



## DD Case Manager Q&A Support Call November 13th, 2023 HCBS Response to Questions

Can we get a better reporting system? There is a lot of wasted time on the monthly reports.

**Response:**

The Division has made numerous changes to the Case Management Monthly Review (CMMR) form based upon case manager feedback throughout the last few years in an effort to make case manager documentation more efficient and also meet the requirements of the CMS. At this time, the Division does not plan on making any further changes to the CMMR as we are in the process of reviewing other Case Management Systems. Once a new system is implemented, the CMMR will look different.

What is the plan for helping with providing more incentives to work in a caregiving program. It seems a lot of workers are trying to become part of the self-directed program.

**Response:**

At this time, the Division's intent and role is not to incentivize one type of service over another, but rather to help ensure participant access to services. Participants, as well as providers, are free to choose their preferred service delivery option. Agency rates have been increased to address the additional costs associated with running a large business, but the Division does not intend to incentivize agency services.

Are there plans to address Person Centered Training with providers? I'm glad we had the opportunity but it is hard to teach and develop Person centered care with providers unless they also have Training.

**Response:**

The Division appreciates this feedback and will take it into consideration. Based on the current projects that are in process, we cannot make a commitment to have this implemented at this time. We will however, keep this in mind for future projects.