce to review information gathered and provide input on a state *HCB Setting Transition Plan* 5-1-2014
- Draft transition plan to submit for state and federal approval 12-1-2014

New Incident Reporting Category "Use of Restraints"

A new category of reportable incidents has been added to the DD's Critical Incident Report requiring all restraints to be reported after follow up is conducted. The system is already updated and active, but it will not be required until we announce the date next month. For now people are encouraged to report them as they are filed internally. We will have more guidance on this reporting change issued next month.

For Providers who need to report an incident regarding Emergency Use of Restraints, please report the incidents under the new category of Use of Restraints.

CPR First/Aid Requirements

We would also like to remind all providers to ensure they maintain current CPR/First Aid for themselves and any direct care staff they employ. And, that there are no lapses in these certifications.

- CPR/First Aid is a qualification item and as stated in Chapter 45 of Medicaid rules, providers are required to obtain and maintain current CPR/First Aid.
- In the event a provider fails to maintain current CPR/First Aid certifications and they continue to provide services during the time either or both of the certifications are lapsed, Medicaid will recover all moneys received for services during this time period, and future provider payments will be suspended until current CPR/First Aid certification is obtained and proof of certification is submitted to the Division.
- The CPR/First Aid requirement is also part of the Waiver applications which are approved by CMS and the Division has to show compliance with this requirement.

Health and Safety Inspection Requirements

As stated in chapter 45 of Medicaid rules, all providers who provide services in a facility they own or lease are required to maintain current health and safety inspections to be conducted by an outside entity such as the local fire department, Fire Marshall, insurance agent, building inspector, or other entity approved by the Division. In the event a provider's inspection is outdated, Medicaid will recover all moneys received for services during this time period, and future provider payments will be suspended until a current successful inspection is obtained.

Provider Certification/Towns and Services forms

- All providers who wish to provide services on the new waivers need to complete and submit the new Towns and Services Form for the new waivers. This form can be found on the Division Web Site. If you do not submit the form you will not be able to provide services on the new waivers. You can still submit the form to your local Provider Support Specialist.
- A provider training on the new services, including expectations of the service and the provider qualifications along with the services that will require increased qualifications is posted to the BHD website along with YouTube videos which cover the entire training.
- PPL Self-Directed employees do not need to complete the new Towns and Services Form, only Division certified providers will need to complete the form.

Case Management Legislation Update

There is no additional information regarding Conflict Free Case Management at this time. As previously reported, the Division asked our representative from the Attorney General's office, as well as, Medicaid's attorney for clarification on the legislation. Based on final interpretation of the legislation, a proposal will be submitted to the regional office of the Centers for Medicare and Medicaid Services (CMS) listing out how Conflict Free Case Management will be addressed in Wyoming. The Division must receive approval from CMS prior to implementation. The Division will try to assist the attorney's with submitting the proposal by the end of next week. Once the Division has any information from CMS, we will provide that to case managers.

Training update

We are posting YouTube training videos for case managers regarding changes to the plan of care, EMWS, new forms and other topics relating to the new waivers. The trainings are fairly short and topic specific. Training support calls will be held periodically to answer questions you have after you have had a chance to get into the new plan of care, use the new forms, and have additional questions or concerns. The next training call will be held on May 6th, from 1-2 p.m. to address questions for all of the videos posted so far. We will also provide a recap of the training call on 4/24, for those of you who were unable to participate. A reminder will be sent to providers only a few days prior with the call in information. Our website for the new trainings has the dates and times for those training calls as well.

A recent question from the training was "As people transition to the new waivers, some participants may be in day hab and others on Community integration services. Can the same employee provide day hab and CIS at the same time to different participants?"

During this transition period we will allow it, though these are different services with different definitions and service criteria. Since CIS is listed as "formerly day hab" in the definition, we will allow the same staff provide the service, as long as the service requirements for integration for CIS is completed and documented. The same staff cannot provide Adult Day Services though.

Thank you for reading and for making time to call in each month!